



# NEWS • REPORT

JANUARY-MARCH 2016

VOL. 31 NO. 1

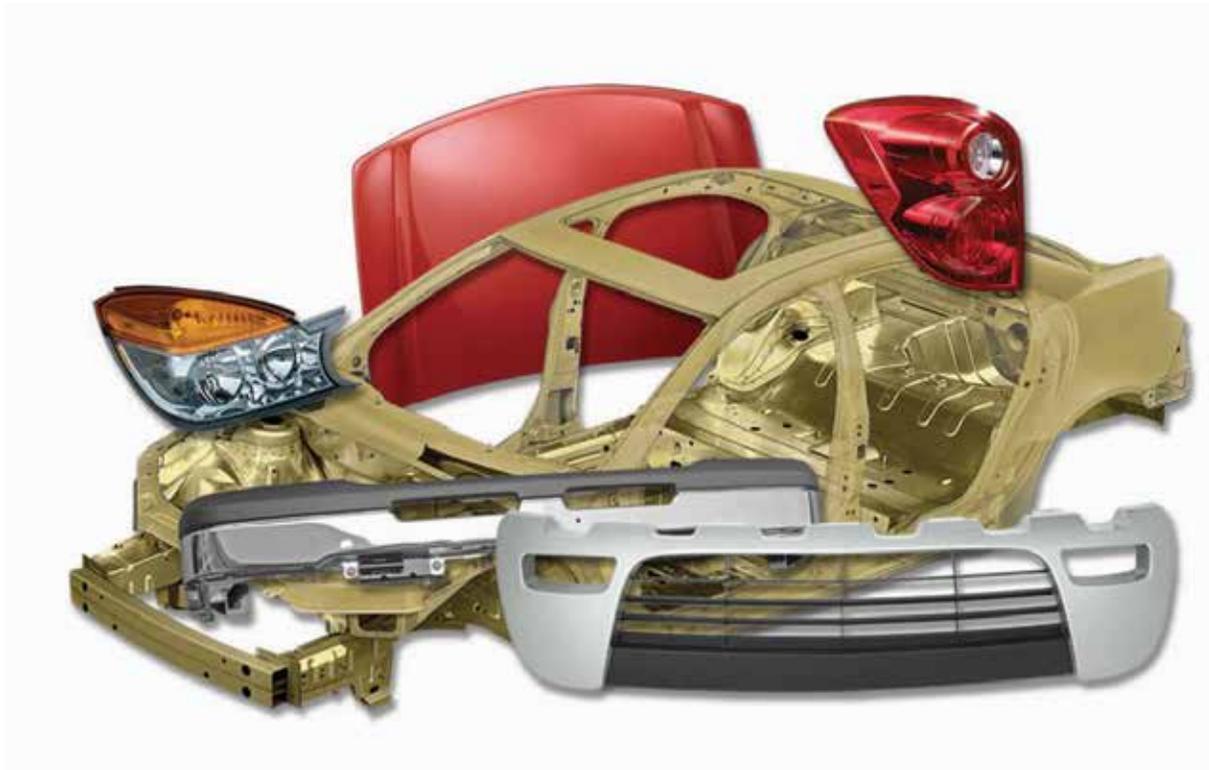
NDABA, 1507 19th St. NW, Turtle Lake, ND 58575-9492



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Send all News Report articles to home address listed below:

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Published quarterly for the North Dakota Auto Body Association.  
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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



Well, another new year has arrived and it appears to be flying by just as fast as the previous years.

Our North Dakota winter has been kind of a let down so far for those snow lovers like myself. When it's cold and brown outside, it just seems to makes winter last longer.

Before you know it we will be breaking out the summer toys and heading to the lakes to play a little golf.

In talking to fellow members in our industry it sounds like everybody has kept themselves busy so far this winter considering the lack of white stuff out there.

Hopefully you all are not too busy to attend the NDABA annual meeting on March 12th, 2016, at the Spirit Lake Casino near Devils Lake.

