



NEWS • REPORT

APRIL-JUNE 2015

VOL. 30 NO. 2



**YOUR
SUGGESTIONS
WANTED!**
See page 9

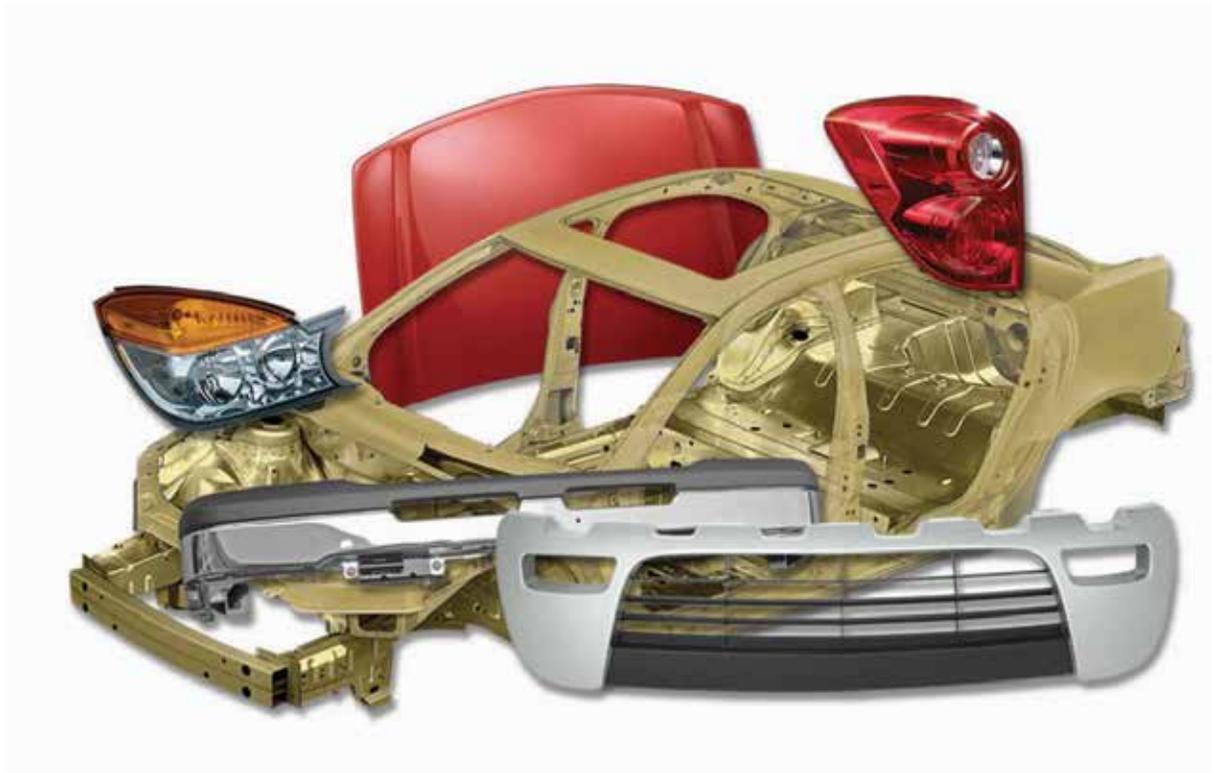
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Thank You!!!!

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 its 29th Annual Convention & Trade Show at the Baymont Inn in Mandan. For those that attended, they were given a glimpse of what's to come in the collision repair industry.

While I admit I am still concerned about the methods and costs that we will have to accept to remain current in the industry, I feel that Ford Motor Co. did make some aspects of panel replacement industry friendly. With other car makers surely to follow suit, it's time to embrace the change.

I have been attending The NDABA Convention for 22 years now. As the locations and Convention formats have changed, the one thing that has not is the friendships among shop owners and vendors.

Over the years we have formed business relationships with our vendors and industry representatives that have helped us succeed in a challenging industry. Whether it be attending the speakers we have brought in over the years or joining in on a roundtable discussion after hours, it's hard to deny that you have not bettered yourself and your business by attending.

A big Thank You goes out to Miles Doll and Brad Zander for planning and coordinating this year's Convention & Trade Show. A lot of time and effort goes into one of these events and is greatly appreciated by the members of the

association and vendors.

I would also like to thank Minot Automotive Center and parts manager Regan Graham for sponsoring our noon luncheon on Friday.

As the future of the Convention and Trade Show is unclear, one thing that remains certain is the NDABA will represent our industry and its members the best way possible.

One final thought to ponder. A while back I was trying to persuade a local shop to join the NDABA and get involved. The shop owner asked me, "What does the Association do?" I thought for a few seconds trying to come up with the perfect answer and I replied, "Whatever you want it to do."

Come to a meeting and get involved and give your input. It is your Association. Now I must confess that was a borrowed line from a well-respected figure in our industry and I will most likely have to pay royalties after this issue comes out.

If you haven't ever attended a meeting or have not been to one in a while, make it a goal to get to an upcoming meeting. Have a great Summer!

President Scott Heintzman

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.

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

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

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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.*

Opening for the Position of Treasurer of the North Dakota Auto Body Association



You may have heard, or read, that there is an opening for the position of treasurer of the North Dakota Auto Body Association. I have served in this paid position since 2009, and have decided it is time for another person to hold the position.

If you are interested in the position, it is only fair that you understand what is involved.

The bookkeeping, which is done with QuickBooks, involves tracking income

and expenses by making the deposits and paying the bills, and reconciling the bank statement. An annual review of the treasurer's records is done by a committee of NDABA members each year at the convention.

There are a few transactions throughout the year related to the *News Report Magazine*. I work closely with the *News Report* editor, Clyde Nelson, to make sure my records reconcile with his.

