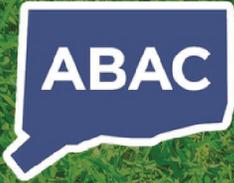


# ABAC NEWS

September  
October  
2025

The Official Newsletter of the Auto Body Association of Connecticut



AUTO BODY  
ASSOCIATION  
OF CONNECTICUT

## 4TH ANNUAL GOLF TOURNAMENT & *Social Event*



Raffle Grand  
Prize



ABAC Golf Event Raises Money for Connecticut  
Tech Education Work-Based Learning Program

Your Car, Your Choice - Find us at [www.abacconn.org](http://www.abacconn.org)

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# ABAC President's Message Bob Amendola

## ABAC's 4th Annual Golf Tournament Raises \$14K for CTECH Work-Based Learning Program



On Monday, October 6th, the Auto Body Association of Connecticut (ABAC) hosted its 4th Annual Golf Tournament at Lyman Orchards in Middlefield, with proceeds benefiting the Connecticut Technical Education and Career System (CTECS) Work-Based Learning Transportation Program.

More than 92 golfers enjoyed a beautiful fall day on the greens, teeing off early and fostering camaraderie among members—all for a great cause. Events like this not only support vital programs but also provide wonderful opportunities for socializing and networking within our community.



### A Day on the Course

Golfers began arriving and registering at **11:00 AM**, followed by a **noon shotgun start**. Before tee-off, players enjoyed a **delicious lunch**, and out on the course, they were treated to two new favorites—a **Donut Truck** and a **Beer-Tasting Cart!**



After a fun day on the course, everyone gathered for the **Evening Social Event**, joined by golfers, friends, and family—bringing total attendance to over **125 guests**. The evening featured a **dinner buffet, open bar, and live band performance**, followed by **25 exciting raffles**, including a **50/50 raffle** and a **Grand Prize Masterbuilt Smoker** giveaway. It was a fantastic celebration of community and support!





### Supporting the Next Generation

We're proud to share that the proceeds from this year's event are being donated to the Connecticut Technical High School Collision Repair Program, in support of the **CTECH Work-Based Learning Program**. This initiative helps students travel to and from participating Connecticut collision shops after school—removing transportation barriers and giving them valuable real-world experience.

### Special Thanks

I want to give a very special thank you to Joe Cavallaro of Airport Auto Body and Dave Esposito of Kemperle Paint & Equipment for their outstanding efforts in organizing and coordinating this event. This tournament is a huge undertaking, and Joe and Dave truly rose to the occasion—**great job, guys!** The ABAC and CT. Tech Schools appreciate your hard work. Your dedication, time, and hard work behind the scenes truly made this day a success.



We'd also like to recognize our hardworking volunteers, whose efforts helped make this event possible:

- Kevin Clavette – Ace Auto Body
- George Atwood – Atwood's Auto Appearance
- Melissa Cividanes – Mauro Motors

### Our Generous Sponsors

Events like this would not be possible without the incredible support of our sponsors:

- Event Platinum Sponsor – PPG
- Diamond Dinner Sponsor – AkzoNobel Coatings
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I'd also like to extend a sincere thank you to all the golfers who came out to play, and to everyone who attended our social event. Your participation means more than just a fun day on the course or a great evening with colleagues—it's a direct investment in the future of our industry.

Events like our golf tournament and social events do so much for our industry, reaching far beyond just the transportation fund for WBL students to the sense of camaraderie and networking with colleagues and industry professionals alike. If you weren't able to attend this year, I strongly encourage you to make it a point to next year. If you aren't a golfer, plan to attend the social event after. It's a great event for a great cause and I'm thankful to everyone who makes it such a success year after year.

Your support is **invaluable**, and we deeply appreciate everyone who contributed to making this event a success.

**Together, we're supporting the next generation of technicians!**

With deepest appreciation,

*Bob Amendola*

Autoworks of Westville - President - Auto Body Association of Connecticut  
Autoworksofwestville@gmail.com



## ABAC Kicks Off Fall with Packed Quarterly Meeting in Cromwell

Fall brings cooler temperatures, vibrant foliage, and a cozy atmosphere — and for the **Auto Body Association of Connecticut (ABAC)**, it also marks the start of an exciting season of continuing education and business development for its members.