Mike Lovejoy from Akzo Nobel Coatings will be on hand to share what's new in our industry. It should be a very informative day and also provide you with a chance to try

your luck at the Casino.

If you have never attended a meeting or it has been awhile, please set the date.

I would like to give a sincere Thank You to Verla Rostad for her time and dedication to the NDABA as our Treasurer for the last few years. Verla and her husband Jim have been retired from our industry for awhile now, but she was kind enough to remain involved in the association for a "few" extra years. Thank You, Verla!!

See you all on March 12th.

Scott Heintzman  
NDABA President

## 2016 NDABA Annual Meeting – March 12, 2016 Spirit Lake Casino, St. Michael, ND

### 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

\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
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City, State \_\_\_\_\_ Zip \_\_\_\_\_

NDABA Membership Since \_\_\_\_\_

### Make sure to check out the following in this newsletter:

*NDABA Annual Meeting Information and Registration — pages 4-5*

*The latest meeting minutes — page 7.*

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

*The Happy, Well-Informed Customer — pages 12-13.*

*Bud & Owen's closes after 65 years in Aberdeen — pages 15 & 17.*

*NDSCS Student Sponsorship — page 19.*

**Check it out!**  
**www.ndautobody.com**



# North Dakota Auto Body Association Annual Meeting

Saturday, March 12, 2016 - Spirit Lake Casino - St. Michael, ND

## Welcome!

The 2016 ANNUAL MEETING will be held Saturday, March 12, at Spirit Lake Casino & Resort at St. Michael, ND. We hope everyone will make plans to join us, and attend guest speaker Jim Lovejoy as he shares his experience in the Auto Body Industry. This is "your" association...join us for a fun, informative and relaxing day!

## Schedule of Events

*Meals will be held in the Cedar Room. All other events will be held in the Red Willow Room.*

### Saturday, March 12, 2016

7:00am-8:30am	Breakfast
8:30am	President's Welcome
8:30am-10:30am	Annual Meeting
10:30am	Morning Snack
10:45am-Noon	Guest Speaker Jim Lovejoy
Noon-1:30pm	Noon Lunch
1:30pm-4:00pm	Guest Speaker Jim Lovejoy
6:00pm	Evening Banquet and Election of Officers

## **HOTEL INFORMATION: Spirit Lake Casino and Resort**

7889 Hwy 57

St. Michael, ND 58370

Contact Yvonne Thompson for reservations by

Email [ythompson@spiritlakecasino.com](mailto:ythompson@spiritlakecasino.com)

or Phone Reservation Line: 701-766-4747

Special rate available until March 7, 2016.

\$94.95/night

## Speaker:

### Jim Lovejoy

Jim Lovejoy is a Services Consultant for Akzo Nobel Coatings and is in his 17th year with them. His experience includes co-facilitating performance groups, teaching educational classes, conducting onsite consulting, and providing numerous other services and tools to his body shop customers. Jim also assists shops in implementing Lean and related processes as described in the Intro to Process Centered Environment (PCE) program. His education features a bachelor's degree from Mankato State University with dual majors in Business Management and Personnel Management. In addition, Jim has twelve years of General Manager and MSO Area Manager experience.

## **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.*



# North Dakota Auto Body Association Annual Meeting

Saturday, March 12, 2016 - Spirit Lake Casino - St. Michael, ND

## REGISTRATION FORM

*Registration deadline March 1, 2016.*

*Pre-registration fees include meals, meetings and speaker.*

***If you are not a member, join now and pay member rates!!***

- I would like to join the ND Auto Body Association. \$25 per year (first year only).
- I would like to join the ND Auto Body Association as an Allied Member (Businesses other than a body shop). \$25 per year.
- I would like to join the ND Auto Body Association as an Employee Member (Employee of NDABA member shop) \$5 per year. (Receive all Association publications.)

