

ABAC NEWS

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The Official Newsletter of the Auto Body Association of Connecticut



A Message from the desk of Tony Ferraiolo A&R Body Specialty - ABAC President

With 2013 coming to an end, let's look back at what this year brought and what's in store for the future. The beginning of 2013 marked the ABAC's push to promote top-notch educational programs, including seminars featuring O.E.'s discussing ever changing repair trends. As we learned, there is just no way around it: to keep up with the pace of technology and the latest innovations, we all need ongoing training. Some O.E.s are even working toward certification programs as a prerequisite to repair their vehicles.

In the meantime, State Farm's Parts Trader continues to upset the industry; and for good reason. I'm not sure I know of anyone who thinks it's a good idea for an insurer to dictate where and how we should order parts. Of course, State Farm's goal is to shift profits away from our industry to further line its deep pockets. If there is any silver lining to this dreadful program, it's that it appears to have awakened our industry to the dangers of insurer influence, and I am hopeful that repairers across the country will continue to band together in opposing insurer influence in our industry.

This year also saw more shops standing up for their rights and saying enough is enough. More shops are taking matters to court and holding insurance companies accountable under the law. This is certainly true for our

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class action lawsuits as well. In May of this year for example, after 10 years of fighting The Hartford, our jury verdict was accepted by the court, a \$20 million sanction was issued, and an injunction was ordered to prevent the Hartford from influencing the independent judgment of its appraisers. These were heavy blows. The Hartford has vowed to appeal the court's rulings. We are more motivated than ever and we will keep fighting this fight until it's over. In the meantime, we will certainly keep you apprised of case updates as the appeal goes forward. Our class action lawsuit against Progressive also took important steps forward this year. Several important witnesses were deposed and thousands of pages of documents have been exchanged. The ABAC is proud to stand as an industry leader in these important fights for our industry.

Unfortunately, at the same time the court of law was rendering decisions in our favor, in the court of politics, insiders at The Hartford somehow convinced the Department of Insurance to issue a bulletin: IC -34. The bulletin was designed to contradict the will of the court and of the jury in favor of giving insurers like The Hartford more authority to keep stealing from us and our customers. Our lobbyist and legal team are hard at work fighting these kinds of underhanded tactics. Your dues are an important part of financing our effort to protect this industry.

The ABAC surveyed its members about what programs were most important. Your responses overwhelmingly indicated more training and education. This input is invaluable, and going forward into 2014, we intend to bring our members more constructive educational seminars, starting with the March membership meeting, which will feature a discussion on estimate of repairs. To this end, the ABAC is also working with Connecticut's trade schools, and we have endeavored to help promote hiring of their students. Our website will feature graduates and their resumes. Speaking of the website, this year we put a lot of energy and effort into updating our site: www.abaconn.com. Please take advantage of this site. It contains useful forms and information for running your business.

Finally, we are working on an exciting new advertising campaign for the collision season that will focus on informing consumers of their right to choose the shop of their choice and the ability to access important information (including information on member shops) from the ABAC. We will keep everyone updated on where and when you can see those advertisements.

The year has certainly been a rollercoaster for all of us in the repair industry. If I could impart one request, it's that now more than ever, we need to band together. Your Association is working tirelessly to protect your businesses and improve the quality of information available so that you can be more efficient and profitable. Don't hesitate to look to this Association for help, or better yet: to get involved. And, as always, if there is anything you need, please feel free to contact me or any one of your Board of Directors.

I wish all of you a safe and happy holiday season. Hope to see you all at the next ABAC meeting.

Tony Ferraiolo

ABAC President

ABAC Meets in Foxon for Quarterly Membership & Educational Meeting

And so it continues.....

The Auto Body Association of Connecticut once again provided members and their guests with an evening full of industry knowledge provided by BMW through the efforts of **John Musco, Parts Manager of BMW of Bridgeport**. Because of the tremendous volume of information that was to be presented this evening, **ABAC President Tony Ferraiolo** decided to forgo our usual start having our guests from BMW begin their presentation first.

