



# NEWS • REPORT

APRIL-JUNE 2018

VOL. 33 NO. 2

*Hello Summer*



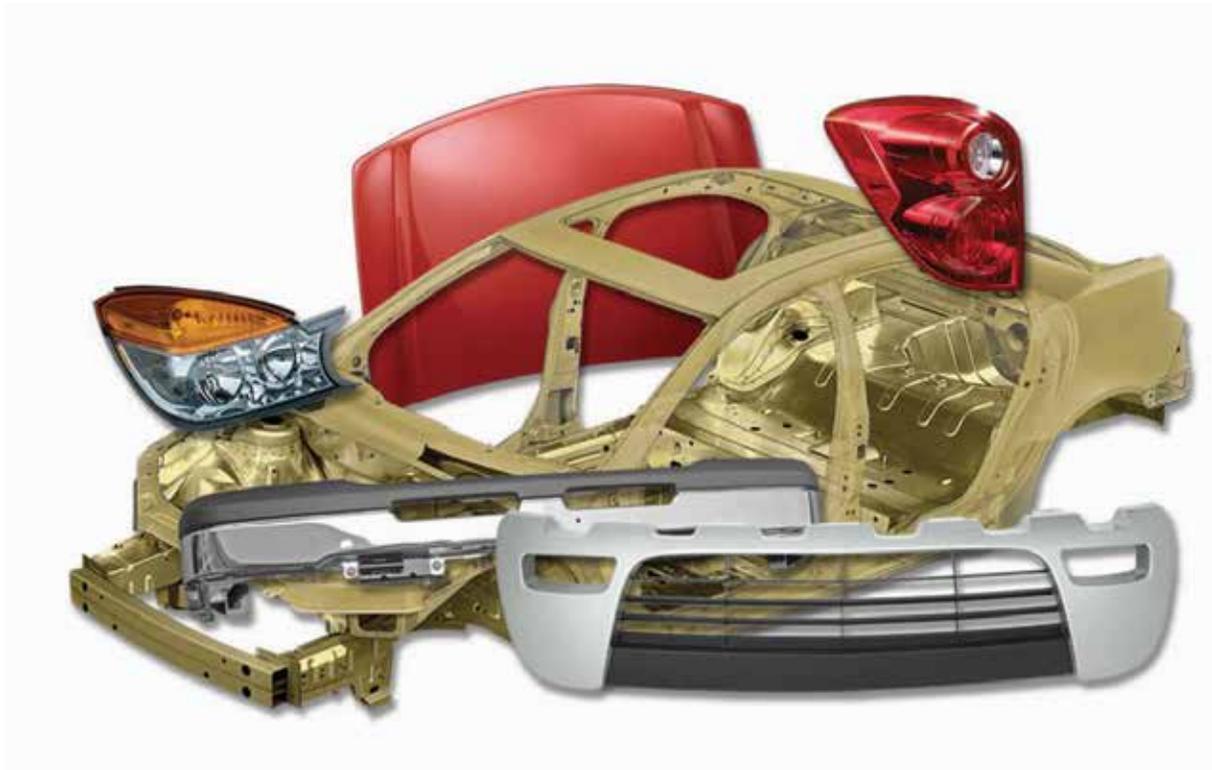
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## Thank You!!!!

Issues for NDABA News Report

| Issue   | Copy Deadline | Printing Date |
|---|---------------|---------------|
| February-March  | Mar. 1        | Mar. 15       |
| <i>(Note: Dates for the pre-convention issue may vary.)</i> |               |               |
| May-June  | June 1        | June 15       |
| August-September  | Sept. 1       | Sept. 15      |
| November-December   | Dec. 1        | Dec. 15       |

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The views expressed in articles throughout this issue are those of the writers, and do not necessarily reflect views of NDABA.

Readers are welcome to react to views expressed here or elsewhere in the magazine by writing:

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# PRESIDENT'S LETTER



As we finally got a chance to wave goodbye to Winter, we get to welcome two new seasons at the same time. We get Spring/Summer based on record temps statewide and Construction season.

And right on key as the orange cones go up, estimates have increased also. From city streets to rural interstates, orange cones are everywhere.

I am not sure if this trend happens statewide, but it is like clockwork in the Fargo-Moorhead area. Between distracted driving and cone zones it should keep us all very busy.

Congratulations from the NDABA to Ryan Bade and Dylan Staloch of NDSCS Auto Body for winning the 2018 Skills USA competition in their individual categories. Good luck at the National competition.

