

The Official Newsletter of the Auto Body Association of Connecticut



**Stop Letting Insurance Companies Dictate
How You Run Your Business!**

“In Unity There is Strength; In Knowledge There is Power”

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Also In This Issue

President’s Message:”Thank You to Our Amazing ABAC News Supporting Advertisers!”2

ABAC News Supporting Advertiser’s Directory: The Value of Vendor Support to the ABAC..... 3-4

STOP Letting Insurance Companies Dictate How You Run Your Business; A Victory Story - A&R Body Specialty, Wallingford..... 5-7

Consumer Protection Advocate John M. Parese Asks Attorney General Bondi for Meeting to Discuss Auto Insurance Practices..... 8-9

The Intracacies of Damage Appraisal.....9-10

Honda updates requirement for diagnostic scans on all vehicles following a collision.....11-12

From the Desk of VP Ashley Brunelle - Hiring? Contact your local tech school!.....13

New Research: Why proper post collision ADAS calibrations and regular maintenance of systems are essential for safety14-18

Jurisdiction:...Not as awesome as you thought! ABAC Legal Counsel John M. Parese, Esq.....19

ABAC Officers & Board of Directors20



**AUTO BODY
ASSOCIATION
OF CONNECTICUT**

ABAC President’s Message

Bob Amendola

“ Thank You” to Our Amazing ABAC News Supporting Advertisers!



On behalf of the Auto Body Association of Connecticut (ABAC), I would like to extend our heartfelt gratitude for your continued support as a financial advertiser in the ABAC News Supporting Advertisers Directory.

Your generosity plays a vital role in helping us fulfill our mission of educating and empowering both shop owners and consumers in the auto body industry.

Whether you’ve been a long-time supporting advertiser or have just recently begun supporting the ABAC & the ABAC News, please know that each and every one of you is valued and essential to our efforts.

Thank you for being a part of the ABAC community and helping us drive progress in our industry. Thanks to your commitment, we can bring in top-tier experts to provide valuable insights at our membership meetings, sponsor events, and maintain the resources needed to strengthen the industry as a whole. Your support also enables us to keep raising awareness of the ABAC’s initiatives at the local and national levels, broadening the impact of our work in Connecticut and beyond.

Without the dedication of businesses like yours, our efforts would not be possible. Your partnership has directly contributed to the success of numerous programs, and we look forward to continuing our work together in the years ahead.

We hope that your involvement with ABAC continues to bring valuable business opportunities and lasting relationships. Thank you for your unwavering support and for believing in the ABAC’s vision to strengthen and elevate the auto body industry.

With deepest appreciation,

Bob Amendola

Autoworks of Westville - President - Auto Body Association of Connecticut
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ABAC News Supporting Advertiser's Directory The Value of Vendor Support to the ABAC



Since the establishment of ABAC News and the Supporting Advertiser's Directory in 2001, numerous vendors have chosen to support the Auto Body Association of Connecticut (ABAC). ***The ABAC News & the ABAC News Advertiser's Directory is the single largest revenue source for your ABAC.***

Vendor support enables the ABAC to advance its mission of providing education not only to consumers but also to shop owners seeking to enhance their business operations. The association utilizes these financial contributions to invite industry experts as guest speakers at membership meetings, ensuring that members receive valuable guidance and mentorship.

Additionally, these resources allow the ABAC to bring national attention to its initiatives, both at trade shows and through various online publications, thereby expanding the association's reach beyond the local community.

The continued achievements of the ABAC are made possible thanks to the ongoing commitment of our supporting advertisers.

Benefits of Becoming an ABAC News Supporting Advertiser:

- ABAC member shop owners are encouraged to consider supporting advertisers when purchasing products and services. (Support Those Who Support You!)
- The ABAC News is distributed bi-monthly to over 500 collision and mechanical repair businesses throughout Connecticut, including recent additions from nearby Rhode Island and Massachusetts.
- Each new supporting advertiser receives a quarter-page advertisement in ABAC News to announce their participation (applicable to first-time vendors only).
- All supporting advertisers are recognized at each quarterly ABAC meeting and ABAC events, with copies of the ABAC News Supporting Advertiser's Directories provided on every table.

Continued on Page 4

Continued from Page 3

- Supporting advertisers are prominently featured in a dedicated section on the ABAC website: abaconn.org
- Competitive and accessible pricing is available (please refer to our application form for details).
- Participating as a supporting advertiser offers significant business development opportunities by increasing visibility within the ABAC community.
- New supporting advertisers will be welcomed and formally introduced via an email announcement from the ABAC President to all association members.
- We also have an area in the Directory for Corporate Sponsors (Gold & Platinum)
- Supporting Advertisers can be featured in our “In The Headlights” section. (First come, first served basis)

We invite you to consider joining our distinguished group of supporting advertisers and contributing to the ongoing success of the ABAC.