Most of the other activity is in the first half of the year relating to the convention and membership renewals. I have been keeping the membership roster on an Excel spreadsheet, but it could be set up to be kept on QuickBooks as well.

The Board of Directors has not required me to attend the meetings, but I have been submitting a written

treasurer's report and made myself available for questions. I do try to attend the annual meeting at the convention.

The treasurer of the NDABA is the registered agent with the ND Secretary of State, so there is an annual report that must be filed each year. It is a very simple form, similar to the forms filed by a corporation or LLC.

The treasurer is also responsible for filing the annual 990-Ne-Postcard, which is filed on-line with the IRS because we are a tax-exempt organization. It is filed on-line, and simply involves verifying our gross receipts are under \$50,000.

If you have any questions about what is involved, you can contact me at 701-833-1655. If you are interested in the position, contact Scott Heintzman at 701-293-1266.

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)

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Business Name (If applicable)

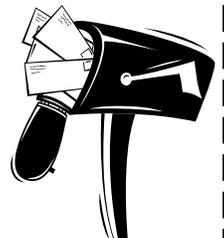
Mailing Address

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

Please cut and tape mailing label here.

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Meeting Minutes — April 9, 2015

The NDABA meeting was held April 9th, 2015, 7:00 pm, Mandan 2015 Convention.

Present were Miles Doll, Verla Rostad, Ron Knutson, Larry Teters, Scott Heintzman, Clyde Nelson, Bryce Hancock Jr, Ed Barnhardt, and Kent Meidinger.

President Scott Heintzman called the meeting to order.

Treasure report was given by Verla Rostad. The report was from last year's Convention 2014 thru April 8th, 2015. Discussion followed and were approved as read by Pres. Scott Heintzman.

Secretary report was read, motioned by Ed, 2nd Ron Knutson.

Magazine report – Articles are needed!! Go or no go!

For the magazine make sure articles are pertaining to our industry from our industry not theirs!

Deadline for next magazine is June

1st, 2015. Get articles for Clyde to keep the magazine going.

District reports – Most are keeping busy or getting busy.

Convention report – Miles went over convention report and no local dealerships are not participating in this year's convention although he said it is coming together.

Dollars for Scholars programs – The discussion was given on how the program works. Kent made the motion to invite these organizations to meet with the NDABA to get more in depth of their program. Miles 2nd.

Web site – Bobbi Barnhardt has done some updating to our website. We want to thank her for her time and effort she has done on updating the website. Thank you, Bobbi.

The Treasure – Verla Rostad was thanked for her dedication to our association for the work she has done.

We need to find a replacement for her. Any suggestions or concerns feel free to get a hold of a Board Member. To help us find a replacement, remember it is a paid position.

Convention 2016 – No dates yet. Grand Forks is really busy that time next year. What do we want to do? Have somewhere else or no convention? Respond what do you want to do!

Skills USA program for high school & post secondary education – Kent made motion to award \$250 for high school and \$300 for post secondary students. Ed 2nd, motion passed.

Next meeting – May 2nd at 10:00 am central time, conference call. Verla will get information to us so we can participate in the conference call.

Ed made motion to adjourn meeting, Bryce 2nd.

Secretary Kent Meidinger

Meeting Minutes — May 2, 2015

VIA Conference Call with Miles Doll, Ed Barnhardt, Scott Heintzman, Clyde Nelson, Verla Rostad and Dennis Neameyer.

President Scott Heintzman called meeting to order.

Convention report – Miles talked about convention report. Miles reported that it looked good to him in his report as chairman and Verla had the report from the convention as we went over the report via emailing everybody on conference call the report from the convention.

Great job, Miles. Thank you! From the association.

Convention follow up was to send thank you letters to vendors of this year's Convention 2015.

Secretary's report was read and was accepted as read.

Treasure's Report – Verla discussed convention and other financial statements she had in her report. Verla is going to write up an article about her position as treasure and what it all entails so we can have it printed in the next magazine when it comes out.

Dollars For Scholars – Was talked about and an invitation is to be sent to them to joining at September meeting to learn more about their program and how it works.

Magazine Report – Deadline for magazine is May 29th, 2015 for the summer magazine. If you have any articles, get them to Clyde.

SCRS membership was talked about

and discussed that it will help us in our association.

Convention 2017 – Ed Barnhardt is going to contact Craig Amiot of Grand Forks in seeing what may be available in 2017.

Miles Doll's wife Bernie has made a survey of what the association is about to get some feedback to help us out to see what the results are.

Verla was going to send it out to shops and Clyde was going to put in the magazine.

Next meeting is September 26th, 2015 at 11:00 am at the Chieftain in Carrington.

Ed made motion to adjourn meeting, Miles 2nd.

Secretary Kent Meidinger

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Without them we will
not have a magazine.**

**NEXT MEETING
Saturday, September 26,
2015 at 11:00 am at
The Chieftain, Carrington**

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NDABA 29th ANNUAL CONVENTION & TRADE SHOW HIGHLIGHTS

TECHNICIAN OF THE YEAR



Dennis and Janice Hammling

Dennis Hammling, auto body technician employed at Washburn Autobody in Washburn was awarded the technician of the year award by the ND Autobody Association at their annual convention. Dennis received his award at the annual convention held at the Baymont Inn & Suites in Mandan on April 10, 2015.

The Association's board of directors voted and choose that person whom they believe has contributed greatly to the auto body profession. They try to choose a person who lives in the area where the convention is being held.

Dennis lives in Washburn. He graduated from Bismarck State College.

He began his career at Iten Pontiac in Bismarck. He worked there for 3 years, then at Washburn Autobody where he has been employed for 36 years.