A special shout out goes to Les Wang of Gateway Chevrolet in Fargo. Les retired May 31, 2018, after

spending 45 years with Gateway selling parts. He was a great friend and supporter of the NDABA and never missed a Trade Show as long as I can remember. Congratulations Les! And Thank You for all you have done.

Hope you all have a terrific Summer.

Scott Heintzman, NDABA President

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## Check it out!

### FREE FOR MEMBERS NDABA CLASSIFIED ADS

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Please type or print plainly (do not write, please) the copy for your ad in the form.

Clip out the form and mail to: Clyde Nelson, NDABA Classifieds, 1507 19th St. NW, Turtle Lake, ND 58575-9492. Or email to [ndabnews@westriv.com](mailto:ndabnews@westriv.com).

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### ATTENTION NDABA MEMBERS!!

We would like to keep our email address list up to date. Also, if you have an employee who would like to know about association's happenings, please supply us with an email address, so that can happen. You can contact Clyde @ 701-448-2568 or [ndabnews@westriv.com](mailto:ndabnews@westriv.com).

Please let us know if you have an addition or change to our list. THANKS!!  
**If you have not been receiving information on your email server from the association it's probably because we do not have your correct email address. If you would like to keep it that way, do nothing, but if you would like to keep in touch, please let us know your correct address.**

# Guest column: Auto Body Shops Don't Owe Insurers Documentation

By Barrett Smith, Guest Contributor

Reprinted with permission from SCRS-Repair Driven News

*Editor's Note: We've run stories examining the notion that thorough documentation of a repair can eliminate much insurer-repairer friction and consistently get a shop paid for legitimate work done. Earlier this year, an insurance adjuster confirmed that such an approach certainly works at his carrier.*

*However, Auto Damage Experts President Barrett Smith has offered a counterpoint to the documentation philosophy. Smith argues that barring a direct repair program requirement, body shops are under no obligation to expend such a documentation effort and that adjusters demanding such support smacks of treating shops as "guilty of fraud or deception until proven innocent." He also in a side note questioned whether an insurer who understood the necessity of a certain procedure could knowingly refuse it or omit it from an initial estimate. (Though as one attorney has pointed out, the body shop is the one legally responsible for evaluating the vehicle and fixing it properly — the insurer's estimate is not a repair blueprint.)*

*We've opted to present his comments here in this guest column as a counterpoint:*

Insurers are way off-base when they withhold payment for processes and materials that they know should be done but don't provide for them... unless they are requested and only then when proof that they were performed is provided!

This is where the liability could be set squarely on an insurer's lap!

"So...based upon your ongoing training and education, you knew the procedure was needed, but because the repairer didn't request or list it in their repair estimate, you didn't include it in the estimate of repair you provided to the customer...who just so happens was recently injured due to this process not being done?"

This philosophy: for an insurer to "Hold them down to what they want" when the average consumer doesn't know what they need or should want is, at best, one of the following:

1. Ignorance
2. Gross Incompetence...or
3. Intentional Misrepresentation

I agree with and encourage our repairer client repairers to properly documenting the recommended repair procedures but doing so to protect themselves (CYA) from post repair issues and potential liabilities. I also believe that if an insurer places itself in the role of preparing estimates for repairs...they too should be held to the same standard and conduct the necessary research for a proper and thorough repair and provide the recommended compensation to enable it...or... get out of the business of estimating repairs! Leave that responsibility to the expert repair professionals.

Insurers aren't the police or Gestapo! Repairers have nothing to prove or "show" to any insurer (unless perhaps a DRP participant)... or to stand guilty of fraud or deception until proven innocent!

Insurers have the contractual duty to pay claims...not manage or oversee the collision repair industry! They owe for proper and thorough repairs regardless if the repairs are undertaken or not! They owe the policyholder or the consumer injured by their insured's negligence, and have a legal, fiduciary and in most states, a statutory duty to pay claims properly, thoroughly and expeditiously!

*If an insurer questions whether or not something was performed...they can always perform a post-repair inspection! It's really that easy...even though it's truly none of your business unless it's made so.* Consider that if a consumer elects to not repair their vehicle; you're still obligated to pay them for the entire repair including pinch-weld repair and required welding! No one is obligated to provide you photos of it actually being done! It's simply ludicrous and illustrates just how far some insurers will go in their efforts to withhold rightful entitlements of policyholders and claimants and their efforts to keep their boot on the neck of collision repairers and why the collision repair industry has gotten in the mess it is today.