Ferraiolo introduced **Jeanette Remington, Regional Aftersales Development Manager, and Eastern Region for BMW**. Remington thanked everyone for taking their valuable time to attend this informational and educational meeting and for their support and loyalty to BMW and BMW of Bridgeport. She then introduced the rest of her team joining her this evening:

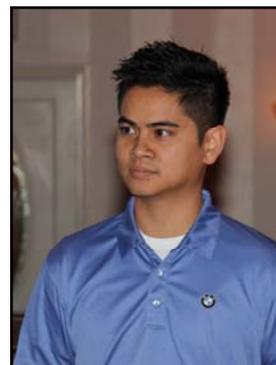
- **Andy Perna - Eastern Regional Manager – Wholesale Body & Paint**
- **Melissa Costa – Brand Protection Manager**
- **Kenny Tran – Body & Paint Technical Business Specialist**
- **David Brooks – BMW Chemicals Sales Manager**



Jeanette Remington

First up for the BMW team was **Kenny Tran** who covered Advanced Technologies and the Outline of Topics consisting of:

- **Materials of Construction & Joining Processes**
 - **Steel and Carbon Steel**
 - **Aluminum**
 - **Carbon Fiber**
 - **Thermo Plastics**
 - **Sheets Molded Compounds**
- **Driver Assisted Systems**
 - **Passive Safety Systems**
 - **Speed Control with Braking Function**
 - **Night Vision**
 - **Camera Systems**
 - **Lane Changing Warning System**
 - **Intelligent Parking**
- **What's Needed to Repair a Damaged BMW Vehicle**
- **The Future of BMW Vehicles**



Kenny Tran

Tran went into depth on each topic and gave us all great information for us to use in our daily businesses.

Following Tran was **Melissa Costa**. Costa told us that there are 3 main protections of Branding:

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- **The Customer**
- **The Brand**
- **Economy**

Costa looks for imitation parts that claim to be original BMW but are not. We were shown the difference in quality between original vs. counterfeit using an airbag as an example. The difference could be you surviving a collision or being seriously hurt or fatally injured!

Our next presenter was **David Brooks** with up to date information on BMW Chemicals. **Why original BMW?** Brooks tells us:

- **Exceptional Customer Service & Technical Support from BMW of Bridgeport**
- **Recommended & Approved for BMW Repair Procedures**
- **BMW Chemicals Qualify for BMW Rewards Points**
- **BMW Ordering (One Stop Shop)**
- **Developed, tested & approved for use on all BMW Vehicles**

Next up to the floor was **Andy Pern** who directed all of us to look at the binders given to us by **BMW of Bridgeport** that were on our tables. These binders contained valuable information from BMW. Pern covered the many specials and promos offered by BMW of Bridgeport including **BMW Rewards and partnering with BMW of Bridgeport.**

The BMW presentation was followed by a spirited question and answer session.

The Auto Body Association of Connecticut would like to thank John Musco, Parts Manager, BMW of Bridgeport and BMW for their time in presenting to our members and for their dedication to the Automotive Industry.



Melissa Costa & David Brooks



Andy Pern



Dan Thibault

Back at the podium, Tony Ferraiolo then introduced **Dan Thibault, Transportation Technology Intern for the Connecticut Technical High School Systems** who spoke of the Technical Training Programs offered at CT Tech Schools. Looking for an entry level technician at your shop? Give Ferraiolo a call at 203-269-2842 and he will set you up with Thibault to provide you with your needs. You can find a list of the State of Connecticut Technical Schools on our website, www.abacconn.com to see if there is a school nearby in your area!

Tony then provided us with an update on the Hartford Lawsuit. He also mentioned the ABAC Survey that was passed out to everyone. (A copy of that survey is in this newsletter mailing!) Please fill it out and fax it to **203-294-4379**. Also mentioned was the Paint & Material Survey that was sent to all shops. Please make sure to respond to this survey and if you need more information or clarification contact Tony at 203-269-2842.

