

ABAC NEWS

November
December
2018

The Official Newsletter of the Auto Body Association of Connecticut



ADAS SYSTEMS

OEM PROCEDURES

NON-OEM WINDSHIELDS

**RESEARCHING & CORRECTLY
INTERPRETING REPAIR PROCEDURES
REQUIRES A TEAM EFFORT!**

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President's Message

Bob Amendola

New Year, New Goals



We all know all too well that our businesses are a fast paced, understaffed and underfunded way of life. One that is both demanding and exhausting. We are the first ones in and the last ones out. We are the last ones to be paid and spend countless hours after closing or on the weekends catching up on looming paperwork. But most of all, we are often taken away from our families and missing quality time with them.

My predecessor, Tony Ferraiolo had previously written a phenomenal article about making more time for ourselves in 2018's January - February edition. I highly recommend that we all re-read that and take a little time to reflect on that. We must remember to take care of ourselves first so that we may help others.

With that said, I'd like to suggest that we all individually put together a list of three things we would like to change in our lives and/or our businesses.

No matter where you are in your career, I'm sure you would be able to come up with more than three things, but the point is to start small. Maybe you'd like to make time to have dinner with your family during the week nights, improve your time management or become more organized with having your estimate prepared before the appraiser comes to the shop. Whatever it is, begin with one and work towards one at a time. Most importantly, take action and do not procrastinate.

No one else is going to swoop in wearing a cape and fix our problems for us. It needs to come from us.

We have a great support network within our association. I've always looked at fellow repairers as colleagues not competitors.

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I encourage everyone to reach out to your neighbor because in unity there is strength. I'm proud to be a part of the association and thankful for all that everyone involved has done over the years to help and educate me. Not only do I want to do the same, but I want all members to continue to help each other. We can get answers from each other and continue to work together to better our industry for us all.

I wish you all the best in 2019 and look forward to starting off the New Year full steam ahead.

Thank you,

Bob

**Bob Amendola - Autoworks of Westville
President - Auto Body Association of Connecticut**



Thank You!



ABAC NEWS

The Auto Body Association of Connecticut would like to recognize all our Dedicated Corporate Sponsors and ABAC News Supporting Advertisers for their participation in 2018.

The ABAC appreciates their financial support as we maintain our place as one of the strongest auto body associations in the country. We would not be able to continue our message to members shops and our valued customers without all the support given.

The ABAC would also like to wish everyone and their families a safe and happy holiday and we look forward to growing, together, in 2019.

GM Presents Comprehensive Information on ADAS Systems at ABAC Quarterly Meeting

The Auto Body Association of Connecticut (ABAC) strives to bring in the knowledgeable speakers to educate its members. This event was probably one of the best.

On November 13, the Auto Body Association of Connecticut (ABAC) held its quarterly meeting at Seasons in East Haven, CT. to another packed house gathered to listen to **Christopher Peace, Product Allegation Resolution Team. Product Investigator from Raytheon Professional Services, LLC.** Peace was joined by **Jeffery Shaw, GM/ACDelco Field Manager, Collision Powertrain Performance Parts.**

ABAC President Bob Amendola brought the meeting to order and expressed gratitude to everyone for the great showing of support. He then thanked the sponsors of the meeting.

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Amendola then acknowledged the ABAC News Supporting Advertisers, The ABAC Corporate Sponsors and then announced the winner of the first “Name the Car/Logo Contest” that first appeared in the September-October 2018 Issue of the ABAC News. Congrats to **Ron Sheehy of Derby Auto Body.** Our inaugural winner!

Bob then brought up Tony Lombardozzi to speak on the upcoming seminar, **“Winds of Change”** that will be presented by the ABAC with various speakers with professional experiences. Watch your email and fax for the dates and times.

After dinner, Amendola assured members that the association is aware of the challenges shops faces in fighting rising healthcare costs. ***“Everyone is plagued by the rising cost of healthcare insurance, and we’re looking into a change in legislation this year and looking toward our auto body association group to see if we could possibly put something together as a group for a package/program that addresses the rising cost of health-care.”*** Amendola continued, ***“We are trying to see if all ABAC Members could qualify for better healthcare premiums as some large employers do.”***

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It's in its infancy, but we just want our members to know that we are working, as your association, to help you try and fight these critical rising costs."

Amendola then introduced Christopher Peace who gave us the presentation on Advanced Driver Assistance Systems. We will cover just the highlights of this presentation, since it was very informative and in-depth.

Peace and Shaw delivered an in-depth and highly informative presentation on Advanced Driver Assistance Systems which began with Peace covering all the components of ADAS, including radars, antennas and modules. He explained that cameras are located on the steering column, the front lower grille, the liftgate, the decklid, and the windshield, near the rear-view mirror. He also noted that sonar sensors and ultrasonic sensors can be located in several areas, including the rear quarter panel, the rear bumper, and the front fascia.

Listing the types of ADAS, Peace included parking assistance, adaptive cruise control, collision avoidance, night vision, active tow, vehicle-to-vehicle communication, full speed range lane centering cruise control, and testing and repair information, which includes locating collision statements.

Moving into the importance of pre and post repair scans, Peace and Shaw explained how to complete a pre-scan inspection, identified the module locations, and explored the removal and installation of new components as well as aftermarket components. They talked about wiring harnesses and connectors, angles, paint thickness, and programming which includes set-up and calibration. The presentation concluded with the speakers answering attendees' questions. As you can see, an in-depth look at many of today's ever-changing technology in the Collision Industry.

