

ABAC NEWS

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2016

The Official Newsletter of the Auto Body Association of Connecticut



What Does Photo Estimating Mean For the Collision Repair Industry?



Distracted Driving Becoming
More Prevalent Than Ever!



President's Message
Let's All Help the D.O.I.

Your Car, Your Choice - Find us at www.abaconn.com

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Distracted Driving Becoming More Prevalent Than Ever!

Gotta Crash 'Em All, Pokémon!

Written by Barry P. Goldberg, A Professional Law Corporation

Chances are, you have heard of the new Pokémon Go phenomenon that is sweeping the nation.

Pokémon Go is a game played on a smartphone that encourages people to walk around to collect 151 Pokémon and is based off the card game and hand-held Nintendo games of the 90's.

While a seemingly harmless game of augmented reality, Pokémon Go is turning into anything but. Indeed, the app--one of the most popular smartphone games of all time--is causing numerous car crashes and injuring innocent victims throughout the state and country.

Here are a few times the game has actually contributed to real world accidents:

- A man was driving while playing the game when he got distracted, drove off the road, and slammed into a tree. He was taken to a hospital with minor injuries.
- A 15-year-old girl was hit by a car as she was walked onto a busy highway while paying attention to her phone instead of oncoming traffic. The girl suffered an injured collarbone and foot as well some bruising.
- A man stopped his car in the middle of the highway, causing a multi-car pile up, in an effort to catch Pikachu, one of the tiny fictional monsters.
- Police body-camera records a man crashing into the back of a police car while playing the game. No officers were inside the vehicle at the time of the crash. No one was injured.

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These are just a few examples of the accidents caused by drivers distracted by Pokémon Go. If you or a loved one were injured by a driver or pedestrian who was playing the game, contact an experienced injury attorney to discuss your legal rights.

What is Pokémon Go?

As noted above, Pokémon Go is an augmented reality game one can play on their smartphone. To quote pokemon.com, after downloading the application:

“Get on your feet and step outside to find and catch wild Pokémon. Explore cities and towns around where you live and even around the globe to capture as many Pokémon as you can. As you move around, your smartphone will vibrate to let you know you’re near a Pokémon. Once you’ve encountered a Pokémon, take aim on your smartphone’s touch screen and throw a Poké Ball to catch it. Be careful when you try to catch it, or it might run away! Also look for PokéStops located at interesting places, such as public art installations, historical markers, and monuments, where you can collect more Poké Balls and other items.”

Unfortunately, the game does not take into consideration private property, busy highways, etc. and is putting many innocent individuals at risk when inattentive gamers attempt to drive and play the game.

Pokémon Go and Distracted Driving

Distracted driving includes “any activity that could divert a person’s attention away from the primary task of driving. All distractions endanger driver, passenger, and bystander safety.” These types of distractions can include:

- *Texting
- *Using a cell phone or smartphone
- *Eating and drinking
- *Talking to passengers
- *Reading
- *Watching a video
- *Adjusting a radio, CD player, or MP3 player



And now it seems that we can add “playing Pokémon Go” to this list.

Source: www.autobodynews.com



ABAC President Tony Ferraiolo Let's All Help the D.O.I.

On June 28, 2016, we met with D.O.I. representatives Gerard O'Sullivan (email gerard.o'sullivan@ct.gov) and Ronald Main (email ronald.main@po.state.ct.us).

The ABAC brought questions and concerns from our membership. Mr. O'Sullivan and Mr. Main were receptive and expressed an interest in helping us help consumers. When we addressed our concerns about the widely recognized practice of insurers suppressing labor rates, they said "the rates must be sufficient because consumers are not complaining about having to pay beyond what they are being reimbursed."

As I see it, there can only be two scenarios for this to be true. Either repair shops are actually satisfied with the rates being paid. Or, shops are not satisfied with the rates, but they are accepting them anyway and not passing on to the customer the true cost of repair. There is, of course, one other scenario, which is wrong and should not be part of your business plan: that is cost shifting, cutting corners, or committing FRAUD to stay in business. This is an unworkable model and will eventually catch up with you.