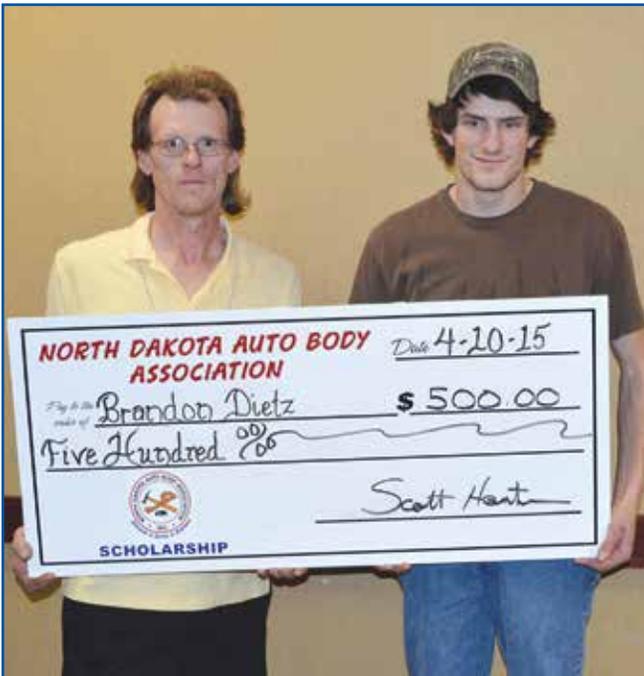
Dennis has received numerous awards throughout his career besides this one. Among them are Firefighter of the year and Ambulance Squad member of the year.

Dennis' family includes his wife Janice of 34 years, 2 adult children, Kasi and Mike.

His hobbies include fishing and boating.

Thank you, Dennis!

SCHOLARSHIP WINNERS



Congratulations, Brandon Dietz and Lucas Wald!

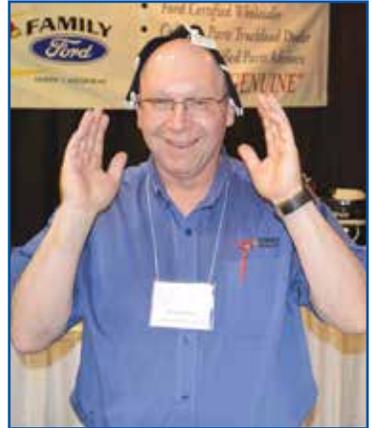
NDABA 29th ANNUAL CONVENTION & TRADE SHOW HIGHLIGHTS



Jim Erdahl & Miles Doll



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Dennis Hammling-Tech of the Year

Ron Knutson 30 years



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VIEWS FROM THE EDITOR

During the state meeting this spring at the convention I stated that I had some questions for displayers this year.

My questions would be:

1. Has Ford jumped on the train or have they fallen off on their heads on the F-150 change to the aluminum body?
2. Where do you see the NDABA in 5-10 years down the road?

It was a very interesting convention for me! I've been on the side lines of

the industry since 2007, so the change, I feel is greater in those few years than at least the 20 years prior. And, with the phasing in of aluminum, it's going to be fast and furious for a while yet.

The answers I received from those displayers at the convention were about 80% saying Ford has done the right thing, 20% saying we'll see. From what I read in the news from SCRS (article in this magazine) and other collision media that I can get to, we'd better gear up, it's going to happen!

When I was in the industry I didn't particularly like restoration work, but I think if we don't get ready for the revolution, that's what we'll be doing.

On the second question presented, most of the guys said, with change, it will survive. What that change will be, nobody gave that answer, except more of the industry must be involved and the younger generation needs to be involved (something we already knew).

So, with that, the association would like you to take a look at the following quiz or questions and respond to Miles Doll at brendelcollision@yahoo.com or mail to Miles Doll, Brendel's Collision & Paint, 1820 Commerce Dr., Bismarck, ND 58501. This survey can also be accessed on-line if you prefer to respond that way. Go to www.ndautobody.com and click on the "summer 2015 survey" link on the home page.

North Dakota Auto Body Association has been around for many years. We are here to help our North Dakota Body Shops at the state level and at a personal level. In order for us to continue working for you, we need you and your employees to become more active in the Association. **Please complete and return your suggestions for our association. Your input will be greatly appreciated.**

1. What topics or training would you like to see at the convention?
2. We are hoping to attract both owners and employees to the convention. What areas of interest do you as a manager have?
3. What is the most important factor in your decision whether or not to attend the convention: Location, Speakers / Topics, Day(s) of the week, Other (please name)
4. Is entertainment important to you at the convention? Yes No
If yes, do you suggest Outdoor activities (Clay Pigeon Shoot, Golf, etc) or

Indoor entertainment (Music, humor, etc)

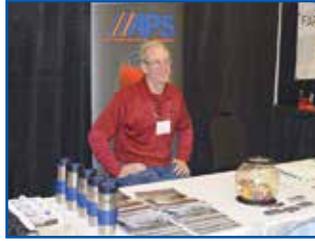
Please give specific suggestions
5. Would you be willing to be on the board, or an active member?
6. Do you know anyone that would be interested in being on the board? (Please provide names)

NDABA 29th ANNUAL CONVENTION & TRADE SHOW HIGHLIGHTS

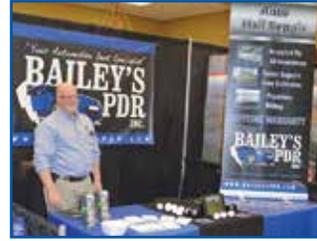
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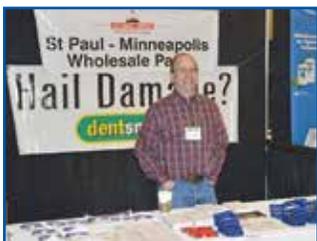
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Date _____