Peace then spent some time fielding questions from the attendees. According to Amendola, ***"They provided an in-depth look at many of today's ever-changing technology in the Collision Industry."*** ***"Don't be left behind because you didn't take advantage of these extremely valuable meetings. Get educated,"*** Amendola continued. ***"Attend the next Auto Body Association of Connecticut meeting. Become a member and reap the benefits that you've earned. Join the ABAC in the continuing challenge of today's collision industry and be part of it. Be the change."***



Chris Montoni, Dennis LaDuke, Tony Russotto and Brian Walendziak (Wholesale Parts Consultant)



It was another very eye-opening presentation brought to you by GM, the ABAC and Stephen Auto Mall Centre. The ABAC would like to thank Christopher Peace and Jeff Shaw for their valuable input and also for the Sponsorship support of Stephen Auto Mall Centre to help make this meeting successful."

Article submitted by Don Cushing

Colorado Dealership Shop Warns Insurers it Won't Deviate from OEM Procedures

A Colorado dealership chain's collision center last month issued a powerful open letter vowing to use OEM repair procedures and hold staff and insurers who didn't document or support them accountable.

Rickenbaugh Automotive Group, which owns Cadillac, Volvo and Infiniti dealerships in the Denver area, wrote its garage keepers carrier warned that failure to follow automaker instructions could jeopardize its protection from litigation. "Our insurance partner called the meeting to ask us what our processes and procedures were with regard to following OEM repair procedures, position statements, and programming of vehicles equipped with ADAS systems," the Oct. 5 open letter by Rickenbaugh Vice President Nick Pacifico states.

The letter references the John Eagle Collision Center litigation that saw a Texas body shop slapped with a \$31.5 million verdict for failing to follow Honda repair procedures. (The case was later settled for an undisclosed amount.) "Our insurance partner wanted us to verify that we are following all recommended and required repair procedures for all OEM's," Pacifico wrote. (Emphasis his.) "They informed us that in a court of law there would be no difference in how the court viewed the words recommend and required. They felt that any procedure that was labeled recommended would be viewed as required and we would be liable in a court of law."

Pacifico explained in an interview Monday that the letter's description of garage keepers carrier Sentry was exaggerated to make a point. Based on the interview, it also appears to be a composite of conversations with both Sentry and the shop's attorney. But the end result remains the same: "Due to the extreme liability that we have when repairing vehicles Rickenbaugh Automotive Group will not allow any of its businesses to deviate from ANY recommended or required OEM procedures," the letter states. (Emphasis his.)

Pacifico on Monday said Rickenbaugh's attorney told him that a court would indeed view the terms required and recommended as having a "similar scope." Sentry said that to be protected under its coverage, the shop needed to follow OEM procedures "within reason," according to Pacifico. (He said he disagreed with a couple of position statements, including wheel reconditioning, rhetorically asking "How much liability is in that?") When it comes to issues like a millimeter width of difference affecting an advanced driver assistance system, who shoulders the liability? Pacifico said. "I do, as the repairer," he said.

Staff accountability

The shop also vowed to fire any managers failing to document OEM procedures. (If a shop follows OEM procedures but lacks that documentation for court, "you're screwed," Pacifico agreed.)

"We are also requiring all of our leaders (Managers) to properly document each and every file to verify that any and all OEM required, and recommended procedures were performed as specified by the OEM," Pacifico wrote in the letter. "They have been told that failure to do so will result in immediate termination." Pacifico said his managers understood this position, and it didn't come as a surprise. "I'm not in the business of just making money," he said, calling Rickenbaugh's a "customer-centric business."

Asked about technicians, Pacifico said: "We got their buy-in first."

He said he met with three key team members and discussed what would be the "greatest customer benefit" and how it maximized business opportunity.

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The dealership concluded it would “completely abandon” anything an insurer told the company to do and take the stance, “‘We’re experts, not you.’” “I don’t care what they signed up for,” Pacifico said, referring to customer policies. The liability still fell on the shop.

“We will also be documenting any and all instances where an insurance provider attempts or recommends deviating from a required or recommended OEM repair procedure or position statement to the Colorado Insurance Commission for review,” Pacifico wrote in the letter. “Please remember that we are in the business of saving lives, not cutting costs. If your company will not comply with the recommended and required OEM repair procedures, we will not be able to fix the vehicle.”

An insurer would either have to pay for a repair or explain to its customer why it wouldn’t, he said.

Pacifico said Rickenbaugh was selective about which insurers it did direct repair program business with, and those carriers have supported the dealership’s position. Asked how other carriers have reacted to the position, he said they keep citing the Magnusson-Moss Warranty Act, which he called not applicable.

It’s unclear why Magnusson-Moss would be a relevant insurer counterargument to following repair procedures. Though the law says an OEM can’t void a warranty on the basis of a unrecommended part being installed, the manufacturer can void a warranty if that part fails and compromises something else on the vehicle. Additionally, attorney Erica Eversman (Vehicle Information Service) has said a shop can still be nailed in court for selecting a part that they as a repair professional should have known was inadequate.

Finally, while the law also ensures a warranty stands when someone other than a dealership does repairs, the work still needs to be done correctly to avoid risking a warranty claim being rejected, according to a Federal Trade Commission webpage which also references OEM service intervals. NAPA also in a September blog post wrote that an automaker can void a warranty if the owner does “something with your car that the manufacturer does not recommend or that conflicts with specifications for maintenance.”