To advertise in the ABAC News Supporting Advertiser’s Directory OR to have your business featured with an in-depth article, you can contact:

Dave Fogarty – Advertising Director – 860-227-0653 or

Don Cushing – Editor – 401-578-6945



SUPPORT
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Stop Letting Insurance Companies Dictate How You Run Your Business

For far too long, insurance companies have used phrases like “we don’t pay for that,” “no one else charges for that,” or simply denied reimbursement for necessary parts, labor, calibrations, and other critical repairs. This behavior is not just frustrating—it’s unsustainable.

Losing money on a job is not an option.

Neither is cutting corners or deviating from OEM procedures just to fit an insurer’s idea of what a repair “should” cost. Insurance companies may be trying to reduce costs at the expense of safety and contractual obligations—but **that is not your problem.**

Trying to stay in business—or sleep at night—while following the insurance company’s script is impossible. **You won’t survive like that.** Shops must be uncompromising in demanding full and proper compensation for the work they perform, and repairs must meet OEM specifications. Safety and quality are not negotiable.

Let’s be crystal clear:

The repair contract is between you and your customer - not between you and the insurance company.

Insurance companies **owe your shop nothing.** Any amount not paid by the insurer is **owed to its insured - their customer.**

That’s why I make it clear to both appraisers and insurance reps:

What the insurer doesn’t pay for, the customer will. We are not doing free work. Period.

If the insurance company refuses to honor its contract with its customer, **that is their problem.** It is not the shop’s responsibility to absorb that loss.

Sometimes, we assist our customers in seeking reimbursement from their insurer—whether that’s by filing a complaint with the Department of Insurance (DOI), entering mediation, or pursuing small claims court. These are services we offer to help customers, and **they work.**

I have an upcoming hearing for a customer who was forced to pay out-of-pocket for calibrations, parts, and labor—all because their insurance company refused to cover necessary repairs. The customer filed a DOI complaint and is also pursuing recovery through the **Arbitration Clause** in their insurance contract. I look forward to presenting the facts in court and showing how the insurance carrier failed its insured.

A Victory Story: A&R Body Specialty – Wallingford

Here’s a real example of what can happen when a shop refuses to back down.

At A&R Auto Specialty in Wallingford, a customer paid out-of-pocket for repairs the insurance company refused to cover. A complaint was filed with the Department of Insurance. The DOI appointed an **independent arbitrator** to hear both sides. The result?

The arbitrator sided with the consumer and the shop. The customer was awarded reimbursement.

This is a win - not just for that customer, but for every shop that stands by its work and charges fairly for necessary repairs.

Continued on Page 6

Continued from Page 5

What You Can Do:

- **Charge the customer** for everything the insurance company won't pay.
- **Document everything** according to OEM repair guidelines.
- **Educate your customer** from the start about potential short-pays and their rights.
- **Support your customer** through DOI complaints or small claims if needed.

By standing your ground and following proper procedures, you protect your business and your customer. **Let the insurer answer for its refusal to pay - don't let it fall on your shoulders.**

AMERICAN ARBITRATION ASSOCIATION Commercial Arbitration Tribunal Case:01-25-0002-5696

XXXXXXX XXXXX - Claimant

-vs.-

New Jersey Manufacturers Company - Respondent

ArbitrationNo: 7074475
Complaint No: 7071912
Dateof Loss: January 9, 2025
ClaimNo.: 2025-913608_1
PolicyNo.: F10718433

AWARD OF ARBITRATOR

I, THE UNDERSIGNED ARBITRATOR, having been designated in accordance with the Connecticut Insurance Department Auto Arbitration Program and the Request for Arbitration dated April 24, 2025 and having been duly sworn, and having heard and read the Claims and Proofs of the Claimant, **XXXXXXX XXXXX** through his representative/mechanic Anthony Ferraiolo of A&R Body Collision of Wallingford, CT ("A&R"), Claimant being self-represented, and the Defenses and Proofs of Respondent New Jersey Manufacturers Insurance, represented by Florelee Lyles Esq., FIND and AWARD as follows:

1. Claimant's claim for \$1,360.23 withheld by Respondent from the cash settlement offered to Claimant on January 24, 2025, for the subject claim, is **granted**. As was his right, Claimant/insured took his vehicle to the body shop of his choice to inspect and/or repair the vehicle following the incident on January 9, 2025. Respondent admits that it was obligated to reimburse charges related to the loss that were "reasonable," "standard," and "not excessive." Respondent did not provide a copy of the parties' contract or other credible evidence to demonstrate how Respondent determines whether fees are "reasonable," "standard," and "not excessive." Respondent's reliance