The ABAC officially launched its fall schedule with a **Quarterly Membership Meeting** on **September 9th** at the **Courtyard Marriott in Cromwell**, drawing a packed house of industry professionals eager to learn and connect.

Taking the podium to open the evening, **ABAC President Bob Amendola** expressed gratitude to the meeting's sponsors for their generous support:

"I want to start off tonight's meeting by thanking one of the Primary Sponsors, **Albert Kemperle Paint & Equipment**, and their team for their tremendous support," Amendola said. "A special thank you to their Territory Sales Manager, **David Esposito**. David and his team at Albert Kemperle are a terrific asset to our association."



ABAC President Bob Amendola

He also acknowledged **Norton Saint-Gobain**, the evening's second Primary Sponsor, noting that **Dennis Beardsley**, Refinish Application Specialist, would be giving the featured presentation. "A big thank you to them also," Amendola added.

The evening's **Co-Sponsor, Express Diagnostics of Waterbury**, was also highlighted. "**Kevin Hemingway** and his team are tremendous supporters of this association," Amendola noted. "I'm pleased to announce that Express Diagnostics will host and sponsor our next ABAC Membership Meeting this **November** at their **Waterbury facility**. It will be a unique event featuring **ADAS training** and an in-depth look at what Express Diagnostics is all about."

Details for the November meeting will be shared with members as they are finalized.

#### **Welcoming New Members and Honoring Our Valued Supporters**

The ABAC is proud to welcome two new members to the association: **Tyler Novak of Acrisure Insurance** (formerly Security First Insurance) and **A&J Auto Finishes of West Hartford**. We are excited to have both businesses join the ABAC community and look forward to their involvement.

In addition to joining as a member, **Acrisure Insurance** has also signed on as an **ABAC News Supporting Advertiser**. With many members approaching policy renewal season, we encourage you to reach out to **Tyler at Acrisure** to see what he can offer — another example of how our network continues to grow and support one another.

#### **Supporting Our Sponsors — Supporting Each Other**

"Speaking of Supporting Advertisers," noted President **Bob Amendola**, "our ABAC meetings would not be as successful as they are without the direct contributions from our sponsors. So, a big thank you to all our sponsors."

"As I do at every meeting, I want to sincerely thank all our **ABAC Corporate Sponsors** and **ABAC News Supporting Advertisers**. They have all made a financial commitment to support **YOUR** Auto Body Association of Connecticut," he continued. "In return, we ask all our members to please remember to **Support Those Who Support You.**"

Special recognition goes to **Buckley Wynne & Parese**, who proudly serves as **Platinum Sponsor** of the **ABAC News Advertisers Directory**, and to **Bald Hill Dodge Chrysler Jeep Kia**, our **Gold Sponsor**. Their support plays a vital role in funding many of the initiatives that benefit our members — from hosting expert guest speakers to providing valuable training opportunities.

“The **ABAC News** and our **Supporting Advertisers Directory** remain one of our biggest avenues of income,” Bob emphasized. “They enable us to deliver the resources, programming, and advocacy that our members have come to rely on.”

### President Bob Speaks on Local Shop Victory and Industry Challenges

President Bob opened his remarks by highlighting a recent win for a local shop:

“Nick at Plaza had a lawsuit against State Farm Insurance. They received a decision the very next day—something that’s highly unusual, as the process normally doesn’t move that quickly. But remember this: even if you bring a lawsuit against an insurer and lose, you’re still a thorn in their side!”

(See full article on Plaza’s case on **Pages 14-15** of this newsletter.)

Bob continued by addressing a harsh reality many collision repair shops face:

“Unfortunately, we as businesses have had to have difficult conversations with customers about them covering the difference when insurance companies won’t pay for OEM parts, necessary procedures, ADAS calibrations, and more. This puts shops in the unfortunate position of being the ‘bad guy’ due to the shortcomings of insurers. But these conversations **must** happen—otherwise, you simply won’t be able to stay in business. That’s just a fact.”

### Supporting the Next Generation of Technicians



ABAC Board Member  
Joe Cavallaro

After dinner, Bob invited Joe Cavallaro of Airport Auto Body in Hartford to speak. Joe has been a key figure in organizing the 4<sup>th</sup> **Annual ABAC Golf Tournament** and continues to work tirelessly to support its success.