“For the most part,” good insurers have accepted the stance and agreed to reimburse the shop, Pacifico said. “It’s the crappy ones” which pose a problem, but fortunately, most of Rickenbaugh’s clientele doesn’t have those carriers, according to Pacifico. He said the company has opted not to bill customers for the work in situations where the insurer still refuses to pay. He said he felt insurers would fight OEM repair procedures in general and “lose dearly.”

“You can’t come in as a third party” and attempt to override the manufacturer of the product, Pacifico said. “You have no credibility,” he said. “Somehow, as an industry, we got weak,” he said. “... It has to stop.”

Pacifico said the company uses official automaker websites to research procedures on core brands and ALL-DATA in other situations. He said the company had diagnostic equipment for its core brands and planned to switch to asTech for the rest, for “we could still be in trouble” for using aftermarket scan tools.

It uses OEM parts “as much as we can be,” he said.

To some degree, this decision was out of his hands. Pacifico mentioned that the body shop was recently audited by Volvo, which now demands 95 percent OEM parts at certified shops and will mandate 100 percent in 2019. Infiniti has a similar requirement, Pacifico said.

Source: www.RepairerDrivenNews.com

Honda: Incorrect glass, grilles might compromise ADAS

Honda in a new position statement has warned collision repairers that aftermarket windshields and incorrect grilles might affect advanced driver assistance systems in models dating as far back as 2013. The new statement, which replaces one published in November 2014 about 2013-15 models, reflects the growing use of ADAS since then.

Honda in April said it had reached 1 million vehicles on U.S. roads equipped with the Honda Sensing suite of ADAS technology — a package that includes autobraking, lane keeping and adaptive cruise control.

“The Honda Sensing application rate has more than doubled from 2016 to 2017 to more than 50,000 vehicles per month in the past year, and now is applied on 69 percent of 2018 model-year vehicles,” Honda wrote in April.

“... Honda Sensing is standard equipment today on the 2018 Clarity Plug-in Hybrid, 2018 Clarity Fuel Cell, 2017 Clarity Electric, 2018 Accord, just-launched 2018 Accord Hybrid, and will be standard on the 2019 Insight hybrid sedan, slated for introduction later this year. The technology is available today on the 2018 Honda Fit, Civic Sedan, Coupe and Hatchback, CR-V and Pilot sport-utility vehicles, Odyssey minivan and Ridgeline pickup.”

Acura in June 2017 reported that 70 percent of all new Acuras sold had the more advanced AcuraWatch suite.

“Driver assist systems and safety systems on many late model Honda and Acura vehicles offer heightened safety performance and convenience for the driver and passengers,” Honda wrote in the new position statement. “However, collision repair technicians must be aware of issues that may be created if other than original equipment parts are used to repair vehicles with these systems. While aftermarket parts may look the same and fit in the same physical space on the vehicle, their use may present unforeseen circumstances causing the driver assist or other safety systems to operate abnormally, or not at all.”

Insurers have no cause to oppose or quibble with the statement or the potential for higher repair costs related to the OEM parts. Overall, they seem to come out far ahead on the deal if the OEM part ensures the ADAS system continues to work for the entire life of the vehicle. The Insurance Institute for Highway Safety Highway Loss Data Institute studied more than 327,000 2016 Accords, Civics and Pilots with and without Honda Sensing, according to Honda in April. The insurer-backed research center found collision claim severity fell \$379, the Hondas saw nearly 11 percent fewer third-party claims to other cars or property, and injuries to other people fell 28 percent.

“Honda dreams of a collision-free mobile society and the Honda Sensing technology has a crucial role to play in advancing us toward that goal,” Honda automobile Senior Vice President Henio Arcangeli Jr. said in a statement then. “With the rapidly growing population of Honda vehicles applying these technologies, we hope to significantly reduce collisions involving Honda vehicles within the next three to four years.”

The wrong windshield

Honda writes in the new position statement that anything other than an OEM windshield might affect ADAS technology found in the Honda Sensing suite. “Many Honda and Acura models beginning in 2013 use one or more of the following systems: Adaptive Cruise Control (ACC), Collision Mitigation Braking System (CMBS), Forward Collision Warning (FCW), Lane Departure Warning (LDW), Lane Keeping Assist System (LKAS), and Road Departure Mitigation (RDM),” Honda wrote.

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“These systems either use a camera that is mounted behind the rearview mirror or a combination of that camera and a radar unit mounted in the front bumper or grille. Installing anything other than an original equipment replacement windshield may cause these systems to work abnormally. Specifically, the camera will not be able to aim properly.”

The wrong grille

According to Honda, grille radar systems referenced above also might be affected by an aftermarket grille — or, it seems, even an OEM one taken off of an ADAS-less version of the car.

“Beginning in the 2014 model year for Acura and in the 2015 model year for Honda, certain models began coming equipped with a Collision Mitigating Brake System™ (CMBS™) that uses a millimeter wave radar unit mounted in the front grille area,” Honda wrote. “This unit senses through the front grille upper molding (Acura), or grille emblem (Honda CR-V). These parts are specially designed to prevent radar interference, which significantly increases their cost. Installation of the wrong grille parts will cause the CMBS indicator to come on and DTC P2583-97 (dust or dirt on the millimeter wave radar) to set.”

A similar consideration appears to exist for certain Toyotas. In 2016, we covered how a special Toyota grille emblem was required in some cases; applying the regular Toyota emblem on those models would blind the radar used by autobraking and adaptive cruise control.

Keeping the driver happy

Other warnings relate to the quality of the driving experience. Disregarding Honda’s instructions might not kill anybody, but they can lead to an upset customer and a comeback. According to Honda, a heads-up display-equipped Honda or Acura could get double vision if an aftermarket or OEM non-HUD windshield is used.

