

# NEWS • REPORT

OCTOBER-DECEMBER 2016

VOL. 31 NO. 4



*This issue is dedicated to the memory of  
Clarence Meidinger  
(May 15, 1929 - October 3, 2016)*

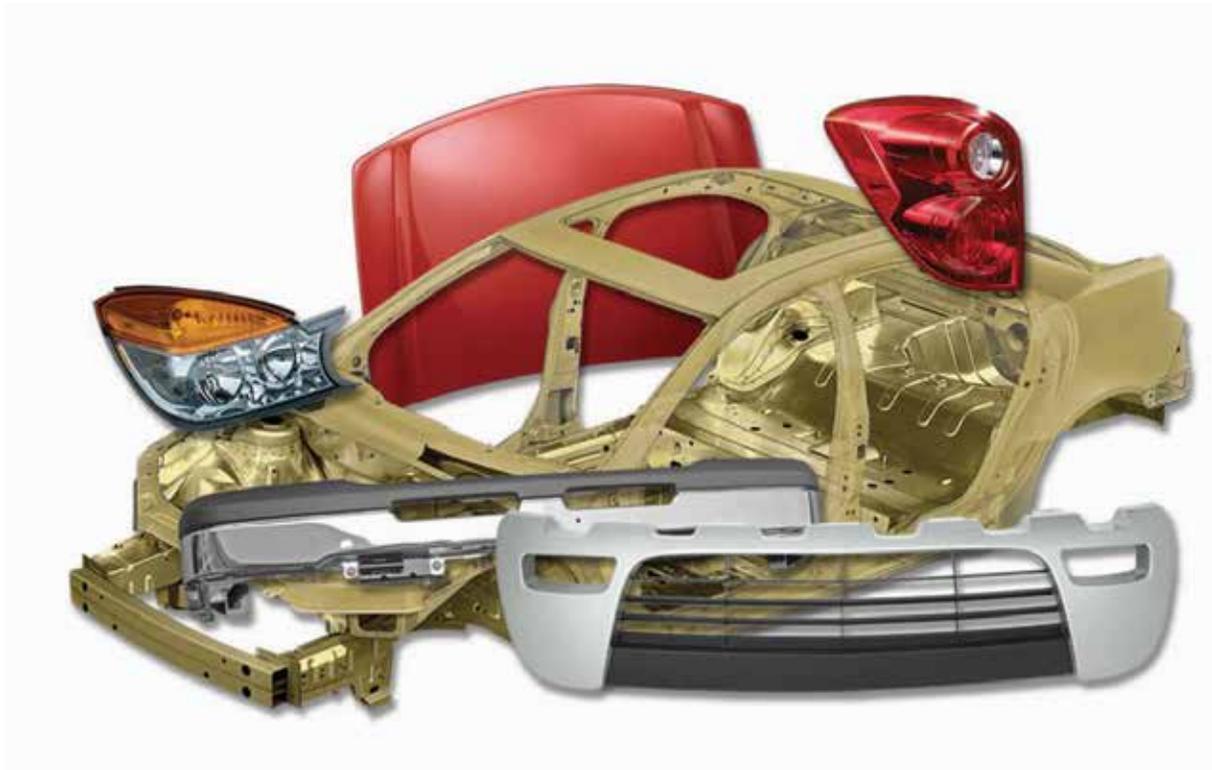
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## Thank You!!!!

Issues for NDABA News Report

Issue	Copy Deadline	Printing Date
February-March	Mar. 1	Mar. 15
May-June	June 1	June 15
August-September	Sept. 1	Sept. 15
November-December	Dec. 1	Dec. 15

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# PRESIDENT'S LETTER



As we are about to turn the page to 2017, I can't help but wonder what is in store for us and our industry this next year. We can be assured that the materials used to construct vehicles and their parts will keep evolving. With more aluminum and composites being used every year, will there come a day when there is little or no actual metal used on a car? After all, we already have plastic and composites being used on engines.