“As you all know,” said Cavallaro, “this year’s Golf Tournament is **October 6th**—right around the corner. It’s being held at **Lyman Orchards Golf Club**, and all proceeds will benefit **Connecticut Tech Schools**. We’ve established a specific fund to provide **transportation for students** to shops that are involved in the **CTECS Work-Based Learning (WBL) Program**.”

**Work-Based Learning (WBL)** is a part of the CTECS Student Workforce. WBL allows a student to work for an employer during their trade instructional time. Students not only receive credit toward their career technology, but also get paid. Available at all CTECS schools, WBL fosters workforce readiness skills, such as punctuality, preparedness, teamwork, problem-solving, and critical thinking, facilitating a smooth transition from school to work.



Kevin Hemingway  
Express Diagnostics

### Co-Sponsor Express Diagnostics to Host November ABAC Meeting

Next up was **Kevin Hemingway**, Northeast Regional Manager for **Express Diagnostics**, who thanked attendees for their support and announced that his company will be **sponsoring the November ABAC Meeting** at their location.

#### Kevin gave a brief overview of their services:

“We handle mobile ADAS calibrations, programming, diagnostics, wire repair, and more. One niche we’ve been very successful in is **fiber optic wire repair**, which is becoming more common when front radar units are damaged.”

He went on to share the company’s mission: “**Express Recalibrations** was born from a passion for vehicles and a vision to revolutionize the repair and calibration industry. We recognized the evolving needs of today’s drivers and their tech-heavy vehicles. Our mission is clear: deliver top-tier vehicle repair services paired with accurate computer system calibrations—offering both quality and convenience.

“At the heart of what we do is a commitment to **precision and excellence**. We understand that even the smallest detail can impact a vehicle’s performance. Our team isn’t just made up of technicians; we’re enthusiasts, driven by a desire to see every vehicle operating at its peak.”

Kevin was joined at the vendor table by team members **Chris Gushnay** and **L.J. Iadella**, who were available to answer questions and share more information about Express Diagnostics’ offerings.



## Guest Speaker Highlights: Dennis Beardsley on the Importance of P-Graded Abrasives

President Bob then introduced the evening's guest speaker, **Dennis Beardsley**, who delivered an insightful and technical presentation titled:

### "The Importance of P-Graded Abrasives"

Dennis began by explaining one of the most critical—but often overlooked—factors when evaluating paper abrasives: **the grading of the grain.**

Achieving a **smooth, consistent finish** starts with using properly graded abrasives.

He introduced the **Federation of European Producers of Abrasives (FEPA)** as the leading authority setting the standard in abrasive grain grading. Unlike other systems that allow for greater variance, FEPA standards require that **95% of the abrasive grains** fall within a specific size range—compared to just **60%** in other systems. This tighter control significantly reduces the chance of larger, outlier grains that can compromise a finish.

### Abrasives that meet FEPA standards are designated as "P-graded."

You can identify P-graded abrasives in two main ways:

- **Grit Designation:** A "P" appears in front of the grit number (e.g., **P100**).
- **Product Imprint:** The grit printed on the backside of the abrasive will also show the "P" designation (e.g., **P100**).

### Why P-Graded Abrasives Matter

Dennis emphasized that **P-graded abrasives are essential** in industries like **automotive manufacturing and repair**, where a **uniform scratch pattern** and **consistent surface finish** are critical. In fact, nearly all major automotive paint manufacturers **require** the use of P-graded abrasives in their technical data sheets.

By using P-graded abrasives during surface prep, shops can:

- Avoid costly **rework**
- Prevent **bubbling** and **cracking** of coatings
- Ensure **proper primer adhesion** by creating a smooth, uniform surface

### Finish Better with Norton

Dennis concluded by highlighting Norton's commitment to quality: "Unlike other manufacturers, **nearly all Norton paper abrasives are P-graded**. No other brand offers such a comprehensive portfolio to meet your finish application needs."



Guest Speaker Dennis Beardsley with ABAC President Bob Amendola

For those interested in learning more, scheduling a **demo**, or **testing P-graded abrasives** in your shop, Dennis encouraged reaching out directly to David Esposito.

All of this is just a sampling of the valuable information and insight the Auto Body Association of Connecticut (ABAC) provides to its members during regular membership meetings.