“Beginning in 2014, some Honda and Acura models came equipped with a head-up (HUD) display system providing the driver an expanded view of the vehicle’s operating parameters projected onto the windshield,” Honda wrote. “The windshield is specially designed to correctly project the HUD image and must be replaced with a HUD windshield. Installing anything other than an original equipment replacement windshield may result in the HUD appearing as a double image.”

Honda advises shops to provide the VIN when ordering parts to ensure the right windshield is matched to the right vehicle build.

“There is no visual difference between an OE HUD windshield and a non-HUD windshield,” Honda wrote. “Both will physically fit into the same space.”

Honda also encouraged shops to provide a VIN when ordering the acoustic front side door glass available on some Acura and Honda trims since 2014. Installing the wrong glass could leave the customer noticing the ride is noisier or that the window broke when it shouldn’t have.

“The glass has a sound insulation layer of polyvinyl butyral (PVB) sandwiched between two layers of semi-tempered glass,” Honda wrote. “Acoustic side glass is thinner than conventional side glass. It is similar to laminated windshield glass in that it does not shatter like conventional side window glass. .. Installing anything other than the original equipment replacement side glass may result in a diminution of the vehicle’s cabin-noise reduction qualities.”

Source: www.RepairerDrivenNews.com

Non-OEM Windshield Leads to Crash in IIHS Study

Think that a non-OEM windshield couldn't make a difference with the vehicle's accident avoidance systems? Think again, cautions David Zuby, Chief Research Officer for the Insurance Institute for Highway Safety (IIHS).

Zuby said IIHS installed a non-OEM windshield in a Honda Civic equipped with automatic emergency braking. That system includes a camera sensor mounted in a bracket on the vehicle's windshield. "In this example, the bracket on the windshield was not aligned the way the OEM bracket was aligned," Zuby said. "We noticed that it was rotated a tiny amount, less than a degree. And not only was it rotated, but there was play in the brackets. So, the sensor itself could wiggle inside the bracket. We wanted to see the consequences of this."

When IIHS ran a 25-mph test equipped with the OEM windshield, the Civic's forward-crash warning alert sounded 3.4 seconds (and 38 meters) ahead of a potential impact. Depending on how the camera was misaligned within the play in the slightly rotated bracket on the non-OEM windshield, he said, the warning alert did not sound until just 2.8 seconds (and 31 meters) prior to the impact. "The system's emergency braking was initiated 1.5 seconds (before impact) in the baseline (with the OEM windshield), but as late as less than a second for the vehicle with the sensor most rotated out of alignment," he said. The result? "While both the baseline and lesser-rotated sensors managed to avoid hitting the stationary car, the vehicle hit the stationary car at speeds of almost 5 mph in one test – and almost 20 mph in another – when the camera was most misaligned within the bracket on the non-OEM windshield," Zuby said.

Another concern: Despite the camera's slight rotation and play within the bracket on the non-OEM windshield, "the car did not throw a code," he said. It did not know the sensor was misaligned.

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Researching and Correctly Interpreting Repair Procedures Requires a Team Effort

In my past articles I have covered how to utilize repair procedures in order to aid in proper estimating. I have also discussed how proper documentation aids in compensation. While both of those aspects are important, the main point is proper repairs. Each manufacturer writes their repair procedures differently, and they can be very difficult to interpret. At times it seems like understanding the repair procedure is more difficult than the repairs themselves. In this article we will take a look at some tricks to making interpreting the data slightly easier. We will also look at why it is important to research all aspects of the repair.

First of all, this is not a simple or short process. Expect to spend substantial time with the repair procedures. Some procedures only contain photos and these may take even longer to review than those with written instructions. The first person who needs to spend time with those instructions is the estimator, then whoever is responsible for handing out and/or inspecting the work, and lastly the tech. Each person must understand the procedures. In order to speed up the process, a meeting with all parties is very helpful.

What steps are required to understand the procedures? In my opinion the hardest thing to understand is what all the symbols mean on the diagrams. All manufacturers have a legend for their symbols. However, not all manufacturers include the legend within the repair procedure.

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Oftentimes this legend is elsewhere in the program. A key note here is not to use a legend from another car, as it may be different. The symbols will explain what type of welding is required, what type of sealers, adhesive, or foam may be required. The legend, just like with a map, is just as important as the procedure itself.

Once you know what the symbols mean you have to understand what that entails. Oftentimes, a welding technique is listed MIG/MAG Butt Weld, Overlap, Stich, Seam, etc. If the person writing the estimate doesn't have the knowledge of what that process entails, they may not write the estimate completely to perform those methods. If the manager doesn't know, then they will not be able to verify that it was performed correctly. Worse yet, if the tech doesn't know, at which point will it be a gamble if the repairs will be performed correctly? Again, this is why a meeting is very important so that everyone can ensure they are on the same page.

To aid in the understanding of the different welds, I-CAR has an online introduction to a welding class that covers all the types of welds. The class covers what a proper version of the weld looks like visually and after a destruction test. I would recommend this online class to any estimator and manager, as it is a great foundation to understanding what different types of welds are. Furthermore, all technicians who weld anything on a vehicle should take and pass I-CAR's welding test. The test covers all the types of welds in a hands-on manner and ensures that they understand how to perform each type.