If it needs to be done...why not pay for it! Pay what you owe and if you have some reason to believe a repairer didn't perform something they received payment to do...advise your

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*Documentation can smooth the way for a shop being reimbursed by an insurer, but is a shop really obligated to provide it at all?*

insured or claimant to report it to the local authorities and have it investigated! Not paying for something that is known to be needed done may make the insurer liable.

The insurer can do their job and seek and acquire documentation to support what they're providing is for needed procedures...it shouldn't be based solely upon what is requested and proven by the repairer! Repairers are experts in their field and should not be considered liars and cheats until they prove otherwise! If a shop commits fraud or deceptive business practices they should be held accountable then and only when it's been proven they did something wrong...not considered to be guilty of something until proven innocent!

If you question whether or not something was performed... do a post repair inspection! It's really that easy...even though it's truly none of your business unless it's made so.

Consider that if a consumer elects to not repair their vehicle; you're still obligated to pay them for the entire repair including pinch-weld repair and required welding! No one is obligated to provide you photos of it actually being done! It's simply ludicrous and illustrates just how far some insurers will go in their efforts to withhold rightful entitlements of policyholders and claimants and their efforts to keep their boot on the neck of collision repairers and why the collision repair industry has gotten in the mess it is today.

If a repairer is using a mechanical measuring system (which is proven to be extremely accurate) it will not enable a printed report... and if they use such equipment, they aren't entitled to be compensated for their efforts!?

Whoever stated repairers work for insurers and bow to their demands!?! Repairers work for and must answer to their true customer...the vehicle owner! There's no mandate (unless perhaps a DRP participant) for a repairer to take photos to prove what they do! If insurers want photos to show their bosses that what they paid for was being done (so they don't get in trouble)...go for it! Stop by and take photos throughout the repair... but just don't delay the repair as it may cause storage charges and/or stall tie up to accrue!

Insurers don't require anything from repairers! They are not paying the repairer...they are providing compensation on behalf of their policyholder... and the recipient (consumer) is paying the repairer...not the insurer!

*Barrett Smith is the president of Auto Damage Experts.*

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# Meeting Minutes – March 17, 2018

## Quality Inn Suites Jamestown, ND

Those present were Miles Doll, Kent Meidinger, Ed Barnhardt, Scott Heintzman.

President Scott Heintzman: Called meeting to order at 9:30 am.

Secretary Report: Approved as read.

Treasure Report: Read the report from Bill Cawly and assoc. Questions and concerns were discussed. Scott will call them on what was discussed.

Magazine Report: No report, still need information for Clyde to publish in the magazine and still needs articles for magazine.

District Reports: Quiet winter, some shops busy during certain months.

Website: Association is looking for someone to maintain website. Miles was going to contact someone to see if they would be interested.

Membership: Kent spoke on the membership drive. It has went very good, still a few coming in overall it's been good, work on updated list. Ed sent out a letter on questions to present to the insurance commissioner. The board reviewed all the questions and made a list to present them with. Scott was going to present them the list and talk with them on setting a meeting date with them.

Annual meeting in the fall with F car training. One morning and one afternoon class. Ed was working with F car on their schedule with availability somewhere around Sept. 15th or Sept. 20th of 2018. Plus working on destination of annual meeting.

Ed made motion to adjourn the meeting with Miles seconding it.

NDABA Secretary  
Kent Meidinger

## HELP WANTED:

**The ND Auto Body Association would like to hire an individual to maintain the association's web page.**

**If you would like to apply for that position, please call**

**Scott 701-293-1266  
or Ed 701-462-3374.**

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# JOIN NOW!

## Now is the time to join YOUR Association

Now is the time to work together for our future!

I hereby apply for membership in the North Dakota Auto Body Association. I promise to abide by the Association's By-Laws and Code of Ethics. I understand that any signs, decals or emblems provided by the Association remain the property of the Association, and agree to return them to the Association upon termination of membership. I understand that use of Association logo and identification is authorized only as long as my membership is maintained.

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Mail to: North Dakota Auto Body Association, Kent Meidinger, PO Box 235, Edgeley, ND 58433-0235  
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# ARE YOU SEEING DOUBLE?

The *News Report* mailing list was created through the help of distributors, associations, and suppliers. As with many lists, there is always the chance of duplication. So, if you get more than one copy of the *News Report*, please let us know. It will save us the cost of mailing something that you don't need two of.