Your Name _____ Spouse's Name _____

Home Address _____

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Business Name _____ PO Box (Mailing Address) _____

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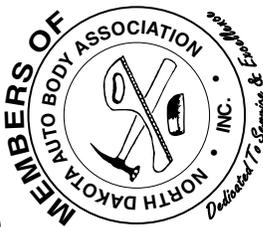
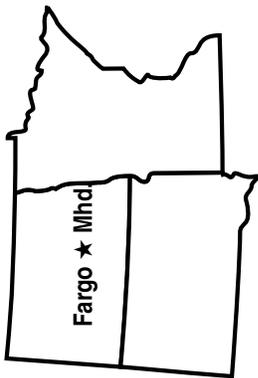
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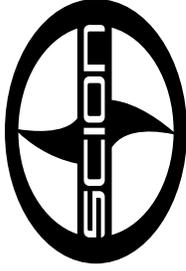
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Inside the Aluminum Revolution: Factors to Consider When Upgrading

Prosser, Washington, March 4, 2015 — Not since the introduction of the unibody vehicle has there been as revolutionary a topic to hit the collision repair industry as aluminum repair.

With more and more cars and trucks equipped with this innovative material — as well as tools, products and equipment specifically designed for them — entering the market every day, the debate on how and with what to best perform proper aluminum repairs rages on.

The Society of Collision Repair Specialists (SCRS) recently sat down with representatives from the equipment and tooling sides of the industry, as well as several collision repair facilities who have taken the plunge of upgrading, to get their perspectives on repair safety, the importance of accurate information and their personal experiences on the front lines of the aluminum revolution.

As someone who has seen his share of tools, fasteners and repair solutions, Bastian Hartmann, project manager of Advanced Joining Technologies for Indiana-based Bollhoff, Inc., a self-piercing rivet (SPR) fastener and tooling company, is well aware of the importance of a good tool — and the devastating consequences of an inferior one.

“A company who wants to provide a proper SPR repair kit should not only sell a tool, but also have the experience and competence to guide their customers on how to set an SPR properly based on the application or material combination,” he says. “SPR equipment in mass production runs with high setting forces of up to 80kN (approximately 1.5 seconds per joint), and full process monitoring on parts fixed and clamped in engineered devices. To match the same joint quality with a handheld tool in a workshop requires not only different parameters, but also training on the technology itself. Training should be provided to all operators in the correct use of the tooling and appropriate personal safety

equipment should be worn at all times.”

“Rivets can take up to 11,000 pounds of force on an 8-millimeter tip,” notes Dave Gruskos, president of Reliable Automotive Equipment (RAE). “Tip quality and arm stability is vital to performing a safe and proper repair. Also, the types of rivets vary from one OEM to another, so one needs the ability to adapt the rivet to fit each job. A battery-powered rivet gun for a tiny rivet, for example, may not be the best direction.”

So how can repairers be sure they’re

There is a plethora of information to consider when researching the decision to upgrade or modify tooling and equipment in the shop. However, in many cases, some of the most valuable data can often come straight from the real life experiences of those who have experienced it firsthand.

using the right tools for the job, and more importantly, stay safe while working with them?

“Collision repair professionals should be purchasing tools that have been approved and tested by car manufacturers,” enforces Gruskos. “There should be training provided on the tools’ proper use by suppliers that have a tech line. But it doesn’t stop there; repairers should continue to be trained - and retrained - yearly, and should also have tools certified on an annual basis as well.”

“For the installation of the SPR, body shop operators should follow the tool’s operation manual and OEM guidelines, including all safety procedures,” adds Hartmann. “For the application, in the best case, there is an OEM repair guideline existing which describes the exact setting parameters and the rivet/die combination to use at a certain location. This takes away the ‘guessing’ on the operator side and keeps both body shop and customer safe. If such a document is not available, the OEM should provide a

general SPR guideline and the provider for the equipment should be able to help the operator achieve the joint quality described in the document.”

There is a plethora of information to consider when researching the decision to upgrade or modify tooling and equipment in the shop. However, in many cases, some of the most valuable data can often come straight from the real life experiences of those who have experienced it firsthand.

SCRS Past Chairman Gary Wano of G.W. and Son Auto Body, Inc. in Oklahoma City, Oklahoma is a facility owner who has adopted advanced equipment and tooling to prepare for the future. As he advises, the decision cannot be made overnight.

“The adoption of advanced programs, tooling, equipment and procedures has to be birthed from leadership, but a continual culture of learning must also be embraced, from the very top to the very bottom of the shop,” he says. “This is not just a plaque on a wall; it’s about making sure the correct processes are in place, about continually investing in the improvement of your business and about making sure that the people you have along for the journey are as dedicated to the business’ success as you are.”

Once a shop has committed to upgrading, SCRS board member Kye Yeung of European Motor Car Works, Santa Ana, California, notes that the research process into tool and equipment purchases should encompass the past, present and future.

“As a shop owner, [deciding on equipment for advanced materials], I would look back at which lines I repaired, who my customers were, and whether those OEs were thinking about changing their production or technology in the near future, i.e. carbon fiber. You don’t want to circumvent a process where a manufacturer comes up with something unique, leaving you with outdated equipment. If you’re going through that push to upgrade, start

Regardless of where you as a repairer are in the process of determining your shop's future upgrades, one thing is for certain: The OEMs – and industry associations like SCRS – are the greatest source of information on the ins and outs of becoming (and staying) certified, choosing the proper equipment for your business and fostering continued success in the market.

slowly; get all the basics out of the way before deciding exactly what large purchases to buy.”

As Yeung continues, those large purchases should be considered with universality and convenience in mind whenever possible.