Our evening ended with a raffle of prizes generously donated by BMW of Bridgeport and Balise Auto Group.

**Another informational, educational presentation brought to you by the ABAC.
Don't wait. Participate! Join now!**

URG-News-Release-URG Opposes Repairer Mandates by Insurers

United Recyclers Group (URG)

October 10th, 2013 – Austin, Texas – The United Recyclers Group (URG) Board of Managers are announcing their decision not to endorse the use of the online parts procurement tool developed by Parts Trader. This comes in response to the recent announcement by State Farm Insurance mandating the nationwide use of this tool by their program repair facilities.. “Mandatory usage of PartsTrader in its current form does not serve the needs of the auto recycling industry, the collision industry, or vehicle owners,” says Don Porter, URG Executive Director.

“We are committed to working with State Farm, the nation’s largest auto insurer, to resolve the concerns of URG members,” says Don Porter. “Our members question the value of paying a parts procurement business like PartsTrader with the hope of their parts being included and selected when recycler’s parts data is provided to insurers and collision repair facilities. This model increases the cost of repair parts provided by recyclers, and this cost will ultimately be passed on to consumers.”

Repairers and recyclers have developed long standing business relationships based on mutual respect, integrity and the quality of parts and services provided. URG opposes the mandatory use of any procurement tool which may weaken or potentially sever this relationship. The cost of parts and quality of service go hand in hand when a collision repair facility selects recycled parts. Mandates take away the freedom a collision repairer currently enjoys when selecting an auto recycler as a business partner. URG members feel that part selection and acquisition should not be based merely on the cost of the part, but also on the quality of the part and business acumen of the recycler who will ultimately supply the part.

URG believes online technology solutions help drive efficiency in the parts procurement process and create value. URG’s creation of URGNet, an interactive recycled parts database, is a product of that belief. Parts data from more than 500 URG auto recycler members provides users of different online parts programs with direct and immediate access to comprehensive recycled parts inventory, availability and pricing. Keeping recycled parts available, affordable and competitive in today’s business environment were major considerations in URG’s decision not to endorse Parts Trader.

With over 500 members, United Recyclers Group, LLC (URG) is the largest group of progressive auto recyclers in North America. URG members work together in many innovative ways to improve and modernize the automotive recycling industry.

For more information, go to the United Recyclers Group website at www.u-r-g.com. Or call 303-367-4391.



Shop Owner Concerned about Recent LKQ Recall on Aftermarket Wheel

A member shop recently provided me with a letter from LKQ in which it was attempting to recall an aftermarket replacement aluminum wheel. The shop was concerned about this, about its possible legal exposure, and what I thought about the utilization of these kinds of parts. My response is as follows.

According to LKQ's letter, the recall is being conducted "due to potential defects in the aforementioned wheels which could cause the wheel to fail, resulting in an accident in which serious injury or death could occur." In light of this significant safety concern, LKQ requested the shop's "prompt attention" and said that it was "imperative that [the shop] contact [its] customers immediately." LKQ said that it would pay the shop \$40 to track down the customer and \$60 to remove and reinstall the new wheel. Payment would be made only after the shop tracked down the customer, ordered the replacement wheel, returned the defective wheel, and provided copies of a proper work order.

So, what's a shop to do if it gets one of these letters? First things first: the shop should do whatever it could to track down the vehicle and alert the owner. This is necessary for legal and moral reasons. In the case that was brought to my attention, the shop was able to learn that the vehicle had been sold to a dealer, who then sold the vehicle at auction, and there was no record of where the vehicle went from there. That means that there is a vehicle out there with a defective wheel that LKQ says is so bad that it could fail resulting in serious injury or death. What is worse, there is inevitably many more unwitting consumers driving on our highways with defective wheels.