If the procedure requires glue, then it must be welded using a squeeze type resistance spot welder. If your shop equipment is out for service or if the shop doesn't have the equipment to perform that process, then a discussion has to be had as to what the next steps will be. Will the equipment be purchased or borrowed, will it be sublet-ed, is there another repair procedure that can be utilized with the equipment available? If the procedure requires silicone bronze can the shop perform it? Rivet bonding? The list goes on! Ignorance to the required steps is not an acceptable response. The actual process with the proper equipment and material may not be described in the repair procedure. Reviewing the legend, verifying what the symbols mean and what is required is of paramount

Another problem that I commonly see is only one document is pulled for the repairs. Nearly all manufacturers have documents that are universal for all repairs on that particular model. One example would be the specific welding wire required by the manufacturer. Another may be the acceptable pulling methods. Some manufacturers have a very thorough test weld procedure outlined in a separate document. At times the repair procedures reference those supplemental documents while other times it is already assumed that those are retrieved first. The OEM resources are better about linking to those additional documents while the third-party resources are not as good about it. Just like it may be required to search for the legend, it may be necessary to search out those other documents.

Which repairs need to have procedures pulled? Simple answer: all of them. Obvious items are welded on panels, mechanical components, SRS items, but what about interior trim, bumper covers, or a battery disconnect? Battery disconnecting/reconnect is a simple process that technicians have been doing for decades now. Remove the power cables from the battery, wait a couple of minutes and then start welding or replacing SRS items. Many of today's vehicles require a strict process be followed for battery disconnect. If you fail to follow the right steps and put the vehicle in the correct state it may require a tow to the dealer to recalibrate the systems to allow the car to operate. Powering certain cars up may now require the recalibration of items as simple as automatic windows or as complex as one of the many ADAS systems on the car. Recalibrations may be required after the removal of bumper covers, windshields, or mirrors. One-time use fasteners are no longer limited to suspension components; now they are throughout the interior trim and elsewhere. The only way to know if something is more difficult than what meets the eye is to properly research repair procedures — there is no way to know what you don't know!

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In the other articles we touched on where to procure the repair procedures. This is starting to become a hot topic in our industry. The OEMs demand the use of their resources while arguably making it very difficult to utilize them. (Mike Anderson and his colleagues have started putting together videos to aid in utilizing some of the OEM sites. These are stored on YouTube for anyone's viewing.) The OEMs are required to share their information with third parties but aren't required to make sure it stays up to date. If your shop only works on a couple of makes, then using the OEM resource is the best option. However, that is a small percentage of shops; the rest of the shops have to deal with every make and model.

Third-party software is very nice for a couple of reasons. First, some of them integrate with the estimating platform and after writing the estimate, save it, so it is possible to view any documents that exist for every line on the estimate. The other benefit is that it's the same interface for all models. One downside is that it's very easy to rely on that interface and never look past the same areas you usually look in. Each manufacturer does have different documents in different sections that the interface will not pull and are located in different areas, so it's not possible to go to the same area across every manufacturer. The biggest downside is the lack of instant updates and/or incomplete or missing documents. Utilizing both is the most realistic method for most shops.

Utilizing both the OEM repair sites and the third-party platforms, it is possible to begin getting an idea of what can safely be procured from the third party and what should not be. Some OEMs simply do not share the information with a third party. Some OEMs seem to share everything, while some OEMs seem to share with only one third party. Many makes have a definite time frame where, once a vehicle is old enough, the procedures are not updated frequently, and all the information is present on a third-party system. Some shops have SOPs for certain years and/or makes or with certain procedures in which using the OEM site is required. Other shops always use the OEM site. Some shops use the OEM sites and also use the third-party integration piece for a good checks and balance.

Once the procedures are pulled and a plan is in place, it is critical to document, document, document. In all of my other articles I have stressed the importance of verification and documentation. Build a plan, follow the plan, and prove you followed the plan. Save all the repair procedures as a PDF and save them to the file to ensure that the documents that were utilized to perform the repair will never be lost. Repair procedures change, and it is important that the procedures available at the time of the repair were utilized. Photographing repair steps during the process is critical to proving that repairs were performed properly. Having standard operating procedures to quality inspect repairs are performed correctly is imperative. For welded on panels technicians should have their test welds inspected prior to welding, have their cut locations inspected prior to cutting, have their welds inspected prior to them being covered, and corrosion protection inspected prior to assembling.

What if the procedure is overly complicated, first time ever looking at them, incomplete, or it's a brand-new process. No one knows everything! If you aren't ready to learn something in this industry, then I hope you're about to retire. When you come across something that you and your team cannot come to grips with there are resources available. I-CAR, VeriFacts, Mitchell, CCC and others all have resources that allow you to call into and get additional information. It is very important to fully understand the required steps before finalizing the estimate and well before performing any repairs. The difference between performing a repair per the factory guidelines and not could be life or death in a subsequent accident. Ignorance to the proper steps does not release the technician nor the shop from liability. Millions of dollars and even jail time could be on the line for improper repairs.

Source: www.ABRN.com - Written by Sean Guthrie

A New Year's Resolution - Atty John Parese



Well, my friends, it's that time of year again. Time to reflect on the past year, and sometimes even the past decade. I did something like that a few weeks ago. In light of the Association's changing leadership, I spent some time organizing a summary for Bob Amendola and others highlighting the Association's various projects and accomplishments over the past decade. I have intimate knowledge of the same as I've proudly served the ABAC as its General Counsel for over a decade now. It wasn't fully clear to me until after I completed my summary for Bob, but the scope of work that has been done by this Association and its leadership over the past ten years is nothing short of amazing. Here are a few highlights.

From a legal perspective, the Association spearheaded two very significant class action lawsuits; counseled countless shops on the filing of individual lawsuits; together with the support of nearly every other auto body association in the country, petitioned the Department of Justice for the enforcement of the 1963 Consent Decree, and continued to advise and inform repairers and consumers of their respective legal rights on a host of issues.