The evening concluded with a 50/50 raffle and the distribution of several gift cards, generously provided by the ABAC.

As the saying goes, **“In unity there is strength. In knowledge there is power.”**

Submitted by Don Cushing – ABAC News

## The ABAC Thanks Our Meeting Sponsors for Their Support



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## Work-Based Learning: Building the Next Generation of Technicians

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### *How A&R Auto Body Specialty in Wallingford is Partnering with Connecticut Tech Schools to Develop Future Talent*

We recently sat down with **Tony Ferraiolo**, owner of **A&R Auto Body Specialty** in Wallingford, to talk about how his shop is working with the **Connecticut Technical High School System's Work-Based Learning Program** to attract, train, and hire the next generation of collision repair professionals.

"Right now, I have seven tech school students," Tony says. "Two are part of the Work-Based Learning Program, two are graduates attending college and working part-time, and three are full-time tech school graduates. I've really embraced the system, and I'm getting good quality candidates from it."

Students at A&R work in various areas of the shop — **painting, structural repair, disassembly and reassembly, detailing, paint prep, and even administration**. Each student is paired with a **mentor**, usually a senior technician, who guides them through proper repair techniques using OEM tools and procedures.

"The key to success is the environment," Tony explains. "Our A-techs mentor these students, training them the correct way. They don't feel threatened by the younger generation — we've created a culture where everyone works together as a team."

One student is even pursuing a degree in accounting while working part-time in the office to gain administrative experience.

Tony's involvement doesn't stop at his shop's doors. As a **member of the State Advisory T-Tech Board**, he collaborates with educators, administrators, and industry representatives to ensure that tech school curricula stay current with the evolving needs of modern collision shops.

"We're helping the schools understand what students need to become entry-level employees. When parents come in for selection night, we explain that this is a lucrative and stable career. Artificial intelligence can't fix a wrecked car — this trade will always need people."

To keep the program strong, Tony meets regularly with his student employees to ensure they're comfortable, learning effectively, and thriving in the shop's culture. A&R also uses a **team-based monthly bonus system** to reward collaboration and positive performance.

Transportation can be a barrier for many students, and Tony credits the **ABAC Transportation Fund** for helping. The fund enables students without cars or licenses to access real-world job opportunities in collision repair.

"The transportation program is a huge help," he says. "It allows students to work in shops they otherwise couldn't get to."

Tony's been working with tech school students since the 1990s — long before the current technician shortage. His philosophy is simple: "**Hire young and train.**"

By mentoring students early, A&R ensures they learn safe, correct, OEM-based repair procedures from the start. Through collaboration with schools and participation in **ABAC meetings**, Tony helps educators understand what today's repair industry requires — from tools to technology.

“We invite teachers and administrators to our meetings so they can see the latest technology and equipment,” he says. “That awareness helps schools modernize their training programs and better prepare students.”

### **How You Can Get Involved**

Tony encourages other shop owners to reach out to their local Connecticut Technical High School to participate in the Work-Based Learning Program:

- Contact a teacher or advisor about joining their **Advisory Board** or attending **T-Tech meetings**
- **Participate in selection nights** to meet parents and students
- **Offer shop tours** to give students a firsthand look at modern repair facilities
- **Promote your shop and the trade** — show that it’s a rewarding and future-proof career path

“It’s not just about helping your own shop,” Tony says. “It’s about helping the entire industry.”



## Success Story: Plaza Service Center Inc. Stands Firm on OEM Standards



At **Plaza Service Center**, we have an unwavering commitment to performing repairs **strictly according to manufacturer guidelines**. Every repair follows **OEM procedures**, and we use **only OEM parts**—never substitutes. Most importantly, we **do not allow insurance companies** to dictate how a vehicle is repaired. This is expected and required by the DMV, as clearly outlined in the Commissioner’s bulletin published 5/31/2024. Safety and quality always come first.

### Transparency with Every Customer

From the moment a customer walks through our doors—whether it’s a **first-party** or **third-party** claim—we have an open and honest conversation about what to expect.

- For **first-party claims**, we explain that the customer may be responsible for any “short pay” amounts that the insurer refuses to cover.
- For **third-party claims**, where the law is on our side, **we take it upon** ourselves to pursue recovery in small claims court.