One also has to wonder where we will be with the use of electronics on vehicles and the impact that an accident will have on them. The comparison I would hope plays out is that a brand new smart phone when dropped is way more durable than the flip phones we had 15 years ago.

Hopefully the only concern we will have in the refinishing aspect will be should I be spraying solvent based paint or water based finishes? One has to think that this area will keep on evolving also.

I am confident our industry will continue to see constant change in what goes on in the production areas of our shops, but what truly concerns me is the already troubling trend that is evolving in our front offices. The love/hate relationship with the insurance industry is not gonna go away.

In communicating with other shop owners and managers

in the state, I truly believe that we all work hard to maintain these relationships. I have always maintained that both parties must work together to achieve the shared goal of taking care of OUR customers in a professional manner. If this goal is not achieved, the customer will replace both of us with people that will.

Recently the members of the NDABA met with the SDABA to have a round table discussion regarding the role our Associations play in our industry. We had a great turnout from both groups and discussed quite a few ideas of how with working together we can both strengthen our Associations. I want to personally thank the members from both SD & ND for taking time away from their busy schedules to attend this meeting. We are looking forward to working together in the future.

As we say goodbye to 2016, our industry is saddened by the loss of Clarence Meidinger. Clarence was a charter member of the NDABA and a member of the NDABA Hall of Fame. He very seldom missed a meeting or convention and was always a valuable contributor to the Association. Our thoughts and prayers to his family as he will be missed by all.

Wishing you all have a Safe and Happy Holidays.

Scott Heintzman, NDABA President

## 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 copy for your ad in the form.

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

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

*Meeting Minutes – page 5*

*Remembering Clarence Meidinger – page 7*

*2017 NDABA Convention Information – page 7*

*GM says scan all vehicles before and after auto body work – pages 12-15*

*Who Pays for What? – page 16-18*

*I-CAR warns about bumper covers over blind-spot sensors – page 20*

**If you have not been receiving information on your email server from the association it's probably because we do not have your correct email address. If you would like to keep it that way, do nothing, but if you would like to keep in touch, please contact Clyde @ 701-448-2568 or [ndabnews@westriv.com](mailto:ndabnews@westriv.com).**

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**D**uring the weeks before Christmas and throughout the Holidays, we experience a season of good will and love for our fellow man that puts a glow around all the facets of daily life. Why is it that we don't extend this throughout the entire year? Why just at Christmas?

Don't wait to display an act of kindness only around the Holidays. There's a need for the application of kindness in every contact we have with others.

Don't wait to perform an act of charity. Let it be a spontaneous gesture, always remembering that sharing a blessing is what it's all about.

Don't wait for a perfect setting to exhibit faith, hope and courage. Every day is the most important day in your life and demands the best of you. Yesterday is gone, and tomorrow may never come.

Don't wait to say a good word about a person. Say it when that person can hear. Your words could very well cause them to have a whole new outlook on life.

With the Holidays approaching and the New Year right around the corner, make a commitment to not wait to act according to the dictates of your heart and mind. Act now.

## NDABA Meeting Minutes

### September 24th, 2016 in Carrington, ND:

Present were Miles Doll, Scott Heintzman, Elton Christopherson, Jeff Pfau, Ed Barnhardt and Kent Meidinger. President Scott Heintzman called the meeting to order.

Treasure report – went over statements from accounting firm on what we want them to do for us is to provide us with an itemized break down on incoming funds and outgoing expenditures.

Secretary report – was read approved as read.

Magazine report – Clyde wants articles for magazine. Shop in Valley City formerly Blains Body Shop was started up in downtown Valley City by

Tim Compson.

Two out of 18 students are sponsored in the Auto Collision Repair program at NDSCS.

NDABA membership 2017 have been coming in. Send out notices on ones not paid.

Grand Forks Convention will be April 7th & 8th 2017. Convention format will be the same as previous conventions. Check on speakers, advanced safety systems – post collision service and repair and scanning.