***You may send membership dues with your registration, and pay member rates for the convention!***

**Make Checks Payable to:** NORTH DAKOTA AUTO BODY ASSOCIATION

**Mail Registration to:** North Dakota Auto Body Association  
c/o Kent Meidinger  
PO Box 235  
Edgeley, ND 58433-0235

**Questions:** Contact Ed Barnhart • Business: 701-462-3374



Name (s) of all attending (must be shop owner or employee) \_\_\_\_\_

Spouse(s) \_\_\_\_\_

Shop Name \_\_\_\_\_

Address \_\_\_\_\_

City, State, Zip \_\_\_\_\_

Email \_\_\_\_\_ Phone \_\_\_\_\_

***Registration deadline  
March 1, 2016.  
Pre-registration fees include  
meals, meetings and speaker.***

Member .....\$55.00 \_\_\_\_\_

Couple (Member) .....\$75.00 \_\_\_\_\_

Spouse, Banquet only .....\$20.00 \_\_\_\_\_

**Registration Total Submitted .....** \_\_\_\_\_

# 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 (\_\_\_\_\_) \_\_\_\_\_

**Classification** (circle one)

Owner-Manager \$50 - Owner-Manager (1st year) \$25 - Allied \$25 - Associate \$5 (employee)

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)

## 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!!

## DO YOU WANT TO BE ADDED TO OR REMOVED FROM OUR MAILING LIST? DO YOU HAVE A CHANGE OF ADDRESS? CHECK YOUR ADDRESS LABEL. IS IT CORRECT?

Please add the following name to the mailing list for the ND Auto Body News Report. (Please print)

\_\_\_\_\_  
Name

\_\_\_\_\_  
Business Name (If applicable)

\_\_\_\_\_  
Mailing Address

\_\_\_\_\_  
City, State, Zip Code

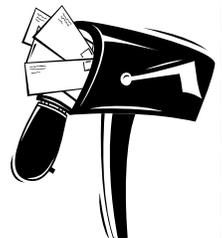
If this is an address change, what was the old address?  
(Or you can attach the mailing label.)

\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

Please remove the name on the attached mailing label from the ND Auto Body News Report.

Please cut and tape  
mailing label here.

Please mail this notice to:  
Clyde Nelson  
NDABA News Report  
1507 19th St. NW  
Turtle Lake, ND 58575-9492  
or [ndabnews@westriv.com](mailto:ndabnews@westriv.com)



# Conference Call Meeting Minutes

## February 13, 2016

Pres. Scott Heintzman called meeting to order.

Those present via phone were Clyde Nelson, Miles Doll, Ed Barnhardt, Verla Rostad, Brad Martinson, Randy Sattler, Kent Meidinger, Jeff Pfau and Scott Heintzman.

Secretary's Report was read. Jeff made motion to approve secretary report, Miles 2nd it.

Treasure Report. Verla talked about sending email list to Clyde with the magazine, went over the latest bank statement, she spoke on how the account was set up the bank she was working with for our association and on getting a co signer appointed for our new bank and for our new treasure Christy Latraille when she takes over, being the president at the time of office, because that was how it was done in the past. Verla spoke of the tax forms that have to be filled out for the association that she has done. Verla has information from being treasure and with all of it since it first started the association she was going to distribute to the secretary, the new treasure, Clyde with the magazine, and to pres. Scott.

Ed was going to Minot in the next couple of weeks, he was going to pick up the information Verla has. Verla was going to contact Christy on transferring the information over to Christy on her position. From the association we want to thank Verla on what she has done for us and the association. THANK YOU, VERLA, we'll miss you.

Magazine Report. Clyde has had good response for this magazine. Keep it coming Clyde said, thanks Clyde.

### Old Business

Ed talked about the speaker we have coming. He will talk about trends in the industry. There is no expense for us in having the speaker, Dacotah Bumper is taking care of all of it. The association wants to thank them for what they did for us here. Thank You, Dacotah Bumper.

Brochures for the meeting should be coming out here the 13th or 16th here in February for our annual meeting.

