



NEWS • REPORT

APRIL-JUNE 2016

VOL. 31 NO. 2

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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

CLASSIFIED ADS: Classified ads are divided into two categories - member and nonmember. Each member is allowed 5 lines, 25 characters per line, plus name & phone number. If you’d like to put your address in, please include that within the 5 line, 25 character portion. FREE to members only. For nonmembers the charge is 50 cents a word, including the words, “For Sale” and name, address and phone number. Initials and numbers count as words. All ad copy must be received by the 15th of the month prior to publication. See ad elsewhere in this magazine.

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PRESIDENT'S LETTER



The NDABA recently held their Annual Meeting at the Spirit Lake Casino & Resort in Devils Lake and a good time was had by all. While there will be nobody retiring early from winning big in the Casino, nobody will be having to sell their shop either.

A real big Thank You goes out to Tim and his staff at Dakota Bumper and Jim Cermak from Akzo Nobel for their help in arranging our guest speaker Jim Lovejoy. Jim is a service consultant for Akzo Nobel coatings and provided those that attended valuable answers to current industry challenges. He also gave us a very informative glimpse

into the future of the collision repair industry.

The NDABA is losing one of its long time members, for all the good reasons. Bryce Hancock of Medicine Lake, MT is retiring and has his shop for sale. I would like to personally thank Bryce for all his support and contributions to our Association over the years. Hope you all have great summer.

Scott Heintzman, NDABA President

Check it out! www.ndautobody.com



FREE FOR MEMBERS NDABA CLASSIFIED ADS

Classified ads are divided into two categories – member and nonmember.

Each member is allowed 5 lines, 25 characters per line, plus name & phone number. If you'd like to put your address in, please include that within the 5 line, 25 character portion. FREE to members only.

For nonmembers the charge is 50 cents a word, including the words, "For Sale" and name, address and phone number. Initials and numbers count as words.

All ad copy must be received by the 15th of the month prior to publication.

Please type or print plainly (do not write, please) the

Clip out the form and mail to: Clyde Nelson, NDABA Classifieds, 1507 19th St. NW, Turtle Lake, ND

Name _____

Box No. _____ Phone (____) _____

City, State _____ Zip _____

NDABA Membership Since _____

Make sure to check out the following in this newsletter:

NDABA Annual Meeting Pictures, Thanks, and Awards – pages 4-5.

The Annual Meeting Minutes – page 7.

Fargo-area Forum newspaper looks at 'steering' – page 8.

A few items that may help when writing an estimate – page 9.

NDSCS End of Year Update and Summer Review – page 13.

Keeping Safe With New Materials – page 15.

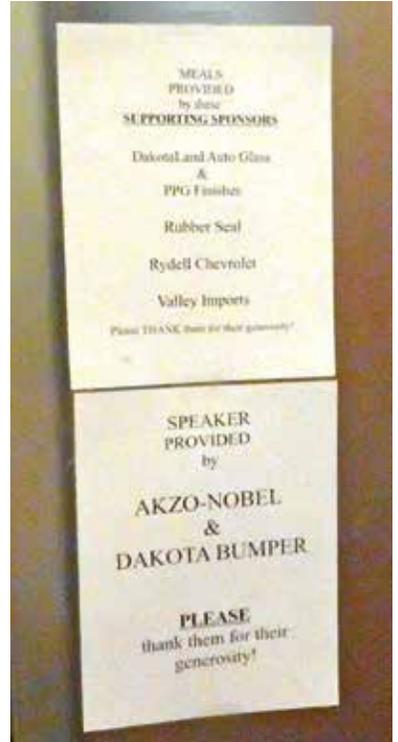
NHTSA Records Indicate Decertified Auto Power Aftermarket Tie Bar Lots Not Recalled – pages 17-20.

CODE OF ETHICS



1. To promote good will between the motorist and members of the Association.
2. To have a sense of personal obligation to each individual customer.
3. To perform high quality repairs at a fair and just price.
4. To employ the most skilled mechanics obtainable.
5. To use only proven merchandise of high quality sold by reputable firms.
6. To itemize all parts and adjustments in the price charges for services rendered.
7. To retain all replaced parts for the customer's inspection.
8. To uphold the high standards of our profession, always seeking to correct any and all abuses within the automotive service industry.
9. To uphold the integrity of all members of the North Dakota Auto Body Association.