From a legislative perspective, the Association fought for and against a variety of proposed laws to curb steering, fight labor rate suppression, push back against insurer incursion into the repair process and improve laws protecting consumer rights and safety.

Administratively, the ABAC with the help of its lobbyists, has forged important relationships with countless political figures and appointees and agencies regulating the profession. On multiple occasions, leadership has met with the Department of Motor Vehicles and its commissioners to work out pressing issues affecting the industry. The same is true for the Department of Insurance and Attorney General's Office.

Most impressively, the Association has been tireless in advocating for and providing cutting edge education for its members. The leaders of your organization have forged important relationships with national organizations like CCRE and SCRS, not to mention regional state associations such as New York and New Jersey. That which is learned on the national level is brought here to Connecticut, making this state one of the most advanced in the country. These efforts – and they are extensive – are exclusively to benefit the members and ensure that consumer vehicles are repaired more safely.

Not all of these efforts have been winners. The class action suits did not pan out the way we hoped, the legislature has not passed a law banning steering, and the DOI has not enforced as aggressively as we would like the laws on the books. These things and others remain a frustration, and something the Association remains committed to improving in the future. But, don't let a few speed bumps obscure all the good that's happened. Not only would this industry be exponentially worse without the great work of the Association and its leaders; but I defy you to find another state trade organization as inspired and prolific as Connecticut. You won't.

So, this year, I suggest that you resolve to give some thanks to the men and women of this Association: all of whom donate their precious time, year-after-year, almost exclusively to improve conditions for repairers and the safety of vehicle repairs. We are all better off because of the great efforts and accomplishments of these humble men and women.

Wishing you and your family the happiest of holidays. Be well.

John M. Parese, Esq. is a Partner with the law firm of Buckley Wynne & Parese and serves as General Counsel to the ABAC. Buckley Wynne & Parese 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.

ABAC Members Attend SCRS Repair Driven Sessions at SEMA

ABAC President Bob Amendola of Autoworks of Westville, along with ABAC Board Members George Atwood of Atwood's Auto Appearance, and John Welsh of Oxford Automotive attended five sessions at SEMA presented by SCRS Repairer Driven Information Seminar. The five sessions were:

- **The importance of ADAS (Advanced driver Assistance Systems)**
- **Damage Assessment Documentation: Key Steps for Maximum Reimbursement**
- **OEM Session I: The Rules – and Challenges of Structural Repair on Modern Vehicle Architecture**
- **OEM2: The Evolution of OEM Network and Expectations**
- **OEM3: The Future of Telematics, Technology and Transportation and the Collision Industry**



THE IMPORTANCE OF ADAS

With the car manufactures making the cars safer we have and will see the ADAS Advanced Driver Assistance Systems of some kind in all cars buy 2022. And the days of a 2-wheel alignment are long gone with 4-wheel total alignment with safety systems needing to be aligned as well. The steering angle sensor, camera-based lane detection, the radar-based object detection and many more have to be aligned as well and they all have to do with the wheel alignment. So, to just send a car out for an alignment is not that simple any more. Unless you have the correct equipment, you must make sure you send it to a shop that knows about ADAS and is qualified to scan and reset it.

This session helped collision repair professionals increase their understanding of how Advanced Driver Assistance Systems (ADAS) interact across various vehicle systems, including but not limited to steering, suspension, and braking systems. The program was designed to help promote knowledge regarding how to obtain system repair information across vehicle platforms, and offer insight into recent advances in ADAS technology as well as future enhancements. As one of the most commonly performed operations in a collision repair, repair professionals need to know the necessary steps to restore functionality before returning the vehicle to the consumer

DAMAGE ASSESSMENT DOCUMENTATION

Writing an estimate is not that easy anymore. We must do research on how we need to the correct repairs and document it all and getting paid and reimbursed for our time and for any costs we pay out. As many of our peers say, we need to blue print and document all that we do during repairs. We need to ask for everything we do and get paid for it.

This session was a follow on to Effective Estimating and Basic Blueprinting courses and covered step by step documentation tips to gain maximum reimbursement on scanning, associated/related damage, measuring and structure repair time, adhesives and corrosion protection, mechanical repairs, interior paint, tire documentation requirements, and refinish operations such as; four-stage paint.

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Using OEM position papers/repair procedures, recognized SOP's from 3M, information from DEG inquiries and missed operations identified in the SCRS Guide to Complete Repair Planning and other resources, I will show the attendees how to use estimate lines, line notes and photos to effectively document their repair process.

Outcomes:

- The attendee will understand how to answer questions before they are asked by utilizing an estimate line, estimate line note and photos to clearly define their repair process and why the task needs to be performed.
- The attendee will learn how to itemize specific products used during the course of repair aligned with the documentation necessary to gain reimbursement.
- The attendee will understand the value of clear photos to help describe the repair required and how multiple angles of a repair could validate labor hours.

This course was developed based on common questions that arise from other courses are about documentation. In the two-hour Effective Estimating and Basic Blueprinting courses from this presenter, the content touched on ways to document the repair processes. In most damage assessments there are often more questions than answers about what the writer is trying to relay. In most cases they know in their mind what they are describing, they just have difficulty getting in down onto the sheet. By giving key tips and focusing just on documentation, the writer will be able to clearly communicate their repair processes eliminating a majority of insurance company pushback.