Scott was going to call the casino about the rooms. There is a block of rooms reserved for us and what is all available

for our speaker we have coming, in case they don't have something he needs.

Verla was going to email Scott on the continuous membership to have plaques made.

Ed is sending out email for promoter of the year and technician of the year, so made sure you look for the email he will be sending out, be sure to email him back on your result you have chose or chosen.

Scholarships were talked about. Scott was going to contact NDSCS and Ed, contacting BSC, on scholarship recipients and mention the Skills USA programs that were available post secondary and secondary for scholarships.

Scott talked about the the conference call program we have been using through Verla, motion was made to get our own conference call program by Kent, Brad 2nd it, all approved.

### New Business

NDSCS Auto Body program is going to do, sponsorship program in recruiting technicians in our field of work. A letter from them was being sent out to Clyde to put in the magazine and sent to shops through out North Dakota Scott Heintzman said.

Next meeting 8:30 am to 10:30 am March 12th, 2016, Spirit Lake Casino, St. Michaels, ND, Devils Lake ND.

Ed made motion to adjourn meeting, Miles 2nd it.

Secretary  
Kent Meidinger

## NEXT MEETING

**Saturday, March 12, 2016**

**8:30 am at the**

**NDABA Annual Meeting**

**Spirit Lake Casino**

**St. Michael, ND**

## 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!!

## SUPPORT OUR ADVERTISERS.

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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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**mctcparts@srt.com**

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

# 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](http://www.degweb.org/estimate-tips)

**CCC Spray Out Panel** – One of the new additions to the Motor Guide to Estimating shows that “test spray out panel” is a not included operation with clear coat finishes. If you perform this operation during the refinish process you would need to create a manual entry for the time needed to “test spray out panel”. This can be found on page G36 in the Motor Guide to Estimating. All three estimating guides can be found on the DEG website [www.degweb.org](http://www.degweb.org) under Estimate Toolbox.

**Clear Coat Extension in Audatex** – Audatex does not have a clear coat only formula so if there is a need to extend your clear coat to an adjacent panel the user must select either the full refinish of the panel, blend for the panel or create a manual entry. An example would be when repairing a quarter panel and there is no line to stop the clear coat so you must clear into the roof and possibly the other quarter. This can be found in DEG inquiry 8462

**Bleed brakes in CCC does not include bleeding the ABS pump** – The estimated work time of 0.5 hour applied to Bleed Brake System is for those situations when the Brake Hydraulic Line is open at one or all four Suspension Points (caliper/wheel cylinder.) Bleeding the ABS Unit was not considered in the estimated time allowance for Bleed Brake System. This information can be found in DEG inquiry number 8843.

**CCC Bumper Prompt Indicator** – If the symbol <> is next to a bumper line on your estimate this indicates the bumper refinish operation WILL NOT be performed as a separate procedure from the other panels in the estimate. Meaning the user selected NO when asked if the bumper will be refinished in a separate procedure from the other panels. This symbol will only show on the printed copy of the estimate and selecting yes or no to the bumper prompt will impact how the estimate calculates overlap.

**Labor Exclusions in Audatex**

– Page 54 of the Audatex Database Reference Manual has a list of labor exclusions that need to be considered during the estimate process. Below are a few items that are on the list

*Removal of panel bonding adhesive material.*

**R&I of Injected / Structural foam.**

**Removal of part number labels.**

A copy of the most current Database Reference Manual can be found on the DEG website under the Estimating Toolbox link.