Before any repair begins, we document the vehicle thoroughly, photograph all damage, and review our repair contract with the customer. If someone isn’t comfortable with the process, we respect that decision—no pressure, no charge. But for those who trust us to handle the repair, they know exactly what’s happening every step of the way.

## Precision and Documentation from Start to Finish

Throughout the repair process, **every step is documented**—photos of removed parts, detailed notes, and OEM position statements are all stored in the file. Our invoices match precisely what we told both the customer and the insurer. While we always negotiate with insurers in good faith, **we never compromise** on manufacturer repair standards.

## Taking a Stand: A Victory in Court

Recently, we faced a **third-party claim involving Progressive Insurance**. Our customer had been hit by a Progressive-insured driver and the Progressive-insured driver was clearly at-fault for the crash. Despite our complete documentation and the use of proper OEM repair procedures, Progressive refused to pay our posted labor rate—one that's publicly displayed and supported by market surveys and prior payment history.

Since this was a third-party claim, we took on the liability ourselves and filed in **small claims court**. Represented by **Buckley, Wynne, and Parese**, with their attorney **Chris Hernandez**, we presented clear documentation and proof that Progressive-insured driver was legally liable for the damages caused by the crash, and as his insurer, Progressive was on the hook for payment.

Within **24 hours**, the magistrate ruled in our favor—a remarkably fast decision, likely due to our meticulous preparation and thorough records. The law allows up to 45 days for a decision, but this quick turnaround reflected the strength and clarity of our case.

## The Outcome

This case reaffirmed our philosophy:

- Follow OEM repair standards
- Document everything
- Stand firm against insurer pressure
- Protect the customer's right to a proper and safe repair.

At Plaza Service Center, we don't just fix cars—we **stand up for what's right** and ensure our customers receive the quality and safety they deserve.

Information provided by Nick Clark – Plaza Service Center

Submitted by Don Cushing – ABAC News



## Paid in Full - Highlights from Recent Small Claims Victories



Attorney Chris Hernandez  
Buckley, Wynne & Parese

Anyone reading this article has likely dealt with an insurance company short pay on a repair claim. Agreed prices with carriers have become the exception, rather than the norm. This trend will likely worsen as the gap between the actual cost of repairs, and what carriers want to pay, continues to grow.

The root of the disagreed price is often a combination of labor rate and repair decisions. With labor rates, the insurance carrier often insists on paying an artificially suppressed labor rate they claim to “pay to all shops,” which usually is a fraction of your posted rate. This leads to a deficit that can make it impossible to perform a complete, safe and quality repair.

This leaves a shop with three options in most cases:

1. Eat the cost;
2. Charge the customer; or
3. Litigate in Small Claims Court to recoup the difference.

Option 1 can put you out of business. Option 2 can be the best option in many cases – but can lead to unhappy customers. With proper preparation, Option 3 can present a viable route to getting paid in full for your services. Recently, shops have had a string of victories in Small Claims Court where they were awarded the full outstanding balance of repairs on third-party claims:

Case 1 – awarded \$1,744.39 on a Progressive Claim (\$90/hour labor rate)

Case 2 – awarded \$2,107.97 on a State Farm Claim (\$115/hour labor rate)

Case 3 – awarded \$5,104.64 on a Progressive Claim (\$95/hour labor rate)

### Lessons from these victories

Courts will usually uphold your labor rate in Small Claims Court if you can provide evidence showing that your rates are reasonable and customary in the market. After one trial, the Court concluded: “the \$95.00 hourly rate charged for labor/painting on the [vehicle] is justified.”

One way to demonstrate your labor rate is reasonable and customary to the market is to present evidence of being paid that rate on prior claims. Courts in the above-mentioned cases accepted paid-in-full invoices from prior claims as evidence that the insurance carrier has paid a shop’s posted labor rate previously. Providing examples of prior instances where the carrier has paid your bill in full makes it difficult for the carrier to argue that your shop’s rates are suddenly unreasonable or excessive on this particular claim.