OEM 1 THE RULES AND CHALLENGES OF STUCTURAL REPAIR ON MODERN VEHICLE ARCHITECTURE

This is a tough one. The OEM's are working with the steel industry on making cars lighter and safer. That makes are job more of a challenge, with the use of boron steel, ultrahigh strength steel, aluminum, carbon fiber, magnesium, plastic of all types and so much more. All the panelists say that we need to look up and follow the OEM repair procedures. During the open and interactive session, panelists explored how modern vehicle architecture and design specifically influenced repair facility processes. From research of advanced substrates and mixed-material designs to joining processes and equipment necessities, the program fully explored the range of considerations necessary to perform structural collision repair.

With automakers intentionally designing flows of energy through structural components and away from occupants, understanding how to anticipate and identify signs of energy travel through the vehicle and the possible impact upon the repair process is also critical for technicians and owners alike.

OEM 2 THE EVOLUTION OF OEM NETWORK AND EXPECTATIONS

A lot of OEM's are also putting together repair programs that you can buy in on. In other words, you pay them a fee and you buy all the equipment on their repair plans from frame racks, welders, blind rivet tools, etc. and they look over all you do to protect their product name. I do believe that they are trying to make sure that their cars are being repaired correctly and safe for the consumer. Representatives of General Motors, Mercedes-Benz USA, Nissan Group of America and Volvo Cars USA shared details of their distinct program structures and elaborated on how the expectations have evolved to their present state.

As vehicle architecture and technology advance, so do the expectations of those performing repairs. Specialization and commitment to repair procedure adherence become increasingly more paramount, and many automakers have shifted their models of creating OEM collision repair networks to ensure that consumers have vetted options if collision repair services become necessary.

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OEM 3 THE FUTURE OF TELEMATICS, TECHNOLOGY AND TRANSPORTATION AND THE COLLISION INDUSTRY

With this panel they touched about the future of the vehicle. Future vehicles will be self-driving – NO DRIVER! Yes, I sed no driver, no steering wheel. There is car out now that can drive themselves with a drive-in control due to the Evolution of Vehicle Technology like ADAS Forward collision warning assist, rear camera, lane departure warning/lane keep assist, blind spot detection and so mush more in vehicles today. Partially autonomous cars are the urban autopilot in 2022 and autonomous will be here around 2025+. We as an auto repair industry need to get ready for it.

For this 2-hour session, SCRS welcomed back TEDx Speaker and Author of “The Zero Dollar Car”, John Ellis of Ellis & Associates. Ellis is an expert in big data and how it will change the business models of the world’s leading sectors.

In this session SCRS brought together thought leaders with OEM, technology, claims and fleet backgrounds to explore how the future of automotive technology inside the vehicle will change external interactions in the event of a loss. Whether communicating with individuals or associated organizations, there is a great deal of development in the area where technology interfaces and telematics data will be impacting collision repair business models.

Excerpts italicized submitted by George Atwood

Other excepts from www.RepairerDrivenNews.com

ABAC Social Media Update

As 2018 comes to a close and we welcome 2019, we are both proud of what we have accomplished with our social media campaign and eager to start rolling out our projects for the new year to continue building on the progress we’ve made.

In 2018, we gained approximately 2,500 new followers through posts and advertisements. For such an industry specific page, that is no small feat. We consistently work hard to present content to the public that is both informative and educational.

However, creating the content isn’t the biggest challenge. Reaching consumers and leading them to understand why they should care is. As a member of the association, one of the most important things you can do is to encourage your customers to follow us on social media. The more educated and informed consumers are, the better our industry will be. Stay tuned and be sure to share our posts!



Preassembled grilles, fender seam sealer, factory color packs: 5 more tips from the DEG



The Database Enhancement Gateway, which allows repairers and insurers to make inquiries and suggestions of the Big 3 estimating providers at no cost, was augmented in 2015 to offer weekly tips for repairers on the Audatex, Mitchell and CCC programs online and through the Society of Collision Repair Specialists' email list.

If you haven't used the free service before to submit questions about estimating collision repair work or just browse responses to other carrier and shop questions, check it out. It's a good way to find IP best practices and help write the most accurate estimates or appraisals possible.

Here's some areas spotlighted as tip-worthy by the DEG. To receive the tips as soon as DEG releases them, like/ follow the DEG's Facebook and Twitter feeds. (It also posts videos to a YouTube channel once in a while.) Or just browse the more than 10,000 inquiries and responses in the database and see what else you learn.

Removing shipping labels not included

Need to take off a part label that's got an adhesive death-grip on the component? The Database Enhancement Gateway in August advised repairers and insurers that the time isn't included in any of the three major estimating systems. "Labor times for Body and Refinish in all three estimating systems (Audatex, CCC and Mitchell) Does not include the labor to remove shipping labels and decals which may also leave behind adhesive residue," the DEG wrote. It's something that the shop or insurer will have to evaluate and add manually, according to the DEG.

Need Toyota, Lexus parts info? Get it right from the source with a VIN

The DEG in August took a break from focusing on the estimating systems, informing repairers in a tip that estimators and parts managers could easily obtain Toyota parts information online. Shops can "access this information directly saving a phone call to their local parts department trying to figure out the part they are looking for," the DEG wrote. Just plug the vehicle VIN into <http://parts.toyota.com> or parts.lexus.com to find parts diagrams, the DEG wrote. It also encouraged shops which find a discrepancy between the OEM parts site and information providers to alert the DEG. "If the part is missing from any of the three estimating systems (Audatex, CCC and Mitchell), please submit a DEG INQUIRY with the missing information so it can be added to the database," the DEG wrote.