Repairers have long expressed reservation about installing aftermarket or reconditioned parts, particularly those that affect the safety of the vehicle. Local and national trade associations have derided these parts. It is not for me to weigh in on their applicability or quality. But, as a consumer, I've heard enough to know that I would not want to bank my family's safety on the integrity of aftermarket or recycled parts; and I would have reservations with a repair shop that is not concerned with the quality of these parts. We know that insurers push the utilization of these kinds of parts because they are cheaper.

From a shop's perspective, the bottom line is this: when you put a part on a vehicle, you best be prepared to stand behind that part, because your reputation and legal liability rest on it.

As for the aforementioned LKQ recall, the ABAC has been unable to determine what prompted the recall or its request for "immediate" assistance in informing consumers. We know this is unusual, and there is a poor track record for recalls of aftermarket parts (e.g. CAPA decertification). The Association will continue to investigate this matter, and where appropriate, solicit the help of all applicable state and federal agencies. Hopefully, when we get to the bottom of this, we will have more information. In the meantime, I would encourage everyone who has gotten one of these letters to do whatever you can to get those wheels off the road, and consider going forward whether utilization of these kinds of parts is really worth it.

From all of us at Buckley & Wynne, we wish you a safe and happy holiday season. All the best!

I hope these articles prove somewhat informative and useful. Again, if you have any questions that you would like me to address, please e-mail them to me at: jparese@buckleywynne.com.

John Parese

Buckley & Wynne - Attorneys at Law



In The Headlights

Heather is the Administrative Assistant for Auto Body Association of Connecticut.....but she really does a whole lot more!

Heather takes care of everything from making phone calls for ABAC Quarterly meetings and important upcoming events, scheduling for Board Members' meetings, balancing the check book, updating the web site and helping to maintain the ABAC News' financials just to name a few! Her value to this association is unequaled.

There is nothing we have asked of Heather that she has not been able to do. She is loved and respected by all the board of directors, she works endlessly with the board of directors to make this association a success. She makes all of us appear more professional.



We thank Heather for all of her hard work, dedication and all of the "behind the scenes" work that she does.

Tennessee Body Shop Receives Favorable Ruling in Steering Lawsuit Filed Against Progressive

A federal judge has denied Progressive's motion to dismiss Price's Collision Center's tortious interference with a business relationship and breach of contract claims, which challenge improper insurance company steering and underpayment of claims.

In 2011, Price's Collision Center of Brentwood, Tenn., filed a lawsuit stemming from Progressive's alleged failure to provide fair and reasonable consideration for necessary procedures, parts and materials that Price's provided in the repair of Progressive's policyholders' vehicles. The lawsuit challenged specific incidences of underpayment by the insurer as well as the insurer's improper steering of customers away from Price's to favored shops.

Initially filed in state court in Williamson County, Tenn., on behalf of itself, Price's Collision Centers, LLC and certain Progressive policyholders, the lawsuit has moved to Federal Court where, on Oct. 28, 2013, the judge denied Progressive's motion to dismiss and ordered that Price's claims for breach of contract and tortious interference proceed toward trial.

"This may be the best thing that could have happened for our industry; being at the Federal level may help set some really meaningful legal precedent that is highly beneficial to our industry," said Bobby Price, founder and president of Price's Collision Centers. "The issues that we at Price's Collision and other quality repairers are facing are not local, or even regional; these issues are being experienced by quality-minded repairers across the entire country. We have extensive documentation and statements from our customers that go back for some time, and we are prepared to see this through."

Price's Collision Center's, LLC currently own and operates six full-service collision center locations in and around Nashville, Tenn., including one in Bowling Green, Ky.

www.bodyshopbusiness.com

Florida Becomes Second State to File Injunction Against PartsTrader

Ray Gunder, owner of Gunder's Auto Center, filed an injunction against PartsTrader at the Polk County Courthouse on Nov. 20 on behalf of other Florida collision repairers with assistance from attorneys John Eaves, Jr. and Brent Geohagan. Florida follows Mississippi as the second state to file such an injunction.