The D.O.I. seems to be leaning on a philosophy discussed in the Supreme Court's ruling in the Artie's case: that if consumers are not being injured, insurer suppression is a good thing because it keeps costs down. It's hard to argue with this kind of logic – if you can accept that cheaper repairs are just as good (which we know they are not). This is something the Supreme Court neglected to address and something our D.O.I. likewise seems to ignore.

At this point, we need to get the attention of the D.O.I. The best way to do that is to let the D.O.I. hear from consumers directly. We need to help our customers file complaints whenever they are caused to pay charges out of pocket (i.e. without indemnification). Also, if your shop is going to use the court system to recover monies owed to your customer through Small Claims Court, make sure your customer is also filing a complaint with D.O.I.

The future of this industry is clear if we do nothing to stem the tide of suppression. The squeaky wheel is going to get the grease. Be the squeaky wheel by assisting your customer in filing complaints. But, start off, of course, by knowing your true costs and advocating for fair compensation. If your charges are fair, but you are not compensated in full, make sure your customer knows that and assist them in filing complaints with the Department of Insurance. Complaint forms will be available at our next meeting and on our website. The D.O.I. has assured us that it wants to help and will help once there are sufficient consumer complaints. Let's pull together to make that happen.

Don't just complain about this issue; do something about it!

President - Auto Body Association of Connecticut

What Does Photo Estimating Mean For the Collision Repair Industry?

Written by Chasidy Sisk

Photo estimating is the newest hot topic in the collision repair industry, causing quite a stir after Pennsylvania, Virginia and Delaware passed laws allowing insurers to write estimates based on photos of vehicle damage submitted by the insured. Advocates of photo estimating praise its convenience while those in opposition are concerned about supplement increases and its impact on the reputation of collision repair facilities.

So how does photo estimating impact shops, consumers and insurance companies? To find out what this new trend really entails, Autobody News spoke with CJ Przybyl, president of Snapsheet; Aaron Schulenburg, executive director of SCRS; Dan Risley, executive director of ASA National; and Tony Lombardozzi, president of CCRE. These industry leaders shared their perspectives on photo estimating to help shops understand how this will impact business going forward.

The consensus on the benefits of photo estimating was that it offers convenience for consumers, providing “the option to get an estimate on their own time,” according to Przybyl.

Schulenburg expanded on that idea, stating, “The perceived benefit from consumers is that it would increase convenience and reduce time spent going to a professional repair facility for a physical inspection. Many consumers, especially those in younger generations, are looking for mobile options that create increased efficiencies. While some claims settlement processes that avoid a physical inspection may appear to provide the advantage of convenience to consumers interested in settling their claim quickly, these same processes can lead to lower appraisals from insurance companies and claims settlements that don’t reflect the cost of repairs. The average consumer would likely be unaware of such deficiency until they entered into the repair process. Consumers are best served by a process that protects them with thorough diagnosis of damage at the onset of the claim and repair process.”

Risley, whose past career with Allstate provides a global perspective on this conundrum, likened photo estimating to drive-in appraisals. “With a drive-in estimate, they only write the damage they can see, and this can be more convenient for the customer, but a full estimate requires complete disassembly of the vehicle,” he said. “The key caveat is ensuring that the customer understands that the photo appraisal is a preliminary estimate and that their vehicle will require a full teardown for an accurate estimate.”

When it comes to the drawbacks of photo estimating, Lombardozzi fears it could lead to a lessening of the actual cash value of the loss because a photo estimate prevents the ability to see actual damage, such as gaps and suspension. “We need a physical inspection to see the necessary repairs, and consumers can only recuperate the loss if they repair the vehicle, but they aren’t required to get it repaired and may refrain from doing so based on the belief that the damage is minimal and only cosmetic.”

Schulenburg also expressed concerns over possible complications with the quality of settlements resulting from photo-based appraisals. “The process fails to account that consumers are generally unfamiliar with the damage evaluation process and what would represent a fair or comprehensive damage analysis. Further, physical inspections allow for customers to be notified if the damage incurred inhibits the safety of the vehicle or impacts vehicle functionality, something that one has less opportunity to address in a photo estimate.”