Continued on Page 7

Continued from Page 6

on administrative legal guidance for nonconsensual tows and storage charges is misplaced and not applicable to this consensual tow. Claimant provided evidence demonstrating that A&R's storage rates were reasonable and within the range of fees charged by other shops in the same geographical area. Also of note, Respondent paid A&R its fees in full (with written approval dated January 20, 2025), and then proceeded to deduct the fees that it determined "not reasonable" or "excessive" from Claimant's cash settlement, leaving Claimant no opportunity to negotiate with the shop.

2. Specifically, Respondent shall reimburse in addition to the amounts offered by email dated January 24, 2025:
 - a. The **\$150.00** diagnosis fee which was reasonable and necessary. This fee was charged by the shop (preceding A&R) that inspected the vehicle immediately following the accident to see if it could be driven;
 - b. The **\$185.00** total loss fee charged by A&R which was reasonable and necessary, as a labor charge, and Respondent shall reimburse the difference between what is offered, **\$50.00** and the actual charges of **\$185.00**, or **\$135.00**;
 - c. The **\$910.00** additional storage fees which were reasonable and necessary, and at a rate of \$130/day, well within what the market would bear in the local area; and
 - d. The **\$165.23** ancillary taxes which are reasonable and necessary in light of the above findings. Pursuant to the Dispute Resolution Procedures for the CT Insurance Department for Auto Physical Damage and Property Damage Liability Claims, the award shall add 10% interest retroactive to the date of payment for the undisputed amount of the claim. Therefore, the award of **\$1,360.23** plus 10% interest retroactive to the date of payment for the undisputed amount of the claim (January 24, 2025), or \$68.01, totals **\$1,428.24, which shall be paid by Respondent on or before 10 days from the date of this Award.**

This Award is in full settlement of all claims and counter claims submitted to this Arbitration. All claims not expressly granted herein are hereby, denied.

July 15, 2025
Date

Laura J. Bottaro



I, Laura J. Bottaro, do hereby affirm upon my oath as Arbitrator that I am the individual described in and who executed this instrument which is my Award.

July 15, 2025
Date

Laura J. Bottaro



Consumer Protection Advocate Asks Attorney General Bondi For Meeting to Discuss Auto Insurance Practices



A Connecticut attorney with a history of national advocacy for consumer protection has requested a meeting with U.S. Attorney General Pamela Bondi to discuss insurance practices that harm consumers and the collision industry.

John Parese, a partner with Buckley, Wynne and Parese, requested the meeting in a June 25 letter to Bondi. The letter follows a Senate Homeland Security and Governmental Affairs hearing titled “Examining the Insurance Industry’s Claims Practices Following Recent Natural Disasters.”

“The hearing was inspired by several whistleblowers who testified that Allstate and State Farm were systemically and egregiously exploiting consumer claimants after catastrophic loss events,” the letter says. “The unlawful practices exposed during that proceeding are virtually the same as those that occur every day with countless auto body repair claims. Nearly every state auto body trade association has long advocated for greater consumer protections and for the protection of unlawful insurer practices.”

During the May hearing, two homeowners told the sub-committee they were still fighting claims from Hurricane Helene. Two adjusters also testified that they were pressured to lower estimates.

The letter provides a history of auto body advocacy in the past 20 years. This includes every statewide auto body association working together to ask for enforcement of the terms of the 1963 Consent Decree. The decree is a Department of Justice (DOJ) agreement that legally instructed 265 insurers and other entities to refrain from conspiring to unreasonably restrain trade and commerce in the collision industry.

This movement included a letter that Parese wrote to the DOJ in 2009.

“While the DOJ ultimately resolved at that time to defer prosecution, the decree remained an important standard for conduct in the industry,” the letter says.



John M. Parese is a partner at the New Haven-based firm of Buckley Wynne & Parese

Continued on Page 9

Continued from Page 8

In April 2019, the letter resurfaced when the DOJ sought to terminate nearly 1,300 antitrust judgments, including the 1963 Consent Decree.

“While nearly every longstanding consent decree identified was terminated, the 1963 Consent Decree was preserved,” the letter says. “Sens. John Kennedy and Richard Blumenthal engaged in a successful bipartisan movement to save the decree. The senators noted that the decree was important for automotive consumer protections and that terminating the decree would ‘eliminate a long-standing agreement to protect consumers against price fixing for auto claims and against steering.’”