“Like any type of purchase, the so-called ‘right’ brand would in my eyes have to include a service network that’s easily attainable. Our shop was originally involved with the Aston Martin factory approved program, and every piece of equipment had to be imported. Even their adhesives were Euro-specific; you simply could not get them in the States. The accessibility of service is huge. And my suggestion would be, before you jump, see what required equipment can be used on multiple lines.”

“The manufacturers dictate the tools, the equipment and the training that are mandatory [for the repair of advanced materials],” adds SCRS Chairman Ron Reichen, Precision Body & Paint, with multiple locations in Oregon. “If you’re going to take that plunge and invest in becoming a certified shop, you need to make that decision to either dip your toe in the water, or to jump in and become certified for several lines. If you invest in building a clean room for Audi’s certification program, for example, you’ll be able to use that space for several lines. Some pieces of equipment also have crossover, and with an average cost of \$10,000 apiece or more on rivet guns and between \$20,000 to \$30,000 on welders, the economies of scale really do come into play in some respects. Do your due diligence, do your homework

and pay attention to the big picture.”

While market demand is also hugely influential to the decision-making process, Reichen stresses, “Research whether your market will support the lines you want to work on before purchasing equipment to fix them. Outside of your relationship with the OE, the most important tool in a repairer’s arsenal can be one’s own peers. Wano agrees, “My relationships with my industry colleagues have been extremely helpful in my research. Whether it’s calling around to get their experiences on a certain piece of equipment or getting their take on a particular tool, keeping the lines of communication open helps us all make more informed, realistic decisions for our customers.” Yeung adds, “Your relationship with the OE and sponsoring dealer is very important because if you don’t have that affiliation, you might not know where to start in terms of purchasing equipment or getting training. Industry groups and communication are incredibly important to help facilitate that.”

“The SCRS’ OEM Collision Repair Technology Summit held during the SEMA Show allowed us to hear from the aluminum and steel industry, as well as multiple automakers and businesses who have gone through the certification process,” Reichen says. “Events like these offer tons of information in one place, and grant access to more pieces of the puzzle, which is crucial for repairers who may not know where to start otherwise.”

Regardless of where you as a repairer are in the process of determining your shop’s future upgrades, one thing is for certain: The OEMs – and industry associations like SCRS – are the greatest source of information on the ins and outs of becoming (and staying) certified, choosing the proper equipment for your business and fostering continued success in the market.

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From the Archives... *The Edgeley Mail*

Auto Body Repair Will Open Here in May

Wednesday, April 22, 1965 — Clarence Meidinger, part owner of a body shop in Kulm since 1959 has purchased the KC hall and will remodel and install a body shop in Edgeley, hoping to open sometime during May. The firm will specialize in body work, painting and refinishing, rebuilding auto bodies; windshields and glass work.

Meidinger, a graduate of the State School of Science, Wahpeton, is originally from Lehr, and worked a year in Breckenridge, and 2 years in Groton, S.D.

The hall will be remodeled, according to Meidinger, to put in a large door in back; install a large factory-built paint booth, rewire part of the building and get it ready for business.

Meidinger is married, has three children. Zottnick and Mathson have been using the hall to store plumbing fixtures and appliances for several years.

Body Shop Open Next Week for Limited Repair

Thursday May 20, 1965 — Edgeley Body Shop, under the proprietorship of Clarence Meidinger, will be open for limited body repair about the first of the week, according to Meidinger, now remodeling and repainting the old Knights of Columbus Hall to accommodate his business.

Meidinger is still waiting for the new paint booth to be delivered and installed, which he expects some time later this week, and major repair of automobile bodies about the first of June.

Workmen are painting the building all over inside, and mortaring the north side of the building to close weathered areas between stones.

A large overhead door has been installed in the back of the building.

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Roundtable: Failure to follow OEM collision repair procedure could be disastrous

By John Huetter

Reprinted with permission. SCRS, Repair Driven News.

Precision in adherence to OEM directives will become even more vital in the future as materials continue to advance — and shops who can't or won't meet that challenge could face serious penalties in reputation and liability.

That sobering conclusion became apparent following a lengthy Society of Collision Repair Specialists Repairer Roundtable on Wednesday, ahead of the Collision Industry Conference in Atlanta.

Panelists before the roughly 70-strong audience included I-CAR industry technical support manager Steve Marks; Ken Boylan, research and specifications manager for Chief Automotive Technologies; and Reliable Automotive Equipment President Dave Gruskos.

Preserving crash-worthiness

One of the very crucial adjustments some shops need to make in their approach to vehicle repair is what a job well done actually means. With the precise, interconnected design of modern vehicle safety elements OEM engineers have designed, something that looks “good as new” might not crash safe as new.

“Forget pre-accident, it's crash-worthiness,” Boylan said. And achieving that (remember, the first time took an army of engineers, computers, factory workers and robots to get right) is a “tall order.”

“Sloppiness just doesn't make it,” Marks said.

“We have a huge challenge,” he said. “I'm sure we're up to it. ... We've got our work cut out for us.”

Even a shop who has done everything right might still be unaware of a potential best practice.

“We're a little bit behind in the United States versus Europe,” Boylan said.

In Europe, technicians test spot-welds microscopically, not just pull them apart, he said. He gave an example of a group of a dozen welds that passed the latter — only one of which passed the microscope.

It would likely affect airbag timing to make an error in a spot weld, Boylan said.

European repairers are expected to achieve homologation, according to Boylan, which means duplicating a weld up to a manufacturer's standard every time.

Another repair misstep can be seen by the naked eye. Mercedes has flow-form rivets that compress on both sides instead of creating a “mushroom” shape, according to Gruskos. If you do the job correctly, a Mercedes logo on the rivet remains intact.