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As evidence of these safety concerns, Schulenburg referred to the 2015 repeal of a similar measure in Massachusetts that only remained in effect for 14 months. According to Schulenburg, the repeal was “Based on concerns that the process could result in inaccurate appraisals and provided a way around the MA requirement that vehicles with at least \$1500 in damage were personally inspected by an appraiser.”

Risley pointed out, “Photo estimating is less accurate than drive-in estimates, and in this case, a photo is worth a lot less than 1,000 words. There is a higher potential for fraud because consumers could potentially manipulate angles to take advantage of the system. If the consumer is not educated about the accuracy of photo estimating, it will likely create distrust if the shops estimate is significantly higher than the insurance companies’ estimate. It’s important to educate the consumer on the front end so they understand the process and eliminate potential friction and confusion on the back end.”

For Przybyl, the drawback lies in the fact that, “Photo estimating is a lot harder than it seems. Carriers may find huge gaps in their technology and the ability to service a customer when nobody is there in person. If photo estimations are not done timely with clear communication and proper metrics, it can be detrimental to a carrier.”

Conversely, Przybyl observed that customers are demanding photo estimating because it is fast and simple. “A customer who is happy during a claim is less likely to churn,” he stated. “When carriers give their customers what they want, satisfaction goes up. Customers have accepted photo and virtual estimating much faster than carriers expected, so there is a lot of work to do to catch up! After producing over 250,000 photo-based estimates, we have found that photo estimating also adds huge operational benefits to insurance carriers. Our vehicles are regularly physically re-inspected by field inspectors and score 98% on accuracy. The reality is that if a car is not torn down, there is no difference between a photo inspection and an in-person inspection.”

Looking at the impact on the insurance industry and consumers, Schulenburg believes that photo estimating “Certainly provides advantages that offer greater ability to mitigate claims costs and loss adjusting expenses. It also provides a greater advantage to limit damage identification with the hopes that the consumer elects not to repair the vehicle, and thus avoid fully indemnifying the insured loss. It also appears to offer the opportunity to take advantage of consumers’ limited scope of understanding of collision repair requirements in the first place, under the auspices of convenience.”

Lombardoizzi agreed, saying, “Photo estimates allow the insurer to under-indemnify losses, and it will be used by consumers who want things easy and believe their insurance companies will take care of them.”

Additionally, Lombardoizzi sees this as a way for insurance companies to exert more control over repair payments. “If the shop finds more damage than the photo estimates, they’ll have to create a free supplement to identify necessary repairs, but this should have been done at the beginning of the process! Now, shops are doing the appraiser’s work at no charge, so it definitely gives the insurers more control over expenditures, but it will increase the number of supplements. Currently, we write supplements for 70% of jobs, and I wouldn’t be surprised to see that go up to 100%. Insurance companies claim that photo estimating helps keep premiums down, but I haven’t seen any proof of that, and we all know the insurance industry wouldn’t spend the money to fight for this in legislation if it wasn’t benefitting them.”

Risley agreed that the less accurate nature of photo estimates will create a “dynamic negative impact on supplements and will increase the number of days to repair a vehicle, leading to increased friction between shops and insurers.”

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Schulenburg shared some of the same concerns. "Aside from the diminished quality of initial settlements, which has the likelihood of increasing supplements, and confusion of the disparity between insurer and repairer damage analysis, photo estimating also opens the door to other more contentious settlement techniques," he said. "Desk reviews are certainly another avenue that often couple with photo appraisals and increase friction in the process. It is much easier to deny necessary repair costs in an attempt to mitigate claims expenses when you are not face-to-face with the consumer or the repair facility conducting the repairs."

Continuing, Schulenburg noted, "Some major carriers have openly discussed in industry forums that information about an accident gleaned from a vehicle's own systems, coupled with historic claims data, could potentially reduce the need for the traditional estimating process. It is our belief that the push for photo estimating and campaigns to repeal consumer protections offered by physical inspection requirements opens the door for settlement practices that produce much greater advantages to insurers interested in mitigating losses than they do to consumers in search of convenience."