Parese writes that President Donald Trump’s visit to North Carolina following devastating flooding inspired Sen. Josh Hawley’s hearing on insurance claims held in May.

“The fraud perpetrated on these storm victims is the very same fraud currently being perpetrated on the motoring public, all of which is framed out by the 1963 Consent Decree,” Parese says. “Sen. Hawley remarked that Allstate and State Farm appeared to be ‘running a system of institutionalized fraud’ on consumers. He is exactly right. These are the same fraudulent practices that banded together every known auto body association in the United States and inspired bipartisan congressional advocacy. Other than the perpetrators, there are no known competing perspectives or activists endorsing these exploitative practices.”

Parese requests a meeting to discuss “important issues and common-sense solutions that can be implemented to help protect consumers and the industry at large.”

Source: www.RepairerDrivenNews.com - Article by Teresa Moss

The Intricacies of Damage Appraisal



A thorough appraisal requires more steps than identifying and selecting the needed parts and labor operations.

Creating a damage appraisal involves more than simply going through your estimating database to identify damaged parts and selecting *repair, replace, align, diagnosis, refinish* or *sublet*. While you need those categories, you also need to know which one to select to describe the “who, what, where, why and how” the repairs should be performed. To help bring some clarity to this, I am going to recap a few of my previous ABRN articles on damage appraisal.

In “[The need to reprogram damage appraisers](#),” I gave some examples of how damage appraisers can be vague in their documentation. Usually, this is because they know what they are thinking but do not complete their thoughts on paper. I offered three training steps that help move a damage appraiser to the next level:

- *Describe the repair operations as they expect them to be completed.*

Continued on Page 10

Continued from Page 9

- *Take charge of the repair process by identifying each step required in the repair.*
- *Ensure the damage appraisal communicates effectively to all parties connected to the repair.*

In “Do your damage appraisals communicate?” I emphasized that just like a news article, a damage appraisal communicates to multiple individuals and must clearly explain the repairs being performed. If you think about it, you are like a news reporter in that you must relay the repair process using black words on white paper. Additionally, just like a reporter you must research the operations and validate the process using OEM repair procedures and other industry tools. A news reporter doesn't let their word processor tell them how to write the story, and you shouldn't let your estimating database tell you how a repair is to be performed. Just like their word processor, the estimating database is simply a documentation tool.

Researching operations and validating processes is the most critical step in damage appraisal, so important that I identified key industry tools in “Improve your damage appraisal process”. Here, I explained the value of the estimating systems procedure pages, the Society of Collision Repair Specialists Guide to Complete Repair Planning, I-CAR's Repairability Technical Support portal, 3M's Collision Application Procedures, vehicle owner's manual, Database Enhancement Gateway, OEM repair procedures and how photos help you illustrate repair requirements. All these tools allow you to complete the research up front to develop an accurate damage appraisal that tells the story of how the repair will be accomplished.

I reviewed these three articles with you to help you understand the intricacies of a damage appraisal so you will be able to explain the who, what, where, why and how a repair will be accomplished. We must remember that our damage appraisals communicate a repair to a group of people who do not understand the process as well as we do and we must “report” effectively so that all have a complete understanding.

Source: www.FenderBender.com - Article by John Shoemaker

About John Shoemaker



John Shoemaker is a business development manager for BASF North America Automotive Refinish Division and the former owner of JSE Consulting. He began his career in the automotive repair industry in 1973. He has been a technician, vehicle maintenance manager and management system analyst while serving in the U.S. Air Force. In the civilian sector he has managed several dealership collision centers, was a dealership service director and was a consultant to management system providers as an implementation specialist. John has completed I-CAR training and holds ASE certifications in estimating and repair. Connect with Shoemaker on LinkedIn.

Honda updates requirement for diagnostic scans on all vehicles following a collision



Honda has updated its post-collision diagnostic scan and calibration requirements for Honda and Acura vehicles in a [position statement](#).

On page two of the statement, “Diagnostic Requirements” has been updated to use the word “requirements.” It previously said “Diagnostic Recommendations.”

“American Honda’s position is that the only way to accurately determine the post-collision status of all

Honda and Acura vehicle electronic control systems is with the factory-authorized diagnostic software, i-HDS,” the statement says.

I-HDS uses the “All DTC Check” feature to completely scan every equipped electronic control system for DTCs in a single operation, the statement says.

The statement adds that American Honda does not test other scan tools or remote diagnostic services and cannot comment on their capabilities or accuracy.