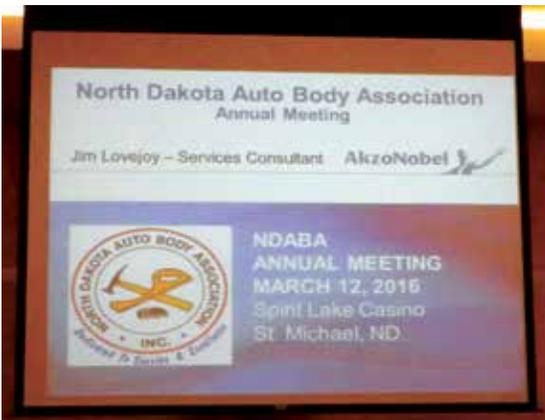
The North Dakota Auto Body Association Annual Meeting Saturday, March 12, 2016 Spirit Lake Casino in St. Michael, ND



The North Dakota Auto Body Association Annual Meeting

Saturday, March 12, 2016

Spirit Lake Casino in St. Michael, ND



2016 Continuous Membership Awards

- 30 Bob's Collision Service & Sales – Robert Vageline – Larimore
- 30 Corwin Collision Center – Steve Grossman – Fargo
- 30 Don Wilhelm, Inc. – Roger Krapp – Jamestown
- 30 Fargo's Finest Auto Body Shop – Jason Geir – Fargo
- 30 Fargo's Finest Auto Body Shop – L. Duane Geir – Fargo
- 30 Fargo's Finest Auto Body Shop – Mike Geir – Fargo
- 30 Gateway Chevrolet – Mark Castor – Fargo
- 30 Glenn's Body Repair, Inc. – Rick Johnson – West Fargo
- 30 Nybakken Body Shop – Bruce Nybakken – Minot
- 30 Puklich Chevrolet – Tim Berger – Bismarck
- 30 Washburn Auto Body – Dennis Hammling – Washburn
- 30 Zander Body Shop, Inc. – Brad Zander – Mandan

- 25 Bruce Auto Service – Bruce Bommersbach – Hankinson
- 25 Chuck's Body Shop – Chuck German – Ludden
- 25 Hancock Body Shop – Bryce Hancock – Medicine Lake
- 25 Lars' Body Shop, Inc. – Ross Erickson – West Fargo
- 25 Minot Automotive Center – Regan Graham – Minot
- 25 Unique Auto Body & Sales – Steve Tiseth – Grand Forks

- 15 Luther Parts Express – Ken Provo – St. Louis Park
- 15 Minot's Finest Collision Center – Michael Ohlhauser – Minot
- 15 Zander Body Shop, Inc. – Fred Zander, Jr. – Mandan

- 10 Anderson Body Shop – Ron Anderson – Cando
- 10 A-Z Body Shop – Robert Zantow – Foreman
- 10 Chuck's Body Shop – Brent Rall – Ludden
- 10 City Side Collision – Randy Klein – Enderlin
- 10 Hancock Body Shop – Chad Tetrault – Medicine Lake
- 10 Luther Collision & Glass – Bob Langlie – Fargo
- 10 Northwest Auto Body, Inc. – Mike Dahl – Fargo
- 10 Opdahl Body Shop, LLC – Aaron Opdahl – Fessenden

- 5 D & E Auto Repair LLC – Jason Nelson – Grafton
- 5 Dentman, Inc. – Duane Rudnick – Mandan
- 5 Dentsmart PDR – Scott Jaffe – Isanti
- 5 Finest Auto Body and Glass – Brenyn Otto – Langdon

SPECIAL THANKS
to the following
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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. Please let us know if you have an addition or change to our list.
THANKS!!

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

NDABA Annual Meeting March 12th, 2016 - Devils Lake, ND

President Scott called the meeting to order. Those present were Ed Barnhardt, Mark Steinke, Randy Sattler, Jim Erdahl, Bryce Hancock Jr., Brad Martinson, Kirk Nybakken, Kent Meidinger.

Treasure report. Verla sent treasure report information to Scott, Scott read treasure report, approved as read.

Treasure update. Verla was in contact with our new treasure, Christy Latraille,

on help setting up new account in Grafton at Choice Financial Bank getting things transfer over to bank and Christy. The association has used current president's signature on signing of checks that are written, president Scott talked about adding secretaries signature also for convenience purposes, without going through Christy. There are things Christy and the bank need and are in contact with Scott Pres. and Kent Sec. for the account to be set up.

Secretaries report was read from via conference call meeting was approved as read.

Magazine report was read by Scott Pres. went over the record of income and expense report given to him by Clyde, co-editor of magazine. Thanks, Clyde, for the great job you do on the magazine. If anybody has articles be sure to get them to Clyde for the magazine articles are always needed. Bryce made motion to keep Clyde as co-editor of magazine, Ed 2nd it.