Given this level of precision and the type of materials being used — including this kind of flow-form rivet becoming more popular — Gruskos said he didn't know how you couldn't use a new OEM part.

Rivets themselves are becoming a greater part of collision repair, as OEMs don't want heat applied to high-strength steel and aluminum.

“Right now, we're working with 40 different rivets,” he said. He said picking the right rivet will equal paint mixing in terms of complexity.

As Boylan said, it's not just collision “theory” anymore. It is possible, through simulations, physics, and an examination in the shop to know how a crash transfers energy throughout a vehicle — and you'd better be aware of this to do a repair.

It won't always be obvious, either. It's possible for a front impact to produce damage to a rocker panel on the other side of the car, or force the back of a vehicle 6-9 mm out of level through a new load path designed by the manufacturer.

Follow the OEM

As the panelists indicated here, learning and following OEM procedures will be crucial (and should have been done anyway) to keep your customers as safe in the repaired car as they'd have been in the dealership original.

Boylan gave the example of a \$40,000 repair on an \$80,000 vehicle that a

shop had to buy back after sectioning it incorrectly.

So if you don't know how to do something, “I tell people don't do it.”

This OEM specificity was dramatically exemplified in an exchange between the panel and audience member Mark Allen, Audi collision programs and workshop equipment specialist.

Boylan made a reference to heating aluminum to a narrow 400- to 500-degree range to pull it.

Allen quickly headed to the mic and said he felt his “heart drop” at the idea.

“It's not acceptable for Audi,” he said.

While it might work for military-grade aluminum, “you don't do that” with aerospace aluminum and shouldn't do it on an Audi either, Allen said.

Check with Audi before doing a repair, he stressed, and Marks echoed that trying to fix anything without checking with an OEM “should never be done.”

Boylan clarified that his point was a general observation, supported by I-CAR about aluminum — it wasn't meant to refer to any particular model. Some baseline knowledge is necessary to understand the metallurgical and engineering foundation for OEM-recommended repairs — and to fill in the gaps when that's not available. SCRS Executive Director Aaron Schulenburg closed that debate by highlighting the need for repairers to verify vehicle-specific procedures.

“That is the best generalization,” he said.

What's new

It's going to be easy to screw up a repair if you treat new materials and designs like old mild-steel bodies. You can't drill through the “tremendous hard, paper-thin steel” being used, he said. It must be punched through.

Think it's just European luxury models? Think again. Schulenburg asked about current mainstream vehicles with new technologies impacting collision repair — excluding the Ford F-150.

“There are so many now,” Boylan said.

All of this really should drive home the analogy that collision repairer is becoming much more like surgery — and like surgery, requiring greater levels of study and specialization.

He gave a few examples of what exists or is soon to exist on commonplace cars and what that means for your shop.

Laser welds — which “look like the perfect spot to cut something” but most certainly aren’t. Not only that, but they are incredibly precise.

“Folks, we haven’t seen anything like that,” Boylan said.

A-pillars: Boylan said he’d seen an article about a new type of A-pillar with folded metal that expands to twice its size in a crash.

Nanosteel, which is “totally different” and doesn’t need to be heated to create.

“They are on the market,” Boylan said of these innovations. Technology, he said, was ahead of collision repair skill right now.

Welding mixed materials will largely be the province of the OEM at first, and repair will likely entail a mix of adhesive and rivets.

And repair in the traditional sense might not even be the correct term. Boylan observed that the coming 7000 series of aluminum “duplicates high-strength steel,” making it virtually impossible to manipulate.

“You’re not going to do any repair,” he said. A damaged 7000 aluminum part would have to be replaced.

Certification and training

Given this stress on OEM procedures and growing differences between bodies-in-white, Schulenburg asked if it was even realistic for a non-certified shop to work on a vehicle.

“They have to get the procedures from the OE,” Gruskos said. You could make some repairs without OEM certification, he said, but not without the OEM manual.

But anyone who isn’t certified shouldn’t be doing structural work on newer vehicles, he said, and Schulenburg agreed the number of vehicles to which that applies is growing.

“This is mainstream,” Gruskos said. “Everything we’re talking about is going to be an everyday repair.”

But there’s a catch. Sometimes, a manufacturer doesn’t provide repair best

practices. And that’s where entities like I-CAR and repairer expertise with the materials involved apply.

R Jones Collision 1 owner Bob Jones argued any vehicle where the OEM hasn’t issued repair procedures should be a “total loss.”

“We’re at risk,” he said, rather than the manufacturer.

Jordan Hendler, executive director of the Washington Metropolitan Auto Body Association, asked what could be done to keep those not present from doing a sub-par repair, and the spectre of government regulation was raised.

Gruskos observed it probably would wind up taking “incredible litigation” and “horrible” problems for consumers to really fix it, giving the example of extremes like asbestos in brakes to really change the industry.

It’s sadly not too difficult to see a

worse-case scenario where a shop (or an insurer, if it incentivized or pressured cutting corners) fails to follow OEM procedures and contributes to a grisly crash by lowering the structural integrity of a vehicle. Think about all the political, legal and media attention Takata and GM have faced over the past year.

Owner Boyd Dingman of Dingman’s Collision Center even threw out the idea of stretching a warranty to a second owner, so insurers and collision repairers would be on the hook to ensure the car was truly still crash-worthy.

All of this really should drive home the analogy that collision repairer is becoming much more like surgery — and like surgery, requiring greater levels of study and specialization.

“Our industry is no longer a trade,” SCRS outgoing Chairman Ron Reichen said.

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Reader's Choice: What Do I Need to Get Started in Aluminum Repair?