“Diagnostic scan tools or software marketed as ‘OEM Compatible or OEM-C’ have no history of being tested or validated by American Honda,” a new bullet in the statement says. “Consequently, ‘OEM Compatible’ or ‘OEM-C’ scans should not be acknowledged as a proper OEM Diagnostic Scan for Honda and Acura vehicles. The use of the i-HDS software is the only way to perform a proper OEM Diagnostic Scan for Honda and Acura vehicles.”

OEM Compatible (OEM-C) is the word asTech uses for aftermarket scans. The company’s Rules Engine claims to use data from tens of thousands of scans to determine when a remote OEM scan is needed or when an aftermarket scan can be used.

GEICO, which entered into a [standardized price agreement](#) with asTech last summer, claimed in an email sent to its Auto Repair Xpress (ARX) shops that the OEM-C option has been verified to yield results equivalent to an OEM tool.

Chris Chesney, Repairify’s vice president of training and organizational development, previously said on [C&C Auto Show](#) that the OEM-C was not certified by any outside agency, and that asTech did the verification of the scans.

Soon after the GEICO announcement, Subaru reaffirmed with its Certified Collision Network (SCCN) via email that it [does not approve OEM-C scans](#).

Honda’s updated statement also provides a table that outlines safety and driver assistance systems that require inspections, calibrations, and/or aiming after collisions or other body repairs. It notes that the table is not all-inclusive.

Continued on Page 12

Continued from Page 11

System	Abbreviation	Description
Adaptive Cruise Control	ACC	This system helps maintain a constant vehicle speed and a set following interval behind a vehicle detected ahead. For models with the added low speed follow (LSF) feature, if the vehicle ahead slows to a stop, the vehicle with LSF will slow down and come to a stop.
Auto High-Beam	AHB	This system can automatically switch the headlights from low beam to high beam using the multipurpose camera, depending on road conditions, oncoming vehicles, and vehicles ahead.
Blind Spot Information	BSI	This system can detect vehicles in specified alert zones next to the vehicle, particularly in harder-to-see areas commonly known as blind spots.
Collision Mitigation Braking System™	CMBS™	This system alerts you when there is a possibility of a frontal collision with a vehicle or pedestrian detected ahead. It also reduces vehicle speed to help minimize collision severity if a collision appears unavoidable.
Cross Traffic Monitor	CTM	This system monitors the rear corner areas using the BSI radar units when reversing and alerts you if a vehicle approaching from a rear corner is detected.
Forward Collision Warning	FCW	This system alerts you when it determines there is a possibility of a frontal collision with a vehicle detected ahead.
Lane Departure Warning	LDW	This system alerts you when it determines the vehicle maybe unintentionally crossing over detected lane markings.
Lane Keeping Assist System	LKAS	This system provides steering input to help keep the vehicle in the middle of a detected lane and provides tactile and visual alerts if the vehicle is detected drifting out of its lane.
LaneWatch™	LW	This system lets you check the passenger side rear areas on the audio or audio-navigation screen when the right turn signal is activated.
Multi View Camera System	MVCS	This system displays an image of harder-to-see areas commonly known as blind spots from different angles on the center display unit using four cameras.
Road Departure Mitigation	RDM	This system detects if the vehicle is drifting too close to the side of the road without a turn signal and can provide mild steering input to keep the vehicle on the road or braking to help keep it leaving the roadway entirely.

The statement already required a preliminary diagnostic scan during the repair estimation phase to determine what diagnostic trouble codes may be present. It also requires a post-repair diagnostic scan to confirm that no codes remain and safety and driver assistive systems inspections, calibrations and/or aiming after a collision or other body repair for some systems.

Hyundai also recently updated its pre- and post-repair systems scanning position statement. The statement now “requires” a pre-repair scan and post-repair scan on vehicles equipped with electronic components and systems following a collision. The statement, released in June, replaces a 2018 position statement that said the procedures were “recommended.”

“We are pleased to announce an important update to Hyundai’s official position statement on diagnostic system scanning,” a letter from Hyundai says. “In alignment with evolving vehicle technology and safety systems, Hyundai now requires both Pre-Repair and Post-Repair System Scanning as part of a proper and complete repair.”

It says the updated position “clarifies” the essential role of scans in identifying and validating electronic system performance before and after repairs.

Source: www.RepairerDrivenNews.com - Article by Teresa Moss

Hiring? Contact your local tech school!



As the new school year begins, tech school students will be looking for Work-Based Learning (WBL) opportunities. The Work-Based Learning Program is part of the Connecticut Technical Education and Career System and allows a student to work for an employer during their trade instructional time. We've hired numerous students through this program, many of whom are still with us years later. We've had great success in finding candidates through this program for both the shop and the office- I highly recommend it!