"This is just another attempt by State Farm to intrude into our business and further cut into our profits," said Gunder. "What I have been fighting the whole time is that, by taking profits away, it's forcing good men to do bad things which ultimately affects the consumer with poor, unsafe and shoddy repairs, putting their families in harm's way."

Eaves said he is selectively targeting states where the injunction is most needed and where he feels repairers will get a fair hearing. Florida is one of those states.

"Plus, Florida is a key state in national politics," Eaves said. "Everybody across the nation watches what happens in Florida. Even in the court system, this is a campaign to take back this industry from insurance companies and campaign for safety. Also, Florida has some very influential legal precedents and very influential politicians, and we think it is a very symbolic place for this to be filed."

Although the Florida injunction is similar to Mississippi's, the laws are slightly different and thus the suit has taken a different approach, according to Eaves.

"Brent (Geohagan) has adapted it and focused it a lot on precedent or public policy behind the 1963 Consent Decree," said Eaves.

Eaves estimated there were 75 different shops and vendors who gathered at his law office the day they filed to show support for the effort. He estimates that roughly 40 shops will ultimately back the injunction.

While a court date for a hearing is hoped for soon, Eaves said he expects State Farm to use stall tactics like in Mississippi.

"This is the second state to file an injunction, and there will be more," said Eaves. "We will continue to take this fight across the country. State Farm has committed to rolling [PartsTrader] out to 50 states, so the injunction is to prevent damage before it occurs. Our belief is that this is like a virus – once it takes hold in a state, it causes irreparable damage because it destroys those relationships between shops and vendors."

As to rumors of an organized protest in Washington, D.C., early next year, Eaves would only say that a comprehensive, national, multi-dimensional campaign is underway.

"We want this industry to return its loyalty to the customer and protect public safety, and that will include many facets."

Source: www.bodyshopbusiness.com

Training and the Future of Collision Repair

By Larry Montanez

The engineering that goes into today's vehicles is the most advanced we have ever seen, and we are only starting to scratch the surface. The 2010 Mercedes Benz E-Class was touted as the most advanced vehicle ever. Since then, there have been many other vehicles that have matched the 2010 Benz E-Class in its safety attributes. Features such as lane departure, advanced airbag systems and adaptive cruise control (from zero mph up to 100 mph) are now being offered in other luxury vehicles. Google has a vehicle - the "Google Driverless Car" - that drives itself. Recently, Google had a legally blind person chauffeured around in the Google Car for US senators during a lobby day presentation. The future is coming – and it looks bleak for some. But do not start putting up the "For Sale" sign yet! Let's look at some of the coming advancements and make some predictions.

Airbag systems for vehicles were thought about all the way back in the 1950s. In 1951, Walter Linderer, a German, developed a compressed air system airbag. Research and testing proved that the compressed air could not inflate the airbag fast enough. Two years later in America, Jon Hedrik received a US patent for what he called a "safety cushion assembly for automotive vehicles." In 1971, 20 years after Mr. Linderer's German patent, Ford Motor Company built an experimental airbag fleet. In early 1973, General Motors tested airbags on the 1973 model Chevrolet automobiles that were only sold for government use. Also in that year, two decades after Jon Hedrik's US patent, the Oldsmobile Toronado became the first car with a passenger airbag intended for sale to the public. General Motors later offered an option to the general public of driver-side airbags in full-sized Oldsmobiles and Buicks in 1975 and 1976, respectively. Cadillacs were also available with driver and passenger airbags options during those same years.

Airbags were once again offered as an option on the 1984 Ford Tempo. By 1988, Chrysler became the first company to offer airbag restraint systems as standard equipment. In 1994, TRW began production of the first gas-inflated airbag. Airbags are now mandatory in all cars since 1998 – 47 years after the first designs were patented.

Since 1998, airbags have been a very important part of our lives, as have many other developments in electronic technology. Side airbags were once only offered as options on high-end luxury vehicles in the 1990s; now, they are offered as standard features on most vehicles. Car companies are now even making commercials based on how many airbags their vehicles have.