District reports. Things are going some busy others caught up with back log.

2017 convention. Grand Forks was talked about what to have there and the venue.

President Scott addressed the address of the association, being Verla was no longer treasurer, that was the address of the association. Pres. Scott felt the new address should be that of the secretary for the association, that was the way it when association formed or started. The new address of the NDABA is North Dakota Auto Body Association, P.O. Box 235, Edgeley, ND 5843.

Pres. Scott talked another job that Verla did for our association was the membership for our association. Randy Sattler of Grand Forks, ND volunteered to take on the duties of the membership program that is in place with the association. Thanks, Randy.

Election of officers was held and Results were:

- President – Scott Heintzman
- 1st Vice President – Brad Martinson
- 2nd Vice President – Mark Steinke
- Secretary – Kent Meidinger
- Treasurer – Christy Latraille

Next meeting is April 23, 2016 at 11:00 am, Fargo, ND.

Ed made motion to adjourn meeting. Bryce 2nd it.

Secretary Kent Meidinger

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. Please let us know if you have an addition or change to our list. THANKS!!

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.

Date _____

Your Name _____ Spouse's Name _____

Home Address _____

City _____ State _____ Zip Code + Four _____ Phone (_____) _____

Business Name _____ PO Box (Mailing Address) _____

City _____ State _____ Zip Code + Four _____ Phone (_____) _____

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Mail to: North Dakota Auto Body Association, Kent Meidinger, PO Box 235, Edgeley, ND 58433-0235
(receiving the News Report does not make you a member of the NDABA)

Fargo-area Forum Newspaper Looks at ‘Steering’; Provides AASP-MN Phrases to Watch

By John Huetter on May 23, 2016

Repairer Driven News, curated and delivered by SCRS.

A Pulitzer-winning Fargo, N.D., newspaper has given some ink to the issue of “steering,” in which insurers cross the line of how they’re allowed to recommend their own collision repairer networks.

The article posted Monday by the *Forum* of Fargo-Moorhead (Minn.) quotes direct repair program opponent Lloyd Van Raden, owner of Moorhead-based Lloyd’s Auto Body, who stressed the right of customers in Minnesota to pick which shop they want to repair their vehicle. That’s a right of policyholders in many states — though not in North Dakota, according to the *Forum*.

“It is what it is and it’s always going to be,” Raden told the *Forum*. “We’re never going to fix this, but we can try to let the public know they’ve got rights.”

DRP shops agree to certain cost concessions (more generic or used parts, lower labor rates, etc.) and repair time targets in exchange for insurers referring customers who don’t have a preference or seek guidance on which collision repairer should fix their cars.

The *Forum* also quotes Alliance of Automotive Service Providers-Minnesota Executive Director Judell Anderson, who encouraged customers to do their own research.

“Check out reviews and that type of thing,” she told the *Forum*. “Just because an insurance company recommends a shop doesn’t mean that shop is the only or the best shop to undertake those repairs.”

The *Forum* provided the AASP-MN’s list of certain “scare tactic” phrases allegedly used by insurers attempting to persuade customers who’ve selected a non-direct repair program location to switch to a DRP auto body shop.

Under Minnesota state law, an insurer is supposed to shut up once a customer informs them of their shop preference, not try and change the policyholder’s mind.

“After an insured has indicated that the insured has selected a repair shop, the insurer must cease all efforts to influence the insured’s or claimant’s choice of repair shop,” 72A.201, Subdivision 6, Clause 7 states.

The article also carries State Farm’s usual media counterpoint, which we’ve received in the past as well:

It’s unknown if the article will appear in the print newspaper, which its parent company states has a circulation of 37,500 daily and nearly 10,000 more on Sundays. But online via InForum and available on Google News, the piece theoretically can reach even more readers.



The owner of Lloyd’s Auto Body in Moorhead is fed up with “steering”—when customers are advised, or coerced, by their insurance agent to use a preferred vendor after an accident.

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Here's a few items that may help when writing an estimate.

Reprinted from the DEG (Database Enhancement Group) website.

www.degweb.org/estimate-tips

Collision Access – Before starting repairs or even the estimate, it may be necessary to cut, push or pull damaged panels to gain access to the vehicle. This is a not included operation in all three estimating systems.

Audatex – Located on Page 54 under labor exclusions in the Database Reference Manual is:

Additional labor for removal of parts that have been impeded by crash damage (access labor). (Standard Manual Entry M62 is available).

CCC – Page G-10 of the Motor Guide to Estimating under “Time Does Not Include” states:

Cutting, pulling or pushing collision damaged parts for Access

Mitchell – Shown in Additions to Labor Times on page P3 of the Mitchell Estimating Guide is:

Access Time Remove extensively damaged parts by cutting, pushing, pulling, etc.