**Motor releases updated Guide to Estimating** – The Guide to Estimating has been updated and can be found in your CCC estimating system by clicking the “Guide” icon on the right side of the screen. A full copy of the guide can also be found on the DEG website. Visit [www.degweb.org](http://www.degweb.org) and click “Estimate Toolbox” then select “CCC One”. Along with the Guide Motor has updated the RACE guide which is to be used when selecting recycled parts. The updated RACE guide can be found on the DEG website in the same area. For comparison the DEG has the previous versions of both guides listed on the website. Changes to the guide are shown in blue lettering with the online version. Below are a few quick notes about the updated Guide

1. Page G10 under “Labor Time Does not include” has the addition – Test for water leaks (except Windshield, Back Glass, and Stationary Glass)

2. Page G34 under “Prime and Block” Motor states Prime and block as a refinishing process

3. Page G36 under “Clear Coat Finishes Does Not Include” has the additions – Texture matching and Test spray-out panel

**Frame Machine Setup In CCC is Not Included** – Due to the different types of frame machines used in the collision repair industry, labor times for frame machine set-up are not developed by MOTOR, nor otherwise included

in any operation. Each frame machine manufacturer may have its own unique configurations and setup processes. This can be found in the Motor Guide to Estimating on page G5.

**Bleed Brakes in CCC** – The estimated work time of 0.5 applied to Bleed Brake System is for those situations when the Brake Hydraulic Line is open at one or all four Suspension Points. The .5 labor does not include bleeding the ABS system if necessary. This info can be found in DEG inquiry 8843.

**Complete vehicle refinish in Mitchell** – Under Procedure 28 of the Mitchell Estimating Guide states that Refinish times are for new undamaged parts and not intended for calculating complete vehicle refinish.

Page 16 of the Mitchell Estimating Guide

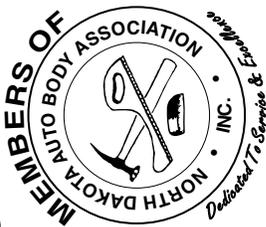
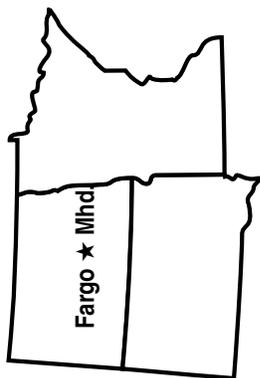
Refinish times in this Guide pertain to **NEW, UNDAMAGED PARTS** and are not intended for calculating complete vehicle refinish—single- or multistage.

**The material for bagging a vehicle in Audatex** – Audatex includes the time in the labor. However, the estimate preparer decides what is, or is not included in the Paint Materials. This can be found on page 182 of the Audatex Database Reference Manual.

**Adhesive backing removal in CCC** – The labor time in CCC for moldings, Nameplates and Emblems includes the installation time only. It does not include the time needed to remove the old adhesive backing. This can be found in the Motor Guide to Estimating on page G33 and also in DEG inquiry 7698.

**CCC Footnotes Take Precedence** – Footnotes may contain vehicle specific information and the content of footnotes is in addition to and takes precedence over, information in the Guide to Estimating pages for the operation indicated. This can be found in DEG inquiry number 8659.

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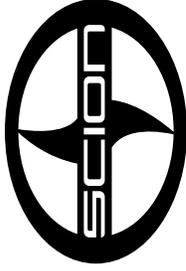
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# The Happy, Well-Informed Customer

by David Luehr

Even though most collision repair shops understand the importance of creating a positive customer experience, many continue to unknowingly place themselves and their customers in the uncomfortable situations that poor communication commonly creates. I don't know how many times I have witnessed this scenario; a customer shows up on Friday afternoon to pick up their repaired vehicle and upon being presented with the bill, exclaims, "I didn't know I had a \$500 deductible!" Invariably, these awkward situations always seem to occur with an office full of other customers!

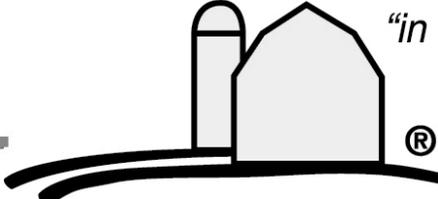
It's far too easy and irresponsible in my eyes to blame the customers for these situations. I feel that since we deal with this stuff every day we have the right and responsibility to help our customers through the process. Many of the best in class collision repair shops have standardized processes in place to eliminate these unnecessary problems and

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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## ***I feel that since we deal with this stuff every day we have the right and responsibility to help our customers through the process.***

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make the experience for the shop, the customer, and the waiting room full of customers a pleasant and positively memorable one. Here are a few of my suggestions.