If you're looking for help, I strongly encourage you to contact your local tech school and speak with an instructor about the WBL program and potential candidates. These students are the future of our industry, and they are eager to work and gain experience.

The CTECS hosts career fairs as well, which is a great way to meet and recruit employees. The CTECS website has a career center where employers can register. By registering, you'll be notified about Program Advisory Committee (PAC) meetings, career fairs and other events directly as well as post hiring opportunities with recent grads.

The ABAC continues to support our CTECS students through events such as our golf outing/social in October (if you haven't registered to golf or attend the social event yet, what are you waiting for?) so be sure to attend and get involved! The more involved we are, the brighter the future looks for the collision repair industry in Connecticut.

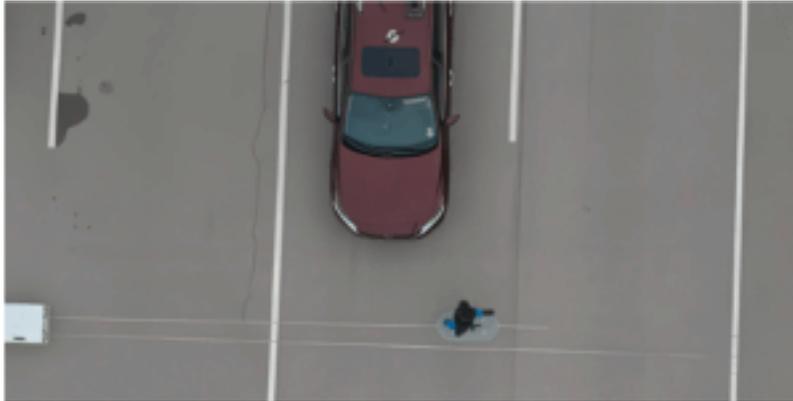


Ashley

Ashley Brunelle
Autoworks of Westville - ABAC Vice President



New research: Why proper post-collision ADAS calibrations and regular maintenance of systems are essential for safety

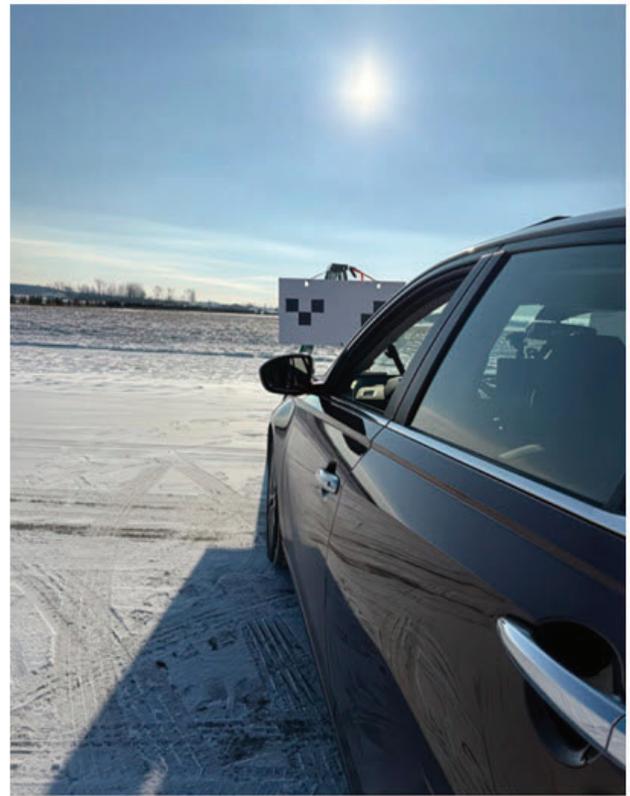


New research from Ascential Technologies stresses the importance of properly performed post-crash ADAS calibrations and the potential need for routine maintenance to ensure proper vehicle safety functionality.

In January, a 2024 Nissan Altima test vehicle with about 13,000 miles was evaluated by Ascential Technologies using National Highway Traffic Safety Administration (NHTSA) testing procedures for automatic emergency braking (AEB), pedestrian AEB (PAEB), lane departure

warning/lane keep assist (LDW/LKA), and adaptive cruise control.

The Altima was equipped with forward-facing radar and camera-based ADAS features. Calibration scenarios ranged from replicating original equipment manufacturer (OEM) standards to deliberately poor conditions, including misaligned sensor mounting and suboptimal calibration environments.



Images 17 & 18: "Poor Windshield Camera Calibration" environment outdoors with vehicle facing direct sunlight on uneven ground. Target positioned off center, favoring driver's side of vehicle, outside of OEM specifications.

Continued on Page 15

Continued from Page 14

Testing found that no calibration of LDW resulted in complete system failure, and poor calibration introduced asymmetry. Good calibration restored factory-level performance.