How about headlamps that turn as the steering wheel turns? Is this a new idea or an old one? If you guessed an old one, you guessed right. The Czech Tatra in the 1930s, as well as the Tucker 48 in 1948, was equipped with a turning center headlamp ("Cyclops Eye") for better vision when turning around corners. It wasn't until 2003, almost 85 years later, that manufacturers like BMW and Toyota started to offer advanced or adaptive front-lighting systems (AFS). Even today, only a small select group of luxury vehicles have this option.

The point we are trying to make is that things do not happen overnight; even the best idea may take years to come to fruition. Although many features on today's vehicles use terms like "crash," "collision" or "accident avoidance," those vehicles sometimes still end up involved in collision events. Anti-lock brake systems have been in vehicles since the 1970s — and are now practically standard in almost every vehicle — and *those* vehicles also end up in collision events. The Google Car — and any others like it — will take a long time to become a mainstream vehicle. Besides the laws that must be developed and passed, roadway markings, signs and maps will have to all be changed and/or updated, which will cost *billions*.

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We may never see a fully-operational driverless car offered to the masses in our lifetime, but we will see multiple features offered on the Google Car and each and every vehicle produced in the next few years. How does this affect you? Well, more and more vehicles will be designed to avoid collisions and lessen the impact (causing less injuries and damage). Additionally, vehicles will require more replacement of components and less repairable components due to the extensive use of aluminum and plastic composite substrates. Let's look at some of the current changes in collision repair methodologies.

Many manufacturers are now utilizing Extra High Strength Steel (EHSS) for the structural components in the passenger compartment. Most collision repair professionals have heard the terms "boron alloyed steel," "martensite" or "quenched steel" mentioned in repair classes, seminars, articles and OEM procedures. These types of EHSS have very different repair procedures and required equipment. Obviously, these types of EHSS are found in many bolt-on steel front and rear bumper reinforcements, which are replaced by bolt-on procedures. Generally, non-bolt-on EHSS is found in the B-pillar reinforcement, upper outer roof rail reinforcement, some floor crossmembers and some very limited rear body panels/bumper reinforcements (Volvo) and front bumper reinforcements (Ford). Non-bolt-on EHSS are generally resistance welded at the factory, but there are many different requirements for replacement in the repair field.

Some OEMs require squeeze-type resistance spot welding performed with a special auto-setting/adjusting welder. Some require riveting, rivet bonding, screws (flow or EJOT), MIG Brazing, MAG Welding and a combination of joining methods. Drilling out the factory spot welds and/or the self-piercing rivets (SPRs) requires a special drill, drill bit and bit lubricant. Most of the drill bits range anywhere from 40 to 80 welds or SPRs before they dull and require replacement, as they cannot be re-sharpened. A few years ago, EHSS was not that widely used; over the past few years, almost every manufacturer has added EHSS to at least the B-pillar reinforcement. In the next few years, all vehicles will have some kind of EHSS structural component in the passenger compartment areas.

Another issue within the industry is the usage of Advanced High Strength Steels (AHSS), generally found in the front and rear lower uniraills. AHSS can have tensile strengths of 40,000 psi/275MPa (which may be repairable) upwards to 87,000 psi/600MPa, which is generally not repairable. To ensure proper structural realignment, vehicles constructed of AHSS may require additional anchoring or (with some manufactures) a specific realignment apparatus. Some specific vehicles prohibit structural realignment for both steel and aluminum structural components.

It is imperative that your technicians review the OEM repair information for each and every vehicle they work on. The OEM technical information is available at the OEM websites (generally for a pay-perview fee), while ALLDATA offers a pay-type online program that covers almost all of the OEM repair information. (CCC and Mitchell also have programs that offer some OEM repair information.) Collision repair professionals should follow the rule that no estimate should be written until the OEM repair information is reviewed.