### **The Appointment Reminder Call**

The appointment reminder call serves several purposes besides just to remind the customer of their upcoming repair appointment. This is a wonderful opportunity to get great communication underway early and begin to cut-off some of the potential problems that commonly occur.

Discuss the following with the customer:

- \* Verify drop-off date and time
- \* Early bird drop-off procedures (if applicable)
- \* Rental car or transportation needs (if applicable)
- \* Remove all personal belongings from their vehicle (Trunk, interior, and box/cargo area)
- \* Insurance check has been received (if applicable)
- \* That we will need the key fob for their vehicle
- \* Provide us keys for wheel locks, ski or bike racks, toppers, or tool boxes
- \* Removing sunglasses, garage door openers, parking permits etc.

### **The Vehicle Check-in**

Shops are often paying the price for not going over the vehicle during drop-off. I recommend using a standardized form with reminder check boxes. The vehicle check in process promotes both quality and great customer service.

Here are a few suggested topics to cover as you walk around the vehicle with the customer:

- \* What is to be repaired?

- \* What is prior damage? (do they want it fixed too?)
- \* Malfunction indicator lights on dash (Was this check engine light on prior to the accident?)
- \* Are there any freebies or special requests? (Touch-ups, wants an estimate for missing light etc.)
- \* Do we have the keys, wheel locks, etc.?
- \* Does the customer have their garage door opener, parking permits, baby seats etc.?
- \* Do we have a signed authorization?
- \* Is the customer fully informed and how much money they will be expected to pay and what forms of payment are acceptable when they come to pick up the vehicle?
- \* What is the best way to reach the customer during the repair process? (Cell phone, text, etc.)
- \* What they can expect in terms of communication frequency from the shop.

### **In Process**

I recommend that customers be communicated with at least every two days, unless they have requested otherwise. There are also various points that customers should be informed:

- \* Blueprint - After the vehicle has been blueprinted to establish the updated price, and delivery promise date expectations.
- \* Supplements - Any other supplements along the way. (This shouldn't happen if it was blueprinted correctly)
- \* Paint - When the car goes to paint. (Let them know if completion date is still on target)
- \* Morning of expected delivery day. (This will highly increase your chances they will pick it up that day!)

### **Completion**

Call the customer once repairs have been completed and a final quality control inspection has occurred. During this call you will want to go over:

- \* When they can arrive to pick the vehicle up
- \* Rental cars and transportation
- \* What they will owe you and what forms of payment are acceptable (I know we already discussed this earlier but it's pretty important, right?)

If you are thinking that this looks like an excess of communication, you may be right to a certain extent. I have never seen a shop get a bad CSI Score for communicating too well, but I have seen far too many of the reverse. I would challenge you to consider the amount of time shops spend dealing with incoming calls from people checking on their repair status, dealing with missed damage and embarrassing unfulfilled promises with touch-ups, and much, much more. If you take back control of your time and invest it wisely in being a proactive communicator, everyone wins.

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*David Luehr is the owner of Elite Body Shop Solutions, LLC, a collision business consulting firm based in Nashville, Tennessee. He is a 30 year veteran of the collision repair industry. David is an expert in Body Shop Operations and specializes in Lean, and Theory of Constraints methods. Email him at [dluehr@msn.com](mailto:dluehr@msn.com)*

*For more advice on how you can improve customer communication at your collision repair business, feel free to contact me directly at [david.luehr@elitebodyshopsolutions.com](mailto:david.luehr@elitebodyshopsolutions.com) or visit [www.elitebodyshopsolutions.com](http://www.elitebodyshopsolutions.com)*

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# Bud & Owen's closes after 65 years in Aberdeen

## Finding trained help key factor in decision

By Kelda J.L. Pharris

Reprinted with permission from American News, Aberdeen, SD

Larry and Barb Kumpf have closed the doors at Bud & Owen's Collision Technicians after 65 years of repairing dents and dings.