Przybyl believes photo estimating is "A good thing, and it doesn't really impact much for the collision repair facility. At the end of the day, they will receive an accurate estimate and a car to repair. We have found that photo estimation does not impact the customer's decision to repair the vehicle. In fact, most customers already have multiple estimates from repair facilities before they use the self-service photo option."

When it comes to supplements, Przybyl suggested, "The supplement process can be significantly expedited by utilizing photos and services like Screenshot. If a facility submits photo documentation and invoices, they can get approvals immediately and significantly decrease the time to get paid for the repairs. Repair facilities can actually use photo estimating themselves, and companies like Screenshot offer the service of performing total loss option and condition reports to help shops avoid extra work that is heavily scrutinized for quality by insurance carriers."

There is no debate that vehicles will, at times, require a physical inspection to ascertain the damage, and although these requirements vary by state, Przybyl confirmed, "Physical inspections are still required from time to time. Photo estimating enables carriers to have all of the information about that specific vehicle and repair in fewer than three days. From there, unique cases can easily be triaged to an in-person inspection as needed."

According to Risley, insurance companies will need to impose limitations on when photo estimates are allowed. "My understanding is that a triage process for photo estimating will trigger a systemic alert to require a physical inspection in certain cases, such as when the car is not drivable. Of course, there will be a learning curve, but the intention is not to make life miserable for the collision repair industry--they want to make things easier for the consumer. The key to making this transition work smoothly is educating consumers."

Educating consumers may seem difficult, but consumers are, after all, the reason photo estimating has become so trendy. Przybyl stated, "Consumers are demanding this method, and it just makes sense. Estimating by photos has been a standard practice for years in the industry; mobile technology just made it easier and involved the customer. With all the benefits of happier customers, lower cycle times, an optimized triage for every car, and the ability to provide estimates that are just as accurate as in-person inspections, it makes perfect sense that photo estimating is here to stay."

Source: www.autobodynews.com

Anderson: New 'Who Pays for What?' results raise concern about seat belt checks by collision repairers

By [John Huetter](#) - Repairer Driven News

Insurers frequently refuse shops payment for re-inspecting seatbelts, but the larger problem might be whether shops even do the OEM-demanded safety procedure, according to Collision Advice owner Mike Anderson. Anderson in a news release Monday discussed results of the recently released "Who Pays for What?" body repair survey report and [encouraged shops to take the frame, structural and mechanical repair poll ending July 31](#).

The survey, conducted in April by Collision Advice and CRASH Network, obtained data from 936 shops which responded to some or "in most cases" all of the questions, according to the survey. Between 656 and 741 collision repair facilities answered whether or not they're asking eight of the country's largest insurers to reimburse them for inspecting seat belts. More than 60 percent indicated for each of the insurers they never asked. Those that did were rejected more than half the time.

Overall	Always	Most of the time	Some of the time	Never	Never asked	Total Responses
Allstate	14.2%	9.0%	20.2%	56.6%	62.7%	715
Farmers	13.5%	10.8%	17.5%	58.2%	63.1%	680
Geico	12.6%	8.8%	19.8%	58.8%	62.8%	704
Liberty Mutual	12.3%	9.1%	23.3%	55.3%	62.6%	676
Nationwide	12.7%	8.5%	22.5%	56.4%	64.0%	656
Progressive	12.9%	8.1%	20.7%	58.3%	62.1%	715
State Farm	19.4%	10.8%	18.6%	51.3%	62.3%	741
USAA	15.8%	10.4%	21.5%	52.3%	62.6%	696

Inspect Seat Belts - 2016

"What's most concerning to me is not whether shops are getting paid for this or not, but if they are actually inspecting the seat belts," Anderson said in a statement Monday. "If we're not doing that, we could be putting people back in vehicles with seat belt issues that we never detected and addressed." Anderson noted that some OEMs require a physical seat belt inspection following a collision, while others demand a digital scan. [FCA, for example, specifically included belts in the list of safety systems which](#) "MUST be tested for fault codes (DTCs) that could be active (current) or stored following a collision. Use of the Mopar wiTECH vehicle diagnostic tester is necessary before and after collision repair."