On the other hand, we want to reach every possible person we can that is part of the Auto Body profession. We include owners, service technicians, brokers, distributors and suppliers. So, if you know of someone that is not receiving the *News Report*, please provide us with their name and address below. Thank you!!

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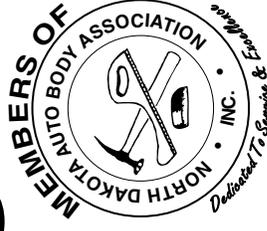
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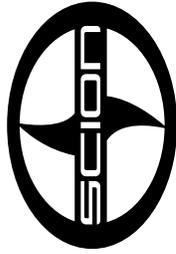
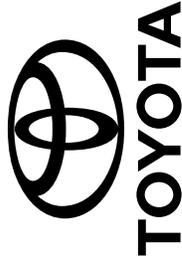
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# Reader's Choice: Is There One Automotive Scan Tool That Will Do It All?

By Mitch Becker

Reprinted with permission from *BodyShop Business*, a Babcox Media publication

**"Is there one tool you can purchase now that is easy to use that will do most all pre- and post-repair scans with printouts for the insurance companies, plus recalibrations? A live video of that process would be nice. The problem I'm having is that the scanners I use are geared more for the service techs, and it's like an Easter egg hunt for the body shop to figure out when something won't reset or calibrate. Waiting on a service tech takes too long and driving a car to another dealer is too long and too expensive, and sometimes it's just a simple body tech error that could easily be fixed."** – Jerry Shapley, body shop manager, Fort Bend Toyota, Richmond, Texas

I wish I had a simple answer for you. The answer is no, there is not one miracle tool that does all scans and recalibrations on all cars and all years. With that being said, there are ways to make your job easier based on what you actually need.

## Factory Scan Tool

On any particular given manufacturer's vehicle, the only tool that can pre-scan, post-scan and recalibrate is their factory scan tool. The factory tool has the ability to see all modules and do all scan and recalibration features. Since they're updated frequently, they can work on all brand-new vehicles. The drawbacks are the cost of buying, updates and that it only works for one vehicle manufacturer. You would need to buy one for every vehicle you currently work on. The factory tools are also capable of doing recalibrations, too; however targets may need to be purchased separately for these functions, which adds to the cost to purchase. Also, to perform the recalibrations, a shop will have to accommodate for some specific conditions, such as space and lighting, in order to correctly perform these required procedures.

## Aftermarket Tools

Aftermarket tools service a broader range of vehicles. However, they do have one big drawback: the new vehicles. Updates for these aftermarket tools can lag up to a year or even more, which prevents them from servicing newer vehicles as they cannot access all control modules. This creates a problem, as you may have a number of codes still set, but the tool does not have access to them. This means you can't repair what you can't see is wrong. Another flaw is that many aftermarket systems cannot access control modules to do recalibrations.

## Options

So you have some options, but judging from your question, you are not fond of some of them. One option you did not mention is the internet services for scanning, which can send you a device to hook to the vehicle and then to the internet. They then scan the vehicle remotely using factory scan tools for that vehicle. Once scanned, they send you a report showing the results. This is

a great service for shops such as yours...but it is not perfect. If a problem is found, it's up to you to repair the issue. These companies have limited on-the-ground support for problems or troubleshooting. They're also limited on recalibrating sensors, as this, too, takes a qualified person at your shop to set up targets for the recalibration. If you were to combine a remote service such as this with a mobile service for recalibration, then you would be able to service more vehicles. You would still have a wait for a technician as you mentioned before, but on less vehicles. You could also throw an aftermarket scan tool in the mix. It all depends on how much you want to spend.

So, in essence, there is no current tool on the market today. Tomorrow, who knows!

*This article can be found at [www.bodyshopbusiness.com](http://www.bodyshopbusiness.com)*

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**Hours: 8:00am - 6:00pm M-F 8:00am - 5:00pm Sat.**



# In Collision Repair, Every Procedure Is Significant

By Mitch Becker

Reprinted with permission from *BodyShop Business*,  
a Babcox Media publication

What is significant? Who determines what is significant to a vehicle repair? The customer? The shop or technician? The insurance company? The definition of significant is: "sufficiently great or important to be worthy of attention."

In the ever-changing world of the automotive industry, especially collision repair, the significance of a part or procedure is not up to us to decide. We've all seen it or talked about it. There are so many parts on a vehicle. When it's time to reassemble it and put everything together, there are sometimes some extra screws or fasteners left over. It happens. Drawers in toolboxes all across America are filled with them. What do we do now?