"We're thinking of adding aluminum repair to our shop, which means buying an expensive set of aluminum-only tools. How hard is it to add this to an existing shop regarding the 'clean' area? Do I need a special booth? Because I really don't have any extra space."— Melissa Takamatsu, Epps Body & Paint, Bee Cave, Texas

Question answered by: Mitch Becker, technical instructor for ABRA Auto Body & Glass

Courtesy of BodyShop Business, a Babcox Media publication

When I was asked to put together an article about what collision repairers need to get started in aluminum repair, I thought I could do that in my sleep. Then, I started thinking about all the resistance repairers are having to aluminum.

Two Choices

I hear all the time about the cost of equipment and training: "I would have to fix X amount of Ford trucks to recoup my cost of equipment." It's hard to convince some people how shortsighted that comment is. Honestly in my opinion, you had a choice – the key word being "had." With Ford's jump into building mainstream vehicles out of aluminum and other manufacturers either increasing their use of aluminum or following Ford and going full throttle, you're faced with two choices for your shop and employees:

1. You can choose to move forward into aluminum repair.
2. You can choose not to do aluminum repair and specialize in the repair of steel-only vehicles.

The first choice costs money but opens the door to fixing many or all models of cars and provides a huge revenue base of other repair possibilities, including creating repair work instead of just R&I, making a technician and shop money while lowering repair costs, much like a frame rack did when shops decided to get into frame repair.

With the second choice, you're making a stand and saving yourself money. The revenue lost to other shops because of shop's inability to repair aluminum will have to be made up somewhere. Telling a 20-year customer that your shop does not have the ability to repair some parts of their vehicle will be a bitter pill to swallow.

I know, you can replace these parts without special equipment. But that will create other issues for cost to whomever pays, including cash jobs, but I am not

going to get into the time and labor issue in this article. Hiring technicians could also be a challenge, which I will explain later on in this article.

Attitude Adjustment

When you go into any project with a picture in your head of somebody twisting your arm, it will be a long and painful process every day. If this is your attitude about the changes occurring in this industry, whether you want them to or not, this article will not help alleviate your frustration. If you accept the challenge to make your shop better and want to move with changes,

then get ready. The start of training and equipment purchased will move you into what you need for the changes now and in the future to come. If your attitude indicates that you're not into this, your shop will feel this too and the change will be hard for all. Be positive!

Have a Plan

Have a meeting with all of your personnel and let them know that changes are coming and why. Let them know you need to hear their ideas, not opinions. Many great ideas come from within. You may learn about how much they have thought about this. They may

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have some great ideas at saving on costs.

You also need their buy-in. This project will need to be a change, not just on some types of repairs but your shop environment, diligence in proper procedures and maintaining new equipment. Communication and expectations for all will be a big part of getting started.

I have also learned over the years I've trained that this process generates some excitement in shops. Technicians start looking at new equipment or more repair possibilities and can see that the future could be much brighter. Again, it's all in your attitude and how you approach it. A shop that has the right equipment and attitude is also much more attractive to new employees and is more likely to retain current employees.

Training

This is a special message to shop owners and managers: take the training on aluminum. To make an informed decision on how to progress, you need to know the "why." Every person needs to be on the same page. I can't tell you how many times I've taught classes and heard attendees say, "I wish my boss was here." This disconnect has a huge effect on how a shop progresses. The training

will help so much to know why certain things are done or needed. By taking classes with your techs, it becomes a team approach. I promise you it will make all your jobs easier.

Start now! Taking training classes such as I-CAR ALI01 or any other aluminum training classes will allow you to see equipment and procedures. Start by listening, not judging and wishing you were somewhere else. The training will help you to see where you are and what you need to achieve your shop's goals.

Equipment

What do you want to do? How extensive do you want to be? If you want to be a Jaguar-certified shop, then you need to read a different article. If you want to be able to work on aluminum or have the equipment needed to repair the mainstream aluminum, you may need to buy some equipment. This is assuming you don't already have the capability. You may be surprised at how much equipment you already have. You may also have a shop or technician who has much of the needed training and tools.

Space

In training, you'll learn why aluminum

repair and steel repairs need to be kept separate. Cross contamination can cause a lot of quality issues. Starting right and preventing issues will go a long way toward keeping everyone's blood pressure lower.

You do not need a separate room or building, mainly just an area you can do repairs in. If one of those repairs is aluminum, you'll need something like a curtain wall to separate it.

Clean the repair area to get rid of any steel contaminants and bring in the aluminum part or vehicle. Close the curtain. When done, clean the area of all aluminum contaminants, open the curtain and pull in the next vehicle to be repaired. The curtain wall or separated area is only needed when you have aluminum repairs. Also, you can fix any vehicle in this area – it is not necessary to designate it as "aluminum only." Therefore, you will not lose a production area unless you're going for particular manufacturer qualifications.

Enclosed Workspace

Air movement is an issue in this area. Fumes from welding and dust from working will create a hazardous environment. Fans should not be used

(Continued on next page)

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Reader's Choice...

(Continued from previous page)

as they'll blow contaminants around and make welding difficult if they blow shielding gas on a welder. Envisioning a prep station environment would help you to understand your needs. Make sure all of this equipment meets OSHA requirements. If you can't achieve this environment, a fume extractor may be needed. An explosion-proof vacuum is also needed to collect aluminum particles from repair procedures, as using compressed air to clean is a bad idea.

Dust and aluminum particles can also be controlled by using a wet mix vacuum or dust system. This can be a great item to protect technicians and the shop along with controlling quality when working in enclosed areas. I know this is a big expense for shops, but for OSHA requirements, check your laws and options.