[Total replacement might also be a OEM procedure possibility, two other repairers noted earlier this year.](#)

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"I once scanned a Honda with no dash warning lights illuminated, yet the scan tool told me that two seat belt pre-tensioners were bad," Anderson said in a statement. "Had I not scanned it, I would not have known." The smaller subset of direct repair program shops encountered different results than their non-DRP counterparts with many of the insurers with requests for the reimbursement. Interestingly, some DRP shops reported "Never" being reimbursed by their insurance partners at higher proportions than non-DRP shops negotiating with the same insurer, while other insurers' DRP shops reported the exact opposite.

DRP	Always	Most of the time	Some of the time	Never	Never asked	Total Responses
Allstate	12.0%	8.0%	24.0%	56.0%	71.3%	87
Farmers	11.1%	11.1%	16.7%	61.1%	66.7%	108
Geico	5.3%	5.3%	21.1%	68.4%	67.2%	58
Liberty Mutual	8.0%	10.0%	22.0%	60.0%	66.9%	151
Nationwide	15.9%	4.5%	25.0%	54.5%	66.4%	131
Progressive	6.3%	12.5%	15.6%	65.6%	61.0%	82
State Farm	26.9%	9.6%	15.4%	48.1%	67.9%	324
USAA	12.2%	8.2%	14.3%	65.3%	64.5%	138
Non-DRP						
Allstate	14.2%	9.1%	20.5%	56.2%	62.0%	576
Farmers	13.5%	10.9%	18.1%	57.5%	63.0%	522
Geico	12.7%	9.1%	20.0%	58.2%	63.0%	594
Liberty Mutual	13.3%	8.8%	24.9%	53.0%	61.9%	475
Nationwide	11.5%	9.2%	24.1%	55.2%	63.8%	481
Progressive	13.6%	7.5%	22.9%	56.1%	63.2%	581
State Farm	14.0%	12.0%	22.0%	52.0%	58.9%	365
USAA	16.5%	10.6%	24.5%	48.4%	62.9%	507

Inspect Seat Belts - 2016

Anderson on Monday pitched the survey series as a means of checking one's work and to ensure a shop wasn't failing to provide altogether certain necessary procedures to vehicle owners. "It's one thing if a shop doesn't charge for a repair procedure they are doing," Anderson said in a statement. "That can be a business decision, and I get that. But I have a feeling many shops aren't even doing some of these procedures we cover in the surveys. I can't stress enough that even if you don't care who pays for what, just taking these surveys is a great way to remind your team about some of the important procedures you may be overlooking."

The 15- to 30-minute frame, structural and mechanical labor survey ends July 31. Participants will receive a free copy of the results, which otherwise [are available via CRASH Network here](#). Individual responses are kept confidential.

A Summary of Revisions to the DOI's FAQs



For a little over a year, the ABAC has been petitioning the DOI to revise certain answers to the FAQs section on its website. Revising the FAQs is an important project because they serve as guidance to all parties involved in the repair process from the shops to insurers to appraisers to courts, and most importantly, consumers. We petitioned for revisions because some of the information published was misleading and implied that insurers have a greater say over auto repair decisions. In response to our efforts, some revisions were, in fact, made. But not all of our requests were honored and additional revisions are still needed. The following is a summary of some of the changes that were made.

First, as to insurer steering, the following language was added to bring more transparency to the self-interested motives of DRP programs.

2. The Insurance Company provided a list of repair shops to me. Is that legal?

Yes, but you are under no obligation to take your car to one of the shops on that list.

***NEW: You should be aware that insurance companies often refer claimants to a preferred repair shop because the insurer has a contractual arrangement with the repair shop to fix the vehicle for less money than if no contractual arrangement existed. This helps keep insurance premiums lower.**

While it's good that consumers are given more information about an insurer's financial incentives for referring work to its DRP shop, I remain suspicious of the DOI's claim that this keeps insurance premiums lower. The ABAC is not aware of any published study linking this cause and effect. I am eager to learn from what source this claim originates, and will be working on securing the same.