When you look at the collision industry, you notice that the majority of the labor force is comprised of technicians who have been working on cars for years. With vehicle changes happening so fast, the significance of procedure or part changes could be missed. One of the most dangerous statements we make in

our industry is, "We've always done it that way."

Not every part or procedure is life-threatening, but even the most insignificant thing can damage your reputation. Vehicle owners notice the small things we think are no big deal. The best example is the cleanliness of the vehicle upon return. If the car is dirty, they don't care how good the body work is. They see a shop that did not care enough to clean their vehicle. The issue we face is that it takes seconds to make a first impression, and a lifetime to change it.

## Major Issues

We all know welding is critical. Let's say your technicians have taken their I-CAR tests, and they have a new welder with 220/240 voltage or even pulse welding capabilities for MIG brazing and aluminum. The test welds come out good, and the welds on the vehicle are awesome. The tech did a stellar job, and

everything looks great. He dresses the welds and sends the vehicle off to paint. What happened to the back of the welds? Who's responsible for making sure the backsides of the welds are scuffed and primed? How many times have you looked at a vehicle and seen weld marks from a previous repair? You can see the corrosion starting. Is not finishing the backside of welds a big deal? Consider this:

1. Customers may see these unfinished welds and think negatively about your work.
2. In many cases, welds are structural. How long are they supposed to last?
3. The corrosion can cause returns or warranty issues.
4. This isn't a life-and-death situation, but that could change if corrosion is left unchecked. The significance of non-structural issues can cost you money and/or your reputation. So ask yourself, how insignificant is not finishing the backside of the weld?

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## Weld Bonding

What about the shop or technician's decision to not weld bond even though the procedure was used in building the car at the factory? The corrosion protection and the other benefits of using weld bonding are outweighed by someone not wanting to take the time to do it. Yes, I know that many automakers offer an option outside of weld bonding, but this is because many shops still do not have squeeze-type resistance spot welding (STRSW) equipment to do weld bonding. I don't know how to help those shops or owners with that issue; all I can do is encourage them to purchase the needed equipment.

Having the right equipment will be a big point of contention when working on new Hondas, as it will be necessary for the safe and proper repairs of new Honda steel outer and inner structures. Seek out I-CAR courses for the equipment and training. The new hands-on courses on STRSW and MIG brazing are great resources. At a minimum, read the I-CAR Advantage articles on these issues.

## Adhesive Bonding

I realize that shops are doing everything the best they can and all they can to do all repairs in a correct, cost-effective and timely manner. This is not easy. New procedures are being developed all the time to help shops. When choosing to do these procedures, make sure to follow all the directions and only use the procedures that vehicle manufacturers have approved.

Adhesive bonding is a fantastic procedure to use when done correctly. With weld bonding, adhesive is used with welds. With rivet bonding, adhesive is used with rivets. Only use adhesive-only bonding where the vehicle manufacturer has approved the process. Recent events in the news, for example the John Eagle case, have brought the importance of that to light to all of us in the repair industry.

## Weld Sealing

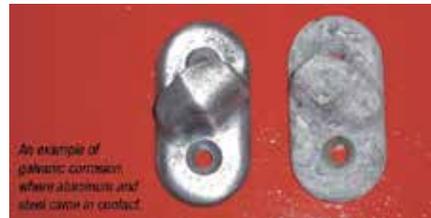
The new weld sealing process is similar to weld bonding with adhesive, the difference being that approved seam sealers are used in the weld process. A word of caution, however: This procedure should never be done in place of adhesives required or recommended by the vehicle maker for weld bonding. Weld sealing is a corrosion prevention process; it is not designed to change the structural integrity of the vehicle. I cannot emphasize enough to managers to check the materials being used and where they're being used.

## Minor Issues

How important is it to know about one-time fasteners? You know, bolts and

screws and maybe some plastic pieces. How significant can they be? When you order airbag components, do you ever notice they come with new bolts? The importance of knowing that the bolts are one-time use and torqued to specification is fairly obvious when they're for airbags.

We've stressed the importance of airbag components for years. What about clips on interior A-pillar moldings – those top clips that have the strap that allow for the side-impact airbag to deploy but not push the molding into the face of the occupant, preventing serious injuries. Now you see the significance of replacing those clips. The same argument can be used on interior door panels. Those different color clips represent different shear strengths to hold panels in side-impact crashes. Their location is significant, and the vehicle has been crash tested to prove that this is effective.