Not every chip guard is the same in Audatex – Replacing the chipguard on a vehicle may require additional operations that are specific to a vehicle. Audatex states “Chipguard defines the Audatex automated formula for this operation. When special requirements are needed for a specific vehicle, the estimator would have to account for those requirements manually. No changes warranted at this time” in DEG Inquiry 8452.

Car Cover in CCC – During the repair process it may be necessary to cover the vehicle to prevent overspray. This operation may be performed multiple times and each time you cover the vehicle, then remove the cover a labor value of .2 should be added. CCC/Motor state in DEG inquiry number 8533 “Since the operation may be performed multiple times during any given repair process, an on-the-spot evaluation is required to determine how many times this operation should be utilized, and who should perform this operation.” Furthermore the inquiry states the material costs are not included in any labor time and that Material costs

and cost categories must be determined by the repair facility.

Frequently asked questions in the Audatex Database Reference Manual – Section 5-2 of the Audatex Database Reference Manual (DBRM) covers 40 questions that you may find helpful during the estimate or repair process.

Does bagging and masking include the cost of the bag?

When you replace a floor pan with Audatex does the paint labor allowance include both sides of the pan, or just the part inside the trunk?

These are just a couple of questions that are answered in the FAQ section on pages 176-184 of the DBRM. If you do not have a copy of the Audatex DBRM, the MOTOR Guide to Estimating, or Mitchell’s Collision Estimating Guide you can visit the DEG website (www.degweb.org) and links to all three estimating system resources are located at the top of the page.

Bleeding The Coolant System

– After the replacement of a coolant component it may be necessary to remove the air from the system, or “bleed” the system. This process may require opening a valve to remove the air, similar to a brake caliper, but can require more complex procedures of attaching a vacuum machine and/or following more detailed OEM-specific instructions. These procedures are “not included” operations with Audatex and Mitchell estimating software. This can be found in the procedural pages of both products, but also in DEG inquiries 3761 and 3851.

CCC/Motor states this operation is included with the labor of the coolant part.

If you are replacing a coolant part in CCC and do not think the time is adequate to replace the part AND bleed the coolant system you can submit an inquiry to the DEG and we will address the labor time with CCC. Submit an inquiry by visiting the DEG website at www.degweb.org and clicking the green arrow that says Open Inquiry.

Adding a new Aluminum rate category in CCC – Aluminum repair is becoming more common, and if you have CCC One you have the option of adding an aluminum rate category; outlined in the procedure below. Audatex and Mitchell do not currently allow the end-user to create a new rate category, and it must be accounted for manually.

1. Navigate to the profile under the configure link:
2. Select the profile you would like to change
3. On the left side expand the estimating folder, then rates folder and click Labor
4. Click “Add Charge Category”
5. Input the Name of the category and dollar amount. Remember the code # for future use
6. Once the rate category is in the system you can add it to a repair or replace line by clicking the box next to the labor amount and inputting the code # for the new aluminum rate

Feather Prime and Block is a refinish operation – All three estimating systems state the Feather Prime and Block (FPB) operation is a refinish procedure.

Audatex – Has the option to add FPB to a repair panel but also states in DEG inquiry number 8061:

“FPB is recognized as a refinish operation and is so denoted within the body of the estimate”

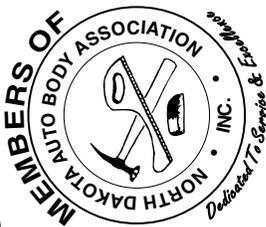
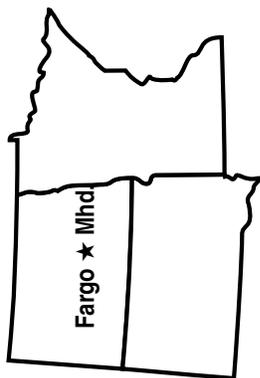
CCC – Says FPB is a refinish operation in DEG inquiry number 6824:

“Prime and Block is a refinish operation and is not included in any labor operation.”

Mitchell – Just like Audatex and CCC Mitchell states FPB is a refinish operation in DEG inquiry number 3727: **“FEATHER, PRIME & BLOCK IS THE NOT-INCLUDED REFINISH OPERATION”**

Remember to setup your Audatex profile to calculate FPB materials. This can be found in a previous estimating tip.