Regarding FAQ # 9, that was updated to make clear to consumers that any disputes over the value of a total loss can be litigated through the DOI's Arbitration Program.

FAQ # 12 was updated to make it clear that "loss of use" is not strictly up to the whim of the insurer, but instead shall be for a reasonable period of time to settle the claim: ***New: "The Department believes that a reasonable period of time for 'loss of use' depends on the extent of damage and the amount of time needed to repair the vehicle. If you and the insurance company continue to disagree on the amount you may be eligible for arbitration as discussed in Question # 5 above."**

There was a similar update to FAQ # 13 regarding storage fees.

13. Who will pay any storage fees from the time of the accident until repairs can be started on my vehicle?

***New: "Storage fees" are regulated under DMV statutes. As the owner of the vehicle you are responsible for storage charges to the shop you chose or to the towing company. The insurance company may pay storage charges as part of your claim but only up to a specified time which will need to be reasonable depending on the facts of your case.** Usually the insurance company will inform you of a date in writing, in advance—after that date, you may have to either move the vehicle or pay the storage fees out-of-pocket.

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Finally, regarding the use of after-market parts, revisions were made, but I believe those revisions are misleading and inconsistent with the law. Specifically, the answer to FAQ # 14 makes reference to General Statutes § 38a-355 suggesting that this law authorizes the use of after-market parts and puts the onus on consumers to pay the difference if they wish to utilize OEM parts. This is very much misleading as the law does not say that. General Statutes § 38a-355 simply requires that one writing an estimate disclose if that estimate is based on the contemplated use of aftermarket or used parts. This is designed to avoid playing games with the estimate. The law clearly does not allow for insurers to have a say in what parts are used in a repair. Insurers do not fix cars. This is something the Association will continue to work on getting corrected.

So that's where we are on the FAQs.

I wish you and your families a happy and healthy summer!

John M. Parese, Esq. is a Partner with the law firm of Buckley & Wynne and serves as General Counsel to the ABAC. Buckley & Wynne maintains offices in New Haven, Hartford and Stamford, and services clients throughout all of Connecticut. The opinions set forth in Attorney Parese's articles are for education and entertainment purposes only, and should not be construed as legal advice or legally binding. If you have any questions or concerns about the content of this or any of Attorney Parese's articles, you are encouraged to contact Attorney Parese directly.

Mark Your Calendars!

Special ABAC November Meeting

MONDAY – November 7th, 2016

Country House Restaurant – East Haven , CT

Special Key Note Speaker: Mike Anderson

Presentation: 2016 "Who Pays for What?" Survey Results

There is no one in collision repair who hasn't heard of Mike Anderson. He is an acclaimed champion of everything that is, or could be right about the industry. As one of the most knowledgeable people in his field, he is a sought after speaker, author and consultant, who can discuss and teach on a wide range of topics relating to everything – from the politics affecting collision repair, to researching repairs properly via technology, to giving and getting the best from insurers, and to performing an exactly correct repair – just to name a few things! If there is anything Mike doesn't know, he will find out about it.

Mike is the former owner of Wagonwork Collision Centers, two highly acclaimed shops located in Alexandria, Virginia. Currently, Mike owns and operates CollisionAdvice, an industry research, reference and consulting business. In addition, Mike also serves as a facilitator for Axalta's highly recognized Business Council 20 Groups in both the US and Canada. He also facilitates numerous courses for the Axalta Performance Services Educational Series. In 2014, Mike was home less than 20 days, preferring to spend his time traveling all over North America teaching, serving on advisory boards and committees, and generally living to support the industry.

Speaking with passion as well as firsthand experience, Mike teaches pertinent cutting edge management and operational techniques. But that's not all; he is guaranteed to leave you laughing and highly motivated as well!