Meeting with South Dakota Auto Body Association will be Dec. 3rd 2016 Dakota Magic Casino in Hankinson

N.D. at 11:00 AM in the Blue Dog Room.

New Business – The survey of who pays for what, we will try and purchase them and have it at Grand Forks Convention.

N.D. Auto Recyclers contacted us about joining their association, tabled it until next meeting so we can contact them about joining.

Website needs to have directors updated to the most current ones.

Ed made a motion to adjourn the meeting, Jeff 2nd it.

Secretary Kent Meidinger

### December 3rd, 2016 at Dakota Magic Casino in Hankinson ND:

Present were Kent Meidinger, Edgeley Auto Collision Center, Edgeley, ND; Scott Heintzman, Progressive Auto Ref., Fargo, ND; Miles Doll, Brendel's Collision, Bismarck, ND; Ed Barnhardt, Washburn Auto Body, Washburn, ND; Jim Erdahl, NDSCS, Wahpeton, ND; Pete Stemper, Stemper Auto Body, Madison, SD; Scott Johnson, Northwest Auto Body, Fargo, ND; Bruce Vanden Bosch, Vern Eide Body Shop, Sioux Falls, SD; Tyler Vanheerde, Pierre's Body Shop, Sioux Falls, SD; Dean Vanheerde, Pierre's Body Shop, Sioux Falls, SD; Kay & Kevin Berger, Berger Body & Glass, Wahpeton, ND.

General discussion on issues we each face in our states as an association; lack of involvement or participation seems to

be the same in each state.

SDABA shared their ideas on reorganizing of their association on dues and members of the Auto Body Industry. They had members that were not in the industry to get a benefit on their casualty insurance premium being a member of an association.

Legislation they have done and got results. They have 3 bills in place so you can get 1 passed. Their state wants them involved at state level, they don't know what's going on in the state if not involved. Their state has concern for them as an association.

A lawyer has helped them distinguish what kind of state they are for their industry work, they are shared with us also what kind of state N.D. is as far as

our industry work.

SDABA has an annual convention like N.D. Their's is a different format from ours. They have I-Car classes and shop tours or golf retreat to where we have a display show with vendors and speakers if sort and banquet in our convention.

We invited them to our convention in Grand Forks in April, to keep in touch with each other to maybe work something out in the future with them.

I want to thank everyone that was there for the meeting with them. Great bunch of people.

Thank you,  
Secretary Kent Medinger

**NDABA Convention • Grand Forks, ND  
April 7 & 8, 2017. Details will be in next issue.**



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# Clarence Meidinger

## (May 15, 1929 - October 3, 2016)

Clarence Meidinger, 87, of LaMoure, ND, formerly of Edgeley, ND, passed away Monday afternoon, October 3, 2016 at Aberdeen, SD.

Clarence was born in Lehr, ND on May 15, 1929, the youngest son of Karl and Johanna (Fey) Meidinger. He attended school in Lehr and joined the US Marine Corp in 1951 and was stationed in Camp Pendelton.

Upon his discharge in 1953, Clarence attended college at North Dakota State School of Science, Wahpeton, ND.

He married Adeline Nordahl in Hastings, ND in 1956 and Clarence graduated from college later that year with a degree in auto body repair.

Clarence and Adeline moved to Groton, SD where he worked as an auto body technician. From South Dakota, they moved to Kulm, ND where Clarence

was part owner of City Body Shop. In May 1965, Clarence and Adeline purchased the Knights of Columbus building on Main Street in Edgeley from the Church of Transfiguration. They opened Edgeley Body Shop and ran it for 29 years.

Clarence was a charter member of the North Dakota Autobody Association. He held many offices and received many awards within and from that organization including: On the board of directors serving his district from 1983 through 1986; Executive of the Year 1999; Promoter of the Year 2000; Executive Director 2000 through 2012 and was nominated to North Dakota Auto Body Hall of Fame in 2009. At times Clarence was the life of the get together.