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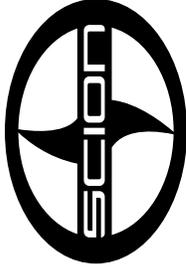
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*James Erdahl, Chair, Auto Body Department
 North Dakota State College of Science*

Committee Members,

We have come to the end of another successful school year, this past year was very rewarding and challenging in many ways. One of the high points of the school year was the departments successful NATEF reaccreditation.

The NATEF process required a lot of hard work and support from many individuals on campus, advisory committee and industry.

We would like to thank all of you for supporting of our program and NDSCS.

One of our greatest challenges as an industry and program revolves around low student numbers, which directly effects the number of entry level technicians. We have been working

hard with the support of our Program Outreach Specialists (Tana & Leslie), Dean Barb Bang, NDABA and many of you from industry to formulate a plan that will help end this trend.

Industry sponsorship is one area that has been identified as a building block for success. Through student visits and campus tours this spring, we were able to connect a couple of students with businesses in their home town which led to summer employment and potential sponsorship opportunities. These businesses indicated they were willing to sponsor a student following our January meeting in Fargo. We are looking forward to continuing this trend with other businesses by helping them

recruit future technicians from their region.

I am attaching a list of activities that have been addressed by the Program Outreach Specialists and Auto Body Department since our last meeting in January at NDSCS Fargo.

Once again I would like to thank you all for your hard work and dedication to our program and the collision industry.

I hope you all have an enjoyable summer.

James Erdahl, Chair
 Auto Body Department
 North Dakota State College of Science
 701-671-2163

SUMMER REVIEW – Date: 5/11/16 – Dept: Auto Body

Present: Tana Erbes, Leslie Shirek, Jim Erdahl, Tim Such

Reviewed Outreach Activities completed to date:

- Attended Auto Body Summit, January 6th, NDSCS Fargo.
- Called attendees of Summit to discuss further needs, interest in sponsorship, future meetings/activities to gauge interest.
- Attended Auto Body Advisory Board meeting.
- Developed hang tags for industry, per their request – to be used in customer vehicles, noting industry needs and asking for potential students.
- Developed Student Sponsorship handout, which was included in NDABA industry magazine, distributed to 400 mailing addresses; ad run was done free of charge.
- Attended Career Fair for 2600 high school students in Brainerd, MN at the invitation of Mills Bodyworks staff in Brainerd.
- Encouraged bus visit of students from Barnesville, MN in late April.
- Assisted with Auto/Diesel Bus trip day sponsored by the Auto/Implement Dealers-April.
- Developed suggested sponsorship guidelines for Auto Body students, at request of a dealer in the area who is interested in sponsoring students.
- Met with Auto Body faculty to discuss summer activity/review of tasks to present.

Future Projects:

- Assist with development of a “Top 5 Reasons” to consider NDSCS Auto Body student recruitment flyer.
- Develop a “toolkit” similar to MADA, for use in schools, with industry, prospective students and other interested parties.
- Assist with Job Shadow requests. (cards made/ distributed to begin this process).
- Further discussions with industry to develop stronger partners/sponsorships.
- Assist with summer tours of department if faculty is not available.
- Escort students to the department when here for tours, offering more 1:1 attention to prospective students/ parents.



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Keeping Safe With New Materials

by Body Shop Business Staff Writers – February 4, 2016
Reprinted with permission.

As we all know by now, new vehicles rolling off assembly lines today are no longer just made of mild steel. Rather, their construction consists of an amalgam of different substrates, including aluminum, high-strength steel, ultra high-strength steel, carbon fiber, plastic, magnesium, etc.

A lot has been discussed about how to repair these new substrates, but lost in the discussion has been how to keep technicians safe when working on these exotic materials. Technicians should always wear the proper protection when working on vehicles, but it might help to understand what new hazards these new materials might pose to their health to reinforce the need to follow safe guidelines.

In this article, we will address two of those materials: carbon fiber and aluminum.

CARBON FIBER

The three primary areas of concern in performing repairs to carbon fiber-reinforced plastic (CFRP) structures have to do with 1) the possibility of obtaining splinters from the fractured fibers around the damaged area, 2) the dust created while cutting and grinding during the damage removal and repair preparation process, and 3) when handling, mixing, and distributing resins during the ply replacement (repair patch) fabrication and application.

Splinters from CFRP laminates are quite sharp and can penetrate deeply into the skin, however the material is inert and not considered dangerous. Deep splinters can be difficult to remove with tweezers, as they tend to be brittle and break easily. Heavy gloves can be worn to reduce the chance of getting splinters, but the best prevention is through awareness of this minor but potential risk when handling CFRP.