Good calibration of FCW and CIB resulted in the most consistent and timely alerts, with the longest average stopping margin and highest reliability. The non-calibration test didn't engage the brakes, resulting in full impact to the target vehicle in all tests performed.

Good calibration of PAEB more than doubled the stopping margin versus the baseline and was the only configuration that provided early alerts and consistent avoidance.

According to data from the tests, Ascential Technologies concluded:

- “Good calibration restores and enhances ADAS performance;
- “Poor calibration introduces dangerous unpredictability, even when systems appear functional;
- “No calibration results in silent failure, with systems failing to activate at all; and
- “Baseline systems degrade over time, reinforcing the need for calibration as a maintenance item.”

Complete results from the tests are available in Ascential's [whitepaper](#), which was published on Thursday.



Continued on Page 16

Continued from Page 15

“The paper is the first step in understanding what could happen with bad calibrations, with no calibrations, and with good calibrations, but I recognize that there’s a lot more testing that needs to take place,” said Brunno Moretti, Ascential Technologies ADAS solutions president. “A poor calibration, for example, had lots of variability in their stopping distances, where a good calibration was high tolerances, and then even the baseline had some problems that we saw.”

He said the test vehicle had never been involved in a collision, so repairs were mimicked to show what would happen if a vehicle wasn’t calibrated post-repair. A poor calibration was mimicked by worst-case scenarios, such as performing calibrations outside, sloped floors, and not following OEM standards, he said. “Good calibration” tests were done using its calibration equipment available to the repair market.



Image 3: Non calibrated vehicle crashing into target vehicle.

When Moretti began at the company in October 2024, he immediately thought testing should be done to understand what a good calibration entails, having just entered the aftermarket industry after previously working in OEM ADAS design and development.

“A lot of people say, ‘Oh, we follow OE standards,’” he said. “And then there are a lot of companies that don’t follow OE procedures or standards, and so we wanted to understand what’s the impact on the actual ADAS?”

The whitepaper notes that ADAS performance is highly dependent on precise sensor calibration.

“As ADAS technology becomes increasingly standard in modern vehicles, maintaining system accuracy post-repair is no longer a best practice; it is a necessity for ensuring safety, functionality, and regulatory compliance,” the paper states.

It also notes that the upcoming enforcement of a [new NHTSA Federal Motor Vehicle Safety Standard \(FMVSS 127\)](#) makes proper ADAS functionality and calibration accuracy even more vital.

Continued on Page 17

Continued from Page 16

[FMVSS 127](#) will require AEB and PAEB to come standard by September 2029 on all passenger cars and light trucks weighing up to 10,000 pounds. By then, AEB must stop and avoid rear-end crashes at up to 62 miles per hour and detect pedestrians in daylight and at night. The standard will require AEB to engage at up to 90 mph when a collision with a lead vehicle is imminent, and up to 45 mph when a pedestrian is detected.

“Improper calibration not only jeopardizes road safety but also exposes service providers and vehicle owners to legal and regulatory risks,” the paper states. “This study underscores the critical role of accurate ADAS calibration in protecting human lives and ensuring future compliance. As the industry evolves, calibration integrity will be essential to advancing vehicle safety technologies and maintaining public trust.”

The paper also provides an overview of research from the Insurance Institute for Highway Safety (IIHS) on ADAS effectiveness in collision prevention, which found that vehicles with FCW and AEB are involved in about 50% fewer rear-end collisions compared to similar models without the systems. FCW alone reduces rear-end crashes by around 27%, according to IIHS.

In fact, ADAS has proven so effective that most automakers voluntarily made it standard on their vehicles by 2022, and the systems significantly cut insurance claims for vehicle damage and injuries, according to Ascential’s paper.

“The National Safety Council (NSC) and others estimate that current ADAS technologies have the potential to prevent around 62% of traffic deaths and about 60% of crash injuries annually if widely implemented and used,” the paper says. “In numbers, that equates to roughly 20,000 lives saved per year in the U.S. ...Even when crashes aren’t avoided outright, ADAS often reduces impact speeds (by warning/braking), mitigating severity.”

For repair shops, improper ADAS calibrations also pose legal liability.

For example, Ascential’s research shows that the vehicle intentionally put in an “improperly calibrated” state, with the camera slightly misaimed and radar mismounted, completely failed to issue any lane departure warnings during tests, nor provided alerts when drifting out of its lane.

“Even more concerning, the automatic emergency braking did not activate at all, resulting in the car striking the obstacle in the test scenario,” the paper says. “Essentially, the ADAS might as well have been turned off. This is exactly what could happen in the real world if, for example, a windshield camera is off-center after replacement.