If you have not sent your technicians to training on the proper replacement procedures involving EHSS/AHSS components, and if you have not purchased the required equipment to perform those repairs, you need to do so *now*. Without the proper equipment and training, you will not be able to properly repair EHSS/AHSS-constructed vehicles.

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We have only touched on some of the advancements that are here right now, and those that will be here in the next few years. We predict that the following will occur in the near future: Most collision-damaged vehicles will require a trip to the dealership for:

- Electronic resets and/or normalization of the lane departure, parking warning, distronic or adaptive cruise control, surround cameras, blind spot cameras, steering angle sensors, SRS occupant weight, night vision and other electronic safety systems
- Wheel alignments, due to the above electronic components that will require resetting during the wheel alignment
- Refrigerant testing, evacuation, recycling and re-charging, as some 2012 European and most 2013 vehicles will be required to have the new HFO-1234-YF Freon installed. This is due to the limited supply on the Freon, and the expense.
- More carbon fiber reinforced plastic, aluminum and AHSS/EHSS components
- More OEM-specific repair procedures, requirements, parts restrictions and certified collision repair programs
- More total losses
- More diminished value and loss of use claims
- More improperly-repaired vehicle claims
- Almost every vehicle will be equipped with an electronic data recorder (EDR), also known as “black box technology.”
- More full electric and hybrid vehicles
- Navigation with roadway recognition abilities
- Less collision events, less fatalities and, in turn, less collision repair facilities:
*Currently, there are 38,000 collision repair facilities (give or take 1,000).
 In five years, there may only be 35,000; in 10 years, there may only be 20,000.*
- Chinese-made vehicles in America
- German vehicles that cost less than \$20,000
- State licensing and/or certification for technicians
- Multiple location operators, Direct Repair Program facilities, OEM-certified collision repair facilities or some combination as the mom and pop-type facilities will cease to exist due the operating costs

The above are predictions of the inevitable based on research and, in some cases, our own personal opinions. But we doubt that many of you would disagree with our predictions. We suggest that you make a plan of action *now*. Remember that nobody plans to fail, but those who *do* fail know that they failed to plan. Take this article as good advice and free consulting. Talk to your colleagues and associations to discuss these predictions to validate the ones you agree with and how to plan for them.

We hope this article has helped the industry to better understand what the future might hold. Feel free to contact us if you have any questions.

Larry Montanez, CDA is co-owner of P&L Consultants with Peter Pratti Jr. P&L Consultants work with collision repair shops on estimating, production and proper repair procedures. P&L conducts repair workshops on MIG & Resistance Welding, Measuring for Estimating and Advanced Estimating Skills. P&L also conducts investigations for insurers and repair shops for improper repairs, collision reparability and estimating issues. P&L can be reached by contacting Larry at (718) 891-4018 (office), (917) 860-588 (cell), (718) 646-2733 (fax) or via email at larrygoju@aol.com.

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The goal of the ABAC News is to provide a forum for the free expression of ideas. The opinions and ideas appearing in this publication are not necessarily representations of the ABAC and should not be construed as legal advice.



SCRS Education Series Features Record Number of Pre-Registered Attendees

Nov. 8, 2013—The Society of Collision Repair Specialists (SCRS) announced Friday that its Repairer Driven Education series featured more than 4,000 pre-registered attendees this year.

SCRS chairman Ron Reichen said that in only four years, interest in the series has grown exponentially, from only 200 pre-registered attendees the first year.

"Part of SCRS' mission is to offer education information to our members and the industry overall that is relevant, applicable and well-presented," Reichen said. "We are thrilled that, together with our RDE sponsors, we are able to fill a need for our members and industry professionals looking to improve themselves and their businesses."

SCRS said the series brought a variety of repairers, from apprentice techs to multi-location facility owners, looking to improve their businesses. This year's series features more than 21 seminar offerings, including classes on business succession planning, accessing OEM repair information, and selling your business.

Source: www.fenderbender.com

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