For example, in Case 3 the Court said:

*“While the Defendant maintains that \$95.00 is excessive, the Plaintiff provided three examples, all in 2025, in which Progressive paid Plaintiff’s shop an hourly rate of \$95.00 per hour for “Labor/ Painting.” This evidence established that Progressive has approved a \$95.00 hourly rate for similar work in the recent past. The Defendant provided no evidence to dispute the reliability of this evidence, and this court finds no reason to distinguish the hourly rate the Plaintiff charged for its work on the [vehicle] from the examples provided by the Plaintiff.”*

Another way to demonstrate that your rates are reasonable is by staying up to date on your market. For example, in Case 1 and Case 2, the plaintiff shops provided recent labor rate surveys of shops in their area. This provided a clear visual for the Court showing that the plaintiff shops’ rates were aligned with the market. This can make for strong evidence that a shop’s rates are reasonable. In Case 2, the Court said: “There was no compelling evidence presented that Plaintiff’s hourly labor rates were excessive and outside the norms for the industry.” Remember, labor rate surveys can be used for business and court purposes but cannot be shared with your competitors.

In all three cases, the Court also found testimony regarding the factors that go into setting a shop’s labor rate to be strong evidence the rates were reasonable. Everything is expensive these days. Magistrates can understand that the cost of doing business isn’t cheap and keeps going up. They can understand these costs are weighed in consultation with a business professional (usually an accountant) to determine what labor rates an individual shop needs to charge to stay afloat.

The plaintiff shops in the above-mentioned cases also gave testimony regarding the hourly pay rate the shops paid to their technicians and testimony regarding additional overhead costs (rent/mortgage, property taxes, payroll taxes, benefits, insurance, marketing, purchasing equipment and software necessary to repair vehicles, etc.) that were factored into setting their labor rates. Showing the Court these kinds of business expenses paints a picture of what it truly costs to run a business in this industry. The evidence is also persuasive in demonstrating that the shops could not stay in business if they accepted the insurance carriers’ artificially suppressed rates.

We all know it’s a matter of when, not if, the next short pay is coming. These recent cases provide hope and insight for when that day comes.

*Christopher D. Hernandez, Esq. is an Associate with the law firm of Buckley Wynne & Parese and works with John M. Parese, Esq., who 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 Hernandez’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 Hernandez’s articles, you are encouraged to contact Attorney Hernandez directly.*

## AI: The New Frontier of Online Presence for Auto Body Shops



We've all heard how important it is for businesses to have a strong online presence. In the auto body industry, we often focus on the basics — your website, social media accounts like Facebook, Instagram, TikTok, and X, and of course, your listings on Yelp and Google. But what if I told you there's an even more powerful online tool shaping how customers find and evaluate your business? It's time to talk about **AI — more specifically, ChatGPT.**

ChatGPT has become one of the most widely used tools in the world, relied on for everything from answering quick questions to conducting in-depth research. It pulls information from across the internet to deliver responses instantly — and that means it may already be shaping what potential customers learn about *your* shop.

We've personally seen customers use ChatGPT to fact-check information we've given them or to compare our shop to others. This is the new reality: artificial intelligence isn't just a tech trend; it's a new layer of online visibility. And because ChatGPT and other AI tools rely heavily on web content, the information you post online — your website copy, blog posts, social media captions, and even your Google Business description — matters more than ever.

Now is the time to take a fresh look at your digital footprint. Use clear, relevant keywords and phrases that describe your services and your community. Make sure your location, specialties, and unique strengths are easy for both humans *and* AI to identify. The better optimized your online content is, the more likely AI tools are to recognize and recommend your business.

Here's a quick exercise: open ChatGPT and ask it to find an auto body shop in your area. Take note of which shops are mentioned — and if yours isn't, consider this an opportunity. The way people search for businesses is evolving, and staying ahead of that curve can help ensure your shop isn't left behind.

*Ashley*

**Ashley Brunelle**  
**Autoworks of Westville - ABAC Vice President**



## Breaking ABAC NEWS



*Suburban Subaru welcomes experienced Subaru Parts Manager Jason Lavalley to the Suburban Team*



**ACRISURE®**

*ABAC welcomes Acrisure as new Supporting Advertiser*

### **Next ABAC Meeting**

*When: Tuesday November 11th, 2025*

*Where: Express Diagnostics • 173 E Aurora St • Waterbury, CT*

*Reservation Deadline—Nov 4, 2025*

*\$65.00 Members • \$75.00 Non-Members*

*See Flyer Insert in this newsletter!*

***ADAS Calibration and Service:***

***What the Automotive Professional Needs to Know***

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**Unity is Strength - Knowledge is Power - Attitude is Everything**