Dust from grinding CFRP is not considered to be of “respirable fiber” size (three microns or less in diameter, greater than five microns long, with an aspect ratio greater than 3:1). Carbon fibers are about six microns in diameter and don’t fall into this category, therefore they’re not likely to get caught in the fine alveoli of the lungs and cause long-term damage if inhaled.



While dust from CFRP can be dirty, it’s considered a “nuisance dust.” The personal protective equipment necessary for the operator typically consists of a shop coat or Tyvek suit, eye protection and a NIOSH-approved, N-95-rated particle respirator (dust mask). A portable vacuum or other dust collection system is also helpful in containing the dust to the local area where the repair is being performed.

When handling liquid resins or solvents, gloves made from chemical resistant material, splash resistant goggles, and an apron, shop coat or Tyvek sleeves are commonly worn for protection from skin and eye contact. Inhalation of any volatile organic compounds (VOCs) that may exist can be mitigated by performing the resin handling operations in a well-ventilated area or by wearing an appropriate organic filter respirator.

Another hazard with liquid resins includes the generation of toxic smoke or a risk of fire from a concentrated mass of an activated resin left for too long in a container or cup. This is considered an out-of-control exotherm, inherent to the chemical reaction of the mixed materials. The best way to reduce this hazard is to mix only the amount needed and distribute it into the cloth layers in a timely fashion.

In summary, performing repairs to CFRP structures presents minimal health and safety concerns as long as proper protective gear is employed and common sense is used when handling the resins or solvents that may be used in the process.

ALUMINUM

Tom Wright, director of sales and marketing at Martech, says, “Welding fumes from aluminum are much more dangerous than from steel.” That’s because welding aluminum releases gases like helium, argon and carbon dioxide that displace oxygen. “This can lead to suffocation, especially when welding in a confined space,” he explains.

“If you are welding under a wheel well, there is no way to keep those gases out of your respiratory system unless you have protection – positive air,” Wright says.

Martech provides a personal breathing unit called the Model P-20 that’s worn on a technician’s belt. It weighs 1 pound and is battery operated. The portability and less significant investment makes it an attractive option for smaller shops looking for a basic way to protect a technician from fumes, Wright says.

Have you ever heard of something called “metal fume fever”? This is a flu-like illness with symptoms of metallic taste, fever, chills, aches, chest tightness and cough. This is why proper training for technicians so they understand the potential hazards of working with aluminum is a must, says Eric Schmitz, vice president, EHS Products, and a product specialist for KPA. “Aluminum dust is a health hazard, and there are also flammability hazards we need to communicate to employees that are working around [the material],” he says.

Special thanks to Louis C. Dorworth of Abaris Training Resources, Inc., Tom Wright of Martech Services and Eric Schmitz of KPA for contributing to this article.

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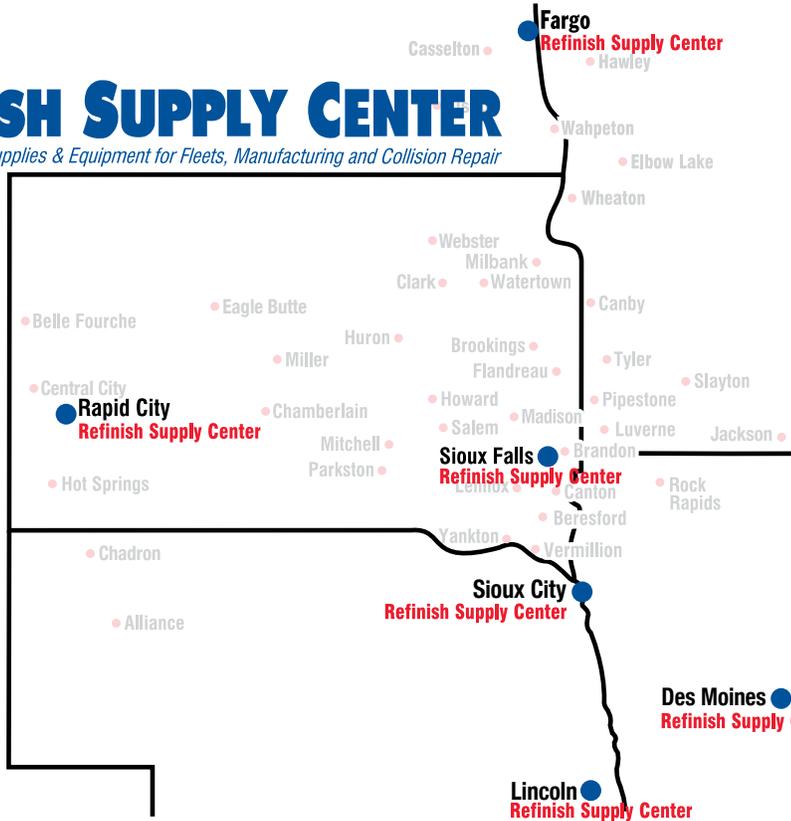
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NHTSA Records Indicate Decertified Auto Power Aftermarket Tie Bar Lots Not Recalled

By John Huetter on May 23, 2016

Repairer Driven News, curated and delivered by SCRS.