Four generations of the Kumpf family worked in the shop at 1015 S. Main St.

"I grew up here," Larry Kumpf said. "I worked here when I was 13, 14 years old and helped them at night."

His father, Melvin "Bud" Kumpf, along with Owen Drager, opened the collision repair shop in 1950. Larry Kumpf and his wife, Barb, took over sole ownership in 1986. Their son, Knute, worked for them for 19 years, and then their grandson, Schyler, worked part time at the shop from 2013 until it closed Friday.

When a shop stays in the same location and town for such a long time, it develops a loyal clientele. Customers returned year after year, and Barb Kumpf estimated that in the last week of business, Bud & Owen's had to turn away 20 jobs.

"Just like our four generations here, we've probably been through four generations of families with our customers," Larry Kumpf said. "When you have a small business, you are on a first name basis with your customers, and you go down their family — their grandpas, their dads."

The shop specialized in doing collision repairs, custom body work and rebuilds. Its longevity was no more apparent than when Larry Kumpf ran across a vehicle at a car show that he remembered from decades ago.

"We did that car 40 years ago — a 1924 Star — we saw it at a car show, and I said, 'That couldn't be the same car.' It's been four generations who had that same car," he said.

The couple feels sentimental about

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**"When you have a small business, you are on a first name basis with your customers, and you go down their family — their grandpas, their dads."** — Larry Kumpf

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**Larry and Barb Kumpf of Bud & Owen's Collision Technicians closed the doors of their business on Dec. 31. Four generations of the Kumpf family were involved in the business.** American News Photos by John Davis

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the closing of their shop, which was a family hub for more than a half century.

"This is kind of a hangout spot for a lot of the family members," said Brittan Roberts, one of the Kumpfs' granddaughters. "I used to come here when I had breaks between school. It's

like a second home."

Larry and Barb Kumpf explained that it became increasingly difficult to find and keep well-trained help. That's the main reason for the closure.

"The schools are way down for our trade," Larry Kumpf said. "When they go into the field, they think they are

(Continued on page 17)

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## Bud & Owens closes...

(Continued from page 15)

qualified and they aren't. I didn't mind training the kids, I liked that. But you get them trained, and they step out or the guy down the street hires them away from you, and that gets tough to take."

The timing was also not right to hand the baton to another generation of Kumpfs. Knute Kumpf left last year. Schyler Kumpf is now concentrating on his studies at Northern State University.

"Knute left last year. He just got tired of it and wanted to do something else," Larry Kumpf said.

"We were very fortunate to have him," Barb Kumpf said of Knute. "Now we have a grandson that loves it, but he's going to NSU."

Barb and Larry Kumpf will miss both the customers and the routine.

"I love to visit with the people," Barb Kumpf said. "It's just too bad the help is the problem."

She expects some of the routine is a little too ingrained to be given up completely.

"I can't even imagine him saying, 'Here's the key, I'm done.'" she said.

"I'm not going to have to get up at 7 a.m., but I'll still be coming down here, doing my own thing," Larry Kumpf said.

The Kumpfs plan to hold on to the building and equipment for the foreseeable future. Larry Kumpf has some of his own projects he'll be working on.

"We had one guy come in interested, but I'm not ready to turn it over," he said. "We're not in a hurry (to sell). I've got stuff I want to do on my own. I have some cars I still want to do yet, and everything is paid for, so all we have to put up with are our heat and lights."



*Larry Kumpf tapes paper to the tailgate area of a 1959 El Camino he was preparing to paint Thursday in his shop at Bud & Owen's Collision Technicians at 1015 S. Main St. in Aberdeen. The vehicle belongs to Kumpf and is one of the last to be painted at the business, which closed on Dec. 31.*

American News Photos by John Davis

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