In this case, the car might not ‘see’ the lane lines or a stopped car ahead, and the driver would get no help avoiding a crash.”

The paper goes on to mention the [John Eagle Collision Center case](#) as a “cautionary tale” for the ADAS industry.

A Texas jury found the shop’s incorrect repair liable for much of the severity of the crash of a 2010 Honda Fit, awarding the couple who were injured and trapped inside the burning vehicle \$42 million in damages.

Continued on Page 18

Continued from Page 17

“[A] body shop deviated from OEM repair procedures, bonding a roof instead of welding it, which led to catastrophic structural failure in a crash,” Ascential wrote of the case. “The same principle applies to ADAS: when repairers skip or improperly perform calibrations, they compromise the vehicle’s safety systems, potentially exposing themselves to similar liability. This underscores the legal and ethical obligations to follow OEM calibration requirements precisely.”

The paper also highlights reasons why ADAS calibrations and components should be regularly maintained:

- “Sensors can drift or wear over time — ADAS components are subject to vibrations, thermal expansion, and aging just like any other part.
- “Tested impact of aging and misalignment — In the TÜV/TRL research, engineers artificially aged components, misaligned cameras, and even simulated slight windshield damage to see how a lane-keep assist (LKA) system would react. The results confirmed fears; the LKA’s function deteriorated under these conditions. In some trials, the car drove over lane markings without any warning or correction from the system.
- “Environmental factors — Extreme temperature swings, for instance, might affect camera housings. Dirt, snow, or ice can temporarily block sensors (vehicles usually warn you when sensors are obscured), but if debris or water consistently infiltrates a sensor mounting, it might shift its position. Many ADAS sensors are positioned behind bumpers or windshields, which are areas that are frequently flexed or stressed.”

Next week, during the Collision Industry Conference (CIC) meeting in Philadelphia, Moretti will participate in “The Industry Experiment,” CIC’s first podcast-style segment aimed at tackling pressing issues and challenging industry norms. He’ll share exclusive insights from internal research conducted by his team on the serious consequences of improper ADAS calibration, and will participate in an in-depth discussion exploring industry accountability based on a critical question: What does it really mean to keep safety technology safe?

Source: www.RepairerDrivenNews.com - Article by Lurah Lowery

Always look to OEM Position Statements that you can use as a tool for repairs

READ BEFORE YOU REPAIR



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Jurisdiction ... not as awesome as you thought.



John M. Parese is a partner at the New Haven-based firm of Buckley Wynne & Parese

Jurisdiction in the context of litigation refers to a court's power or authority to make legal decisions and judgments. A lawsuit cannot go forward unless the court has jurisdiction to hear the matter. There are several ways to establish jurisdiction. If you're still reading this right now, there's probably something wrong with you, and you should consider getting it checked out.

So why am I talking about jurisdiction? Two reasons. First, Don Cushing has been on me (almost to the point of me needing a restraining order) about getting content for ABAC News. This qualifies as content. Second, sometimes jurisdiction can be a kick in the pants when an out-of-state party damages property in Connecticut and has an insurance company that doesn't like to pay the full cost of repairs. This issue has come up enough times that it warrants a brief discussion.

Normally, if an at-fault party's insurer short-pays on a claim, your customer or your shop by assignment can sue that party in Small Claims court to get reimbursed for the full cost of repair. When the at-fault party is an out-of-state resident with no property owned in the state, however, our Small Claims Court has no jurisdiction over that party (CGS § 51-15). That means that you or your insured may not be able to sue that party in Small Claims Court here in Connecticut.

But wait, you might be thinking, doesn't Connecticut have a long-arm statute to address this? Yes, it does: CGS § 52-59b gives our courts jurisdiction over nonresidents who commit certain offenses in Connecticut, including, for example, a car crash. Thus, one could get long-arm jurisdiction over a non-resident, but that would apply only to Superior Court actions, not Small Claims cases.

Our Judicial Branch FAQs on this issue provide:

Q: What if the defendant resides out of the state of Connecticut?

A: You may file against the out-of-state resident only if he or she owns property in Connecticut. A statement indicating that the out-of-state individual owns property in Connecticut must be included in the claim.

Are you having FUN yet?!

Since most shops and their customers would likely prefer to prosecute their claims through Small Claims Court, this jurisdiction issue can be problematic. If this issue comes up (i.e. the at-fault party on a short pay is an individual who does not reside or own real property in Connecticut), you should consult with a lawyer to discuss your options. I know a good one, but he is often too busy trying to be a comedian.

Please enjoy the rest of your summer.

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.

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