Based on the National Highway Traffic Safety Administration's records, a CAPA-decertified generic radiator lot at the heart of a recent collision industry controversy was never recalled at the federal level.

In fact, manufacturer Auto Power appears not to have recalled anything within the years of records stored in the NHTSA database.

Obviously, just because a private organization like CAPA decertifies an aftermarket part doesn't mean the feds or manufacturer are required to recall or self-recall it. However, you'd think something meant to be "like kind and quality" and seemingly proven not to be might by definition merit such an action, at least on Auto Power's initiative. (While there's a great deal of controversy

over whether CAPA-certified parts are truly comparable to the OEM originals, it seems like a fairly safe bet that an uncontested decertification indicates a non-equivalent part.)

Taiwan-based Auto Power did not return an email request for comment.

The controversy over the part and others was raised by this month Vermont Auto Body Association President Mike Parker, who reported testing the bar with an Ames Rockwell Hardness tester and finding it didn't meet OEM specifications for tensile strength.

Parker, the owner of Parker's Classic Auto Works, discussed his findings in an email challenging CAPA which was sent to many collision industry leaders and media.

He, CAPA director of operations

Deborah Klouser, and others have been corresponding since, with Klouser pointing out that CAPA investigated and decertified the part and another lot last May once it was alerted to quality issues. The organization urges repairers with concerns about a part to submit a complaint.

There's been new communications since we last reported on the email string; the most recent came from Klouser on Thursday. Here's the string, with minor edits and redactions for clarity and privacy purposes.

CAPA and recalls

As noted above, CAPA in May decertified two lots of the upper tie bars, which carry the SBS6681A manufacturer number and are usable in

(Continued on next page.)

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NHTSA Records

(Continued from previous page.)

2005-09 Subaru Legacy and Outback models. The lots were manufactured in July 2013 and June 2014 and could have been sold or used at any time after that.

Asked about the lack of federal recall (self-initiated or otherwise) in this incident, CAPA said it contacts the NHTSA itself if there's a safety issue.

"If a CAPA part is found to have a potential safety-related issue, CAPA recommends to the manufacturer that they issue a NHTSA recall," Klouser wrote. "If the manufacturer does not notify NHTSA within 10 business days then CAPA will contact NHTSA directly.

"Also per prior responses the CAPA TRACKER is available to shops and insurers who want to participate and has been available for 12 years. A repairer or insurer simply inputs the CAPA seal number, insurer name and

repair order number into the CAPA TRACKER database via Internet or fax. CAPA links the data to a myriad of information about that part using the unique CAPA seal number. In the event of a part problem, CAPA TRACKER can identify all reported uses of the part and immediately notify repairers or insurers who used or requested use of the part."

Asked how decertification is communicated to shops and customers and if any requirement for manufacturers to notify customers exists, Klouser indicated distributors or the CAPA Tracker were the main way anybody would know.

"CAPA notifies the manufacturer when their part and/or lot is decertified as well as the public (which includes, distributors, shops, insurers, etc.)," Klouser wrote. "CAPA does not have the relationship with the end-user, the consumer, as we do not sell or distribute the parts so we have metrics in place for

notification as explained. Distributors will notify their customers including the repair shops of any part recalls. If the shops are doing what they should do by taking the secondary piece of the seal which has the seal tracking # on it and placing it on the repair order they can then participate in the CAPA Tracker so we can notify them about a safety recall or if they do not participate when they receive notification from the distributor they can check their internal files and make notification to their customer."

Finding decertified parts

CAPA's database search is also one means of determining the status of a part, though the system is sort of counterintuitive.

Search the decertified parts database for the two Auto Power part numbers, and there's nothing to be found.

(SEE SCREEN SHOT 1.)

The part can be found by searching for it as certified and then clicking

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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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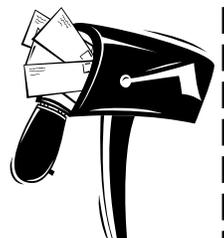
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on the part number to reveal the two decertified lots.

(SEE SCREEN SHOTS 2 & 3)

Klouser explained that as only two out of eight lots were decertified, the parts were still classified as certified.