Hand Tools

A shop or technician will need a set of basic tools for aluminum repair. These tools should be marked and stored separately from tools used for steel cars to prevent cross contamination. I've priced out every tool needed as shown on a manufacturer's list from Sears.com (which is a major supplier of tools to the aircraft repair industry), and brand new, they list from \$800 to \$2,000, depending on quantity and brand name. In a shop, the cost will actually be lower as many shops already have these tools.

For a list of tools, you can reference any aluminum repair program's requirements online. Keep in mind that some certifications have required specialty tools added to their list.

Self Piercing Rivet Gun (SPR)

This is a tough one as there's lots of confusion due to the fact that there's a number of these on the market. Why is one better than the other? I've asked that question and gotten a lot of different answers.

Each vehicle manufacturer has different recommendations. Can they be used on vehicles that call for a different gun manufacturer? I'm not an engineer, so I'm going to follow the vehicle manufacturer's advice and say no. Pressure required, rivet size, material being riveted – all these are considerations for the right tool. For some certifications, a specific brand is required. I wish I had a better answer than this. Be warned that these tools are expensive and portable, so engrave your

shop name and number on them in case they get lost or stolen.

Dent Repair

There are many options in the dent repair universe, so pricing out for capabilities is important. The equipment is similar to steel but designed exclusively for aluminum. A non-contact thermometer and a file belt sander should be included here. A good heat gun along with a good supply of aluminum nails for a dent puller are a must and should be kept for an aluminum kit. This will be a big expense, but it will make you money quickly as you'll be able to repair a great deal of what is currently being replaced.

Look at the costs versus the capabilities. Some kits come with hand tools included, so avoid doubling up of the hand tools purchased. The hammers of one company have heads that spin off to convert to hammers and dollies as needed. Knowing this can save you money.

Do you need a built-in panel holder? Look at your carts and see if you really need to have all the gizmos, which are cool and can make some things easier. Many times, you already have what you need. Gizmos do cost more, but some include welders.

Welders

I saved the best for last. The welders recommended for aluminum happen to be, in many cases, the best welders available for steel. They may also be able to MIG braze. MIG brazing may be required for many new models of vehicles to replace quarter panels and roofs (see Honda quarter panel replacement). The reality is you're buying a welder that will be able to repair all the previous vehicles and anything new for years to come. There is one GMAW welder that can MIG weld or TIG weld aluminum, MIG weld or MAG weld steel, silicon bronze or MIG braze steel and arc weld.

You can buy a welder that does it all or just MIG welds aluminum. It's your choice as far as capability and price. You do not have to break the bank on this purchase. These last paragraphs need to be read by all. Welding on steel has changed as well and many shops don't know what certain types of steels require. Many require a welder capable of 200 amps for welding on steel, and most of the welders currently in shops can't do that. The welders being recommended are also 220-volt welders, not 110 volt. Most shops spend

thousands of dollars replacing welders that wear out every year, and many don't last that long. The new welders being recommended are more suited for industrial applications versus collision. They may cost more, but they have a much needed difference in capability and durability. The ease of use of these welders also makes a welcomed difference in shops. The learning curve is greatly reduced, making these welders productive right out of the box. With the right equipment, training to weld on aluminum can be very quick.

These welders are the recommended pulse/spray arc welders, which are the capabilities recommended or even required by vehicle manufacturers. You do not need a specific brand or model number, just the proper capabilities. You can choose from many companies that currently have multiple models at prices to match your budget. Converting a welder to a spool gun may not serve your needs.

Options

Frame equipment is a gray area for most. Although not required, attaching an aluminum body to your frame rack for pulling an aluminum structure does need to be considered if you're going to work on some vehicles. This question needs to be answered by your frame equipment supplier. Cost and capability needs to be considered here, too. Is there a rental option for non-mainstream vehicles? That's for another article another time.

Capability

A shop for the most part needs to have the capability, not necessarily an exact brand or model of equipment, for many certified shop approvals. You just need the capability of doing repairs correctly. With all the choices now available and coming along with pricing options, you decide how to get there.

You need:

- Space to separate
- Safe, enclosed workspace
- Hand tools
- SPR
- Dent removal
- Welder
- Frame adapters for holding aluminum and measuring

I could write an article on each one of these, but then it would take up the whole *BodyShop Business* magazine. Your shop or team is one of the best starting references to accomplish this project. Never miss a good opportunity to listen.

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North Dakota Auto Body Association Affiliates with the Society of Collision Repair Specialists

Prosser, Washington, April 14, 2015
— The North Dakota Auto Body Association (NDABA), founded in the fall of 1983, has officially announced an affiliation with the Society of Collision Repair Specialists (SCRS), marking a continued growth in state-level affiliation with the national association. In its formative stages, the NDABA was established to address industry issues and pave the road ahead for member businesses.

“We have a really long and proud history in North Dakota logging almost as many years on the timeline as SCRS does,” shared NDABA President Scott Heintzman of Fargo, North Dakota. “We’ve seen a lot of trends come into the industry and evolve, and as business owners ourselves it is critical to align ourselves with the strongest resources



to help both our members and their consumers.”

“We’ve seen some really spectacular work come out of the programs SCRS has put together, specifically their focus in delivering information through their new Repairer Driven News site, and the education programs they are putting together with the Repairer Driven Education series held at the SEMA Show. These are the types of things that our organization would like to tap into

and bring to a local level to our own members.”

“The interest and support from such tenured and respected state associations like NDABA really affords SCRS with added opportunity to serve our mission to educate, inform and represent the industry,” added SCRS Chairman Ron Reichen. “It is a great validation for us when the programs we develop to better serve the industry generate and attract new interest. The more support we receive - whether from the network of affiliate associations or directly from individual shops - the more we can do toward the benefit of those we represent. Just based on the objectives of both of our groups, the whole board is excited about the addition of the NDABA and look forward to what comes next!”



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