CCC: Seam sealer not always included on fenders

An August inquiry to the DEG about a 2016 Chevrolet Silverado 1500 led CCC to stress that seam sealer/caulk isn't always included when removing and replacing a fender. "We will add the statement to the Fender group in the GTE to match the Hood, Trunk Lid and Door sections," CCC wrote to the DEG and user Aug. 27. The information has indeed been added to the P-pages, apparently as part of CCC's recent MOTOR Guide to Estimating update. The fender outer panel entry in CCC's MOTOR now warns: "Some replacement components may or may not be supplied with duplicated OEM caulk/seam sealer. This is not included in R&R time and requires an on-the-spot evaluation."

The DEG user had explained a replacement Silverado fender "does not come with seam sealer inside wheel house, factory fender has seam sealer along wheel house."

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They asked if applying the sealer would be included, estimating it would take about 0.5 hours, and suggested adding a footnote like those on other external parts. CCC agreed.

“The estimated work time for a ‘Body Panel’ that is ‘bolted-on’ i.e. Hood, Door, Trunk Lid, Lift Gate, Tail Gate etc. Does Not Include caulk/seam sealer,” it wrote in its initial communication to the DEG and user. “This is due to a variation in supplied Service Parts that require caulk/seam sealer. The OEM caulk/seam sealer may or may not be applied to the Service Part or the OEM caulk/seam sealer only partially applied. “MOTOR suggests using an on-the-spot evaluation to determine if duplicating the OEM caulk/seam sealer is required. MOTOR recommends these factors be considered and mutually agreed upon before finalizing any repair cost estimate.” The DEG’s tip about the inquiry also notes: “The labor and material cost to replicate the OEM appearance is NOT INCLUDED in all three estimating systems.”

Factory color packs

Sometimes, a customer’s fancy factory paint color will mean a collision repair facility doesn’t have the necessary toner or hue in its arsenal. Shops who use the paint materials hourly rate might need to itemize this separately to prevent a financial hit, according to the DEG.

“Some vehicle OEM colors may require a special pigment toner to be mixed in-house or a factory color pack (pre-mixed color) to perform refinishing repairs due to exotic high cost pigments,” the DEG wrote in a September tip. “The cost of these color packs and toners which are only supplied by your paint manufacture may cost more than your material calculator rate and could be billed out as a separate line cost.” The paint materials hourly rate in 2017 was \$29.09, up 1.8 percent from 2016, according to CCC’s Crash Course. “Each paint manufacture has a list of special color codes specific to each OEM, and is important for repair planners to address when determining cost during damage analysis,” the DEG wrote. “This will also help to order the necessary materials before the vehicle lands in the paint department, eliminating delays in the repair process.”

The DEG offered Lexus 8Y0 Structural Blue as an example of one of these specialty colors, and directed shops to a PPG video explaining how to handle the paint.

Audatex, CCC, Mitchell: Disassembling preassembled parts for paint not included

Sometimes, your parts supplier gives you a little too much help. “Some replacement parts may come preassembled from the supplier in primer or with incorrect supplied body color,” the DEG wrote in a September tip.

The time to take these things apart isn’t included, according to the DEG. It proposed as an example a Ram 1500 replacement grille PN68197703AA that “comes ‘Primed’ from the supplier.” The shop’s work to take out the inserts “is NOT INCLUDED with the refinish labor or the body labor for r/r.” Such a Ram 1500 grille was the topic of an August inquiry in which a DEG user requested an “overhaul time” from CCC.

“The grille arrives from the dealer as a completely assembled unit and in raw plastic condition unlike the description in the database,” the user wrote. “(This inaccuracy WILL cause third party friction.) To refinish the grille it must be completely overhauled and the raw plastic prepped per paint manufacturer recommendations.” It suggested 0.6 hours of overhaul time.

“The components of the grille assembly are not serviceable individually, so a time is needed to account for the actual procedure necessary to overhaul for refinish purposes,” the user wrote. “An option to select prep for raw plastic would also be necessary to reflect an accurate refinish procedure. The overhaul would also be necessary if we were to be repairing the grille and then refinishing. These types of overhaul procedures are becoming far more common on grilles, headlamps, mirrors, etc. Please add ability to select an additional overhaul of grille and the ability to select prep for raw plastic.”

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CCC said the refinish time of 1.5 hours was appropriate, and that scenarios like the users described would require manual additions. It referred the user to its P-Pages, which state:

Published refinish times are for one color applied to new undamaged OEM replacement components, without exterior trim, interior trim or other attached components, and applied in one continuous process. ...

Refinish times do not include disassembly of components such as Mirrors, Grilles and Headlamps that may come serviced as an assembly.

It encouraged the user to develop their own "appropriate disassembly time."

CCC also corrected the user on one technical point. "After review of the OEM service information the 'Grille' is Plastic, however it is not a flexible component and does not require additional prep time," the information provider wrote.

Source: www.RepairerDrivenNews.com

Name That Car Contest!

What Classic Car Is This??

Tell us the Year, Make and Model

Send Your Answer to abacnews13@gmail.com

On January 30th, we will choose a winner from all of the correct answers

Winner will receive a \$200.00 Visa Gift Card

One Entry per person, please!



Congrats to "Name That Car Contest"
Winner:

Ron Sheehy from Derby Auto Body
July/Aug 2018

Ron's correct answer:
1947 Cadillac 62 Coupe Yoga Mat



Congrats to "Name That Car Contest"
Winner:

The Team from Atwood's Auto
Appearance - Sept/Oct 2018

Their correct answer:
1951 DeSoto Custom

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