Clarence is survived by his wife,

Adeline Meidinger, LaMoure, ND; four children, Gerald Meidinger, Carrington, ND, Jan Alan Meidinger, LaMoure, ND, Kent (Colette) Meidinger, Edgeley, and Karen (Dan) Reilly, Rochester, MN; three grandchildren, MacKenzie Meidinger, McKell Meidinger and Hope Reilly; and sister, Agnes Wolff, Kulm.

He is preceded in death by his parents; sons, Karl Meidinger in infancy and Kevin Meidinger; brother, Art Meidinger; and sisters, Lorraine Wentz and Violet Kessler.

Funeral Service: 1:00 p.m., Friday, October 7, 2016 at Wesley United Methodist Church, Edgeley, with Pastor Becky Holten officiating.

Visitation: One hour before the service at the church.

Interment: Mount Hope Cemetery, Edgeley, ND.

*From  
the 2009  
NDABA  
News  
Report  
magazine:  
Clarence's  
induction  
into the  
NDABA Hall  
of Fame*

## HIGHLIGHTS 2009 NDABA RETREAT Dead Colt Creek - Lisbon, ND



**Clarence Meidinger**

### ND Auto Body Association Hall Of Fame Award

Clarence Meidinger, retired owner of the Edgeley Collision Center, was selected at this year's retreat at Dead Colt Creek Recreation Area near Lisbon, to be awarded membership to the ND Auto Body Hall of Fame.

Clarence is a charter member of the Association and has contributed greatly to the Association and its functions. Currently, Clarence holds the office of Executive Director. He doesn't miss many meetings.

Clarence's hometown is Lehr. He received his education there. You can tell he comes from that part of ND when he talks to you. English is likely his second language.

Prior to a tour of duty with the US Marine Corps (1951-1953) in the Korea Conflict, Clarence farmed and worked for John Deere and Chevrolet dealers in Lehr. That's when that second language came in handy. After his discharge from the Marines he attended and graduated from NDSSS in Auto Body Repair (1957).

Upon completion in Wahpeton he worked for a short time for GM dealers in Breckenridge, MN and Groton, SD. In 1959 he started Kulm Body Shop in partnership with his brother-in-law. In 1965 he started Edgeley Body Shop and retired in 1997 because of health reasons.

But, as Kent says, he is still there every day.

Besides being active with the NDABA, Clarence has been active with a number of local clubs. He's been in the American Legion for nearly 50 years, past Post Commander, and past Post Adjutant, 30 years with the Edgeley Lions Club, serving as past President and has served as a Zone Chairman for the Lions organization. He is a member of the Valley City Flag Corps, past president, a member of the ND Roughrider Impala Club, member of the Wesley Methodist Church, member of the Edgeley Country Club where Adeline says he mostly just eats, and past member of the Edgeley city council.

Clarence's hobbies include a 1956 Pontiac 2DR, a 1965 Chevrolet Impala, and a 1949 Pontiac, sleeping and napping. The last two are according to his wife. Clarence also enjoys driving his cars to car shows in North Dakota, Minnesota and South Dakota. He will also attend a swap meet once in a while.

Clarence and his wife Adeline have five children: Kevin (deceased), Gerald in Wahpeton, Jan Alan in Fargo, Karen in Barney, ND and Kent in Edgeley. Karen and her husband Daniel have a daughter, Hope, 4-years-old, and Kent and his wife Colette have a son MacKenzie 19, and a daughter McKell, 8-years-old. MacKenzie will attend NDSCS in Auto Collision this fall. That will make it a third generation at NDSCS and in the Auto Collision industry from Clarence's family.



*Clarence Meidinger (l) 2009 Hall of Fame Recipient and Clyde Nelson, presenter.*

**Thank you, Clarence,  
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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.*



**Please pay your annual association dues, it keeps the association going.**

## **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!!**

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

# **JOIN NOW!**

## **Now is the time to join YOUR Association**

Now is the time to work together for our future!