“The Subaru part number was not decertified; the part lots found to be nonconforming to CAPA standards were decertified,” Klouser wrote. “Because the part number itself is still certified, and there are still certified part lots available, this part number will continue to show up as a CAPA certified part in the reports and listings on the website.

“When the Subaru part nonconformance was found, a Corrective Action was issued that prevented the manufacturer from running any CAPA-certified production until the nonconformance was validated to be resolved.

“CAPA addresses all complaints and performs routine marketplace monitoring. Like in the case of the Subaru part, if nonconformances are found on additional lots, each nonconforming lot will be decertified. If there is a systemic issue found over a range of lots, CAPA reviews on a case



by case basis and reserves the right to decertify the part number and require the manufacturer to begin the new part approval process again before CAPA-certified production may resume.”

The lots are listed as decertified in CAPA’s monthly and weekly parts updates, however.

Auto Power has 13 parts, all fenders,

(Continued on next page.)

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NHTSA Records

(Continued from previous page.)

which appear in a decertified parts manufacturer database search.

(SEE SCREEN SHOT 4.)

To the manufacturer and certifier's credit, we only know any of this because Auto Power let a third-party like CAPA test its part and disclose the results.

So while we're highlighting potential deficiencies in the Auto Power and CAPA process here, at least both entities

are part of a third-party vetting process transparent enough to evaluate. But what about all the uncertified aftermarket parts still being used by some insurers, customers and shops?

One solution for dealing with such uncertainty was proposed in the email chain Monday by Barrett Smith, president of Auto Damage Experts: Have the vehicle owner sign a waiver for any aftermarket parts before installing them.

"Although many do, no one has ever

said that a repairer had to or should do these processes (testing) for free... or accept the associated liabilities," Smith wrote.

"If a shop (employs) a 'Alternative Parts Disclosure and Liability Waiver/ Hold Harmless Agreement(') and edifies their customer properly, there are no remaining questions other than to the customer asking them how they wish for the 'humble service provider' to proceed with their repair?"

New Search
4
New: [Large-Text Version](#)

Decertified Part Applications

Retrieved on 5/21/2016

In cooperation with repairers, insurers, distributors, and part manufacturers, CAPA continuously monitors and reviews the quality of parts certified to meet or exceed CAPA standards. The following list includes parts that no longer meet the CAPA standards to which they were originally certified and therefore the following parts have been decertified. CAPA would like to thank you for your support in reporting non-compliance variations regardless of the significance. Your assistance assures repairers and consumers they can continue to expect quality collision replacement parts when they see the CAPA seal.

Search Terms: Auto Power

Manufacturer	Part Description	Make/Model	Years	Details	AM Part #	OEM Part #	PartsLink
Auto Power	Fender L	Chevrolet Blazer	1995-2004	w/o ZR2 pkg	CVKF513L	12377871	GM1240184
Auto Power	Fender L	Chevrolet S10 Pickup	1994-2004	(2WD)	CVKF513L	12377871	GM1240184
Auto Power	Fender L	Chevrolet S10 Pickup	1994-2004	(4WD), w/o ZR2 pkg.	CVKF513L	12377871	GM1240184
Auto Power	Fender L	Chrysler Cirrus	1995-2000		KFD-004-LH	4897085AA	CH1240204
Auto Power	Fender L	Dodge Stratus	1995-2000		KFD-004-LH	4897085AA	CH1240204
Auto Power	Fender R	Ford Explorer	2002-2005	Steel, w/wheel opng midg	FDKF059-2AR	3L2Z18005BA	FO1241221
Auto Power	Fender R	Ford Pickup	2005-2007	Super Duty, w/o fender flare, w/wheel opng midg	FDKF050R	5C3Z18005CA	FO1241236
Auto Power	Fender L	GMC Envoy	1998-2000	w/o ZR2 pkg	CVKF513L	12377871	GM1240184
Auto Power	Fender L	GMC Jimmy	1995-2001	w/o ZR2 pkg	CVKF513L	12377871	GM1240184
Auto Power	Fender L	GMC Sonoma	1994-2004	(2WD)	CVKF513L	12377871	GM1240184
Auto Power	Fender L	GMC Sonoma	1994-2004	(4WD), w/o ZR2 pkg.	CVKF513L	12377871	GM1240184
Auto Power	Fender L	Oldsmobile Bravada	1996-2001	w/o ZR2 pkg	CVKF513L	12377871	GM1240184
Auto Power	Fender L	Plymouth Breeze	1996-2000		KFD-004-LH	4897085AA	CH1240204

13 Decertified Part Applications Listed

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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