Shop of the Month: Ace Auto Body

"Established in 1960"

We asked Kevin Clavette, 3rd Generation Collision Shop Manager to give us the story of the business built by his Granfather and his Dad. Here's what he had to say:

My Granfather, Eddie Clavette, moved down to Hartford when he was 16 years old to work at Pratt and Whitney. He sold sodas and hot dogs to the employees on break time. After Pearl Harbor, December 7th 1941 Eddie decided to enlist in the Navy at the age of 17. After his service he went to an auto body repair school on the GI Bill. After auto body schooling he worked for Kane's Auto Body in Simsbury, CT. After Kane's he decided to go into business with his brother-in-law George Grivios. The original location of Ace Auto Body Inc. was on the corner of Washington St. and Park St. After two years at that location they bought our current location in 1962. When the building was purchased it was an old tire shop, half of the shop had dirt floors.



My Dad, Gary Clavette, originally started in the business because of his liking for cars. At the age of 17 he started the auto body program at Prince Tech in Hartford, CT. In 1971 they didn't offer an auto body repair program at the school, so he had to get a special work permit to work for his father Ed and Uncle George at Ace Auto Body. He graduated Prince Tech in 1973 and has worked at Ace for the past 43 years.

As for myself, I got into the business after I graduated high school. I worked part time while attending Central Connecticut State University. I graduated from Central in 2006; I majored in business management, and had a minor in Entrepreneurship.

My Grandfather has been a member of the ABAC since Gary could remember. My grandfather, as well as my father, have always thought that the association is a great group to be a part of.

Where do you see the future of the auto repair business in the future?

The future of the auto repair business is ever-changing. The car manufacturers are trying to make the vehicles lighter and more efficient on fuel, in turn changing the metals on the vehicles. With aluminum, magnesium, and Ultra high strength steel being on the market it makes for a whole new way to repair vehicles. Because these metals don't have to same repair capabilities we are replacing more parts, in turn totaling more cars.

I also see the future of the repair business being more technology driven. Every car will have to be scanned prior to repair, and post repair. Scan tools and AllData will have to be at our auto Tech's fingertips, as well as cameras on every technician's tool box.

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The insurance companies are pushing more of the estimates, and supplementments onto the shops. There will be no insurance adjusters in the future, only inside adjusters off site. Therefore, we will need digital cameras at every work station, taking photos of supplemental repairs.

Employees in the future will be at high demand. There are very few people going into this industry as an auto repairer, therefore driving up their wages.

Overall, I see the auto repair business thriving in the future, just changing. Since my grandfather started in this business it's changed significantly; more paperwork, more tools, and technology. Being a shop owner you need to be able to embrace change, and look at how you can make more money with the new technology at our fingertips.

Any advice for men/women of your generation that are getting involved in the business?

My advice to people looking to get into this business, make sure you can repair cars. If not, you are at the mercy of your technicians. Make sure to invest your money in the best equipment, and education for your employees. Build a team to work with you, not for you. If you're just starting out in the business, stay small and have the best customer service. Use social media outlets to your benefit, and embrace technology.



Thank you Kevin for sharing your thoughts for this article.

The ABAC wishes you and your family continued success in your business as you begin making the changes necessary to keep your shop competitive in today's ever challenging collision industry!



Honda: Damage to common collision repair areas, reconnecting battery might require calibrations, resets

Fixing such common collision repair staples such as bumpers, front doors and windshields on Honda and Acura vehicles might require recalibrating advanced safety equipment with software, the OEM wrote in a position statement released Friday. All kinds of radar/camera safety systems, including the autobraking coming standard soon and already available as part of a cheap Honda Sensing options package, come with this mandate following the replacement of various elements.

Potential calibration targets include, according to Honda:

- Adaptive Cruise Control (ACC)
- Collision Mitigation Braking System™ (CMBS™)
- Forward Collision Warning (FCW)
- Lane Departure Warning (LDW)
- Lane Keeping Assist System (LKAS)
- Road Departure Mitigation (RDM)
- Blind Spot Information (BSI)
- LaneWatch™ (Honda Only)
- Multi-View Camera System (MVCS – Acura Only)

Honda cautioned especially to watch out for calibration being necessary when doing work on, well, exactly the areas of the car you'd expect to find crash damage: "Collision damage in these areas should be given particular attention because certain repairs and/or parts replacement may require aiming procedures to be done," Honda wrote providing this chart:

The chart below shows damage areas where driver assistive system components may be located in close proximity. Collision damage in these areas should be given particular attention because certain repairs and/or parts replacement may require aiming procedures to be done.