Using the wrong bolts or screws can also cause some problems, such as galvanic corrosion from dissimilar metals. Nobody wants a car to return with corrosion that could have easily been prevented. This also applies to those "insignificant" plastic washers that get lost and never replaced. Even slight corrosion can become a big problem or expense later to a shop, not to mention cost you a customer or damage a reputation. As consumers keep their vehicles longer and vehicle manufacturers build vehicles to last longer, we have to be sure as an industry to make the repairs last.

## Rattles, Pops and Hisses

Forgotten screws can cause a rattle after the repairs are completed that could drive an owner nuts. How many times have customers returned for noises, hisses and whistles? All these may be insignificant to the shop, but the vehicle owner may think otherwise. The significance of a good test drive after repairs are complete should never be taken for granted. Finding noises and problems before returning the vehicle back to the customer is just smart.

These same issues can also be causes of wind and water leaks. Water leaks can be devastating to electronics. A simple mistake of not replacing a damaged or missing plug may allow water to seep in the vehicle. Many times, wiring harness replacement is recommended, even

though that is an expense most would want to avoid at all costs. A simple misplacement of a gasket or a tear in a seal can be a nightmare for any repair facility.

## Recalibrations

Many vehicles require recalibrations after repairs. These are procedures that aim sensors for features such as blind-spot detection. Not recalibrating could create a very unhappy customer or even compromise safety. We've all seen the articles and news reports on the ramifications of improper inputs to these systems. Looking up and being sure all electronics and recalibrations are complete is a significant part of the repair of any vehicle. We take for granted that if a problem is present, the dashlight will let us know about it. We also are assuming a pre-scan or post-scan will catch any issues. Recalibration issues do not set codes.

## Paying Attention to Detail

Quality control is talked about extensively in our industry. Paying attention to detail may be what we're talking about in these conversations. The problem for many is that if we don't understand the significance of each part or procedure, we could overlook that detail. Our industry is won one customer at a time. Even one customer can affect future business. In today's age of social media, reputations that took a lifetime to develop can be crushed in minutes.

## Summary

Engineers designed and tested each part of a vehicle for significance and value. If you were making a million cars and could leave a part or material off the process that would save maybe a dime per vehicle, multiply that dime times a million and you see the savings. The point is that vehicle manufacturers establish the significance of each part and process recommended. We are not engineers and are not privy to their testing or reasoning. We may not agree with the automakers, but that is not our job. Required or recommended procedures is still the rule to follow. Never take for granted the significance of any part or procedure. Pay attention to detail and sleep better at night.

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***This article can be found at  
[www.bodyshopbusiness.com](http://www.bodyshopbusiness.com)***

*Mitch Becker has been a collision industry trainer for 30 years and an I-CAR instructor for more than 25 years. Contact him at (763) 585-6411 or [mb227701@gmail.com](mailto:mb227701@gmail.com).*

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## *In Memoriam*

Martha "Adeline" Meidinger, 88, of LaMoure, ND, formerly of Edgeley, ND passed away early Saturday morning, May 5, 2018 at St. Rose Care Center, LaMoure, ND.

Adeline was born in Litchville, ND on April 26, 1930, the youngest daughter of John and Mabel Nordahl. She attended school in Litchville. Adeline attended Valley City State College and obtained a teaching degree in 1949. She taught in Breckemidge, Wishek and Hankinson School districts. She married Clarence Meidinger in Hastings, ND in 1956. They then moved to Groton, SD. From South Dakota they moved to Kulm, ND. In May 1965, Clarence and Adeline opened the Edgeley Body Shop and ran it for 29 years.

Adeline continued her education and received her Bachelor's degree in teaching from VCSU in 1986. Adeline taught kindergarten in Edgeley from 1981-1997. She had the privilege and honor of teaching her grandson MacKenzie in her final year of teaching.

She was a member of Wesley United Methodist Church, Edgeley, ND for over 50 years.

Adeline is survived by her four children; Gerald Meidinger, Carrington, ND, Jan Alan Meidinger, Fargo, ND, Kent (Colette) Meidinger, Edgeley, ND, and Karen (Dan) Reilly, Rochester, MN; three grandchildren, MacKenzie Meidinger, McKell Meidinger and Hope Reilly; two sisters, Inez Anderson, Evansville, MN and Joyce Poykko, Grand Forks, ND; one sister-in-law, Agnes Wolff, Kulm, ND. She was preceded in death by her parents, husband Clarence, sons Karl Meidinger in infancy and Kevin Meidinger.

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