Collision Damage Area	Driver Assistive System Components Affected
Front Bumper and Grille Area	Millimeter Wave Radar Unit Front Camera (w/Multi-View Camera System)
Windshield Area	Multipurpose Camera Unit
Front Passenger's Door/Mirror Area	LaneWatch™ Camera (Honda Only) Right Side Camera (w/Multi-View Camera System)
Driver's Front Door/Mirror Area	Left Side Camera (w/Multi-View Camera System)
Rear Bumper Area	Blind Spot Information System Radar Units Rear Camera (w/Multi-View Camera System)

Honda did throw you a bone: The backup camera doesn't need any calibration unless the car has the Multi-View Camera System. Right now, that technology is only on Acuras, according to Honda. That doesn't mean the OEM couldn't add it to future Hondas, so technicians should still be wary.

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Reconnecting the battery

Honda also stressed that something as simple as reconnecting a 12-volt battery might affect some less autonomous systems including “but not limited to”:

- *Navigation systems*
- *Engine idle speed learn*
- *Power window, power tailgate, moonroof, power sliding door position and/or pinch detection*
- *Keyless access and immobilizer/security systems*

Having any these working incorrectly won't please a customer, and so you'll have to enter any vehicle on which you work into ServiceExpress and search “Reset.” “This search will retrieve a list of reset procedures required after parts replacement and/or a battery disconnect,” Honda wrote. “Some reset procedures can be done without special tools. Others may require scan tool software.”

Source: www.repairerdrivennews.com

American Honda Position Statement

HONDA

Issued: July 2016

SUBJECT: POST-COLLISION DIAGNOSTIC SCAN AND CALIBRATION REQUIREMENTS FOR HONDA AND ACURA VEHICLES

It is the position of American Honda that **all** vehicles involved in a collision* **must** have the following minimum diagnostic scans, inspections, and/or calibrations done to avoid improper repair:

- A preliminary diagnostic scan during the repair estimation phase to determine what Diagnostic Trouble Codes (DTCs) may be present, so proper repairs may be included. See Background On Scan Requirements paragraph for more information.
- A post repair diagnostic scan to confirm that no DTCs remain.
 - Any repair that requires disconnection of electrical components in order to perform the repair will require a post-repair diagnostic scan to confirm if the component is reconnected properly and functioning.
 - Damage that requires body parts replacement will always require a post-repair diagnostic scan.
- Some safety and driver assistive systems will require inspections, calibration, and/or aiming after collision or other body repairs. See page 2 for additional information.

*A collision is defined as damage that exceeds minor outer panel cosmetic distortion.

Background On Scan Requirements

Honda and Acura vehicles include numerous electronic control systems, including those that operate safety and driver assist systems. Most of these systems include onboard self-diagnostics that monitor the state of health and/or rationality of input and output circuits. When monitored circuit values fall outside predetermined thresholds, DTCs may be set in one or more electronic control unit (ECU).

The mechanical forces encountered in a collision can damage electrical circuits and components in ways that are not easily diagnosed with visual inspection methods.

Here are some other electronic control system self-diagnostic facts:

- The proliferation of electronic control systems has increased the number of potential DTCs beyond the point where a dashboard indicator can be installed and/or illuminated for every DTC. Dashboard indicators are intended for driver notification, not vehicle diagnostics.
- Therefore, the presence or absence of dashboard indicators/warning lights is **not** an acceptable method to determine if post collision diagnostic scans are necessary.
- Many DTCs **do not** illuminate **any** dashboard indicators, but an electronic control system may still operate improperly or be completely inoperative.
- Because of the complexities of serial data networking, dashboard indicators that do illuminate may appear unrelated to the actual vehicle problem.
- Some self-diagnostics require multiple failures, or other criteria such as a number of drive cycles, to be met before illuminating any indicators.
- Low battery voltage and/or repair procedures may inadvertently set multiple DTCs. Clear the DTCs and determine which ones reset after battery voltage is stabilized.



Honda Position Statement

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