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

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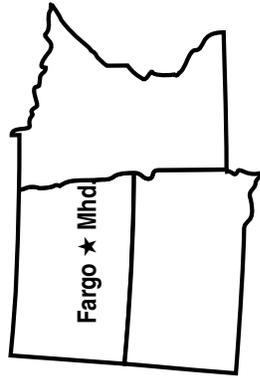
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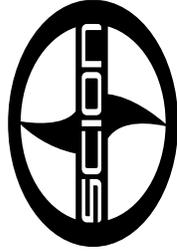
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# GM says scan all vehicles before and after auto body work, provides resource links

By John Huetter on October 21, 2016 • RDN Repair Driven News, SCRS

General Motors, the nation's No. 1 auto producer, on Friday issued a position statement requiring all collision repairers to scan vehicles before and after every repair.

GM customer care and aftersales general manager John Eck in August had signaled such a position was coming.

Mechanics have been scanning vehicles for years, and some OEM repair procedures note the procedure's necessity. However, it appears many in the collision repair industry and the insurance companies reimbursing them had relied on the presence of a dashboard "idiot light" to determine whether electrical systems were functioning properly.

"Technicians who follow proper pre- and post-repair scanning procedures have an edge when it comes to customer satisfaction because dashboard lights can't tell you everything that's going on with a vehicle's electronics," Eck said in a statement Friday. "With pre- and post-scans, techs will start with the right diagnosis and right parts out of the gate, they'll reduce repair cycle times and they should see fewer follow-up visits. More importantly, the scans will help ensure that the vehicle and its safety systems are returned to their pre-crash conditions."

To set the record straight, OEMs began to issue position statements this year. GM joins FCA, Nissan, Honda and Toyota with such statements. (Audi also says one is coming, but it's verbally confirmed that collision repairers must pre- and post-scan.)

**SEE IMAGE TO RIGHT – available online at <http://www.genuinegmparts.com/pdf/positionstatements/pre-post-scan-collision-vehicles.pdf>** (See other GM statements as well as repair procedures on the company's collision repair website for professionals.)

GM also warns shops against aftermarket scan tools and directs them to use a GM approved diagnostic scan tool paired with GDS2 or Tech2/Tech2Win. It released a spreadsheet

Friday indicating what vehicles were supported by the pieces of diagnostic software.

"General Motors states that the method to correctly identify vehicle diagnostic trouble codes (DTCs) is by using the appropriate GM diagnostic software: GDS2 or Tech 2/Tech2Win, each of which can scan a vehicle for all DTCs in one operation," GM wrote. "GM diagnostic software is supported by one of the GM approved diagnostic scan tools (MDI or a J2534 device).

GM does not recommend the use of other scan tools and cannot guarantee their accuracy. For a list of vehicle covered by these applications, refer to the GM technical document titled *Vehicles Supported by GDS2 or Tech2/Tech2Win*."

It directed users to GM Service Information (GMSI), "the factory source for all diagnostic and repair procedures, wiring diagrams and associated repair information" and GM Service Programming System (SPS),



Service Information – Position Statement

## Pre- and Post-Scan of Collision Vehicles

October 2016

General Motors takes the position that all vehicles being assessed for collision damage repairs must be tested for Diagnostic Trouble Codes (DTCs) during the repair estimation in order to identify the required repairs. Additionally, the vehicle must be re-tested after all repairs are complete in order to verify that the faults have been repaired and new faults have not been introduced during the course of repairs.

Even minor body damage or glass replacement may result in damage to one or more safety-related systems on the vehicle. Any action that results in loss of battery-supplied voltage and disconnection of electrical circuits requires that the vehicle is subsequently tested to ensure proper electrical function.

Many safety and security-related components, sensors and Electronic Control Units (ECUs) require calibration and/or learns when replaced. These systems must be repaired according to the corresponding GM repair procedures in Service Information (GMSi).

## Technology Supported Diagnostic Aids

General Motors states that the method to correctly identify vehicle diagnostic trouble codes (DTCs) is by using the appropriate GM diagnostic software: **GDS2 or Tech 2/Tech2Win**, each of which can scan a vehicle for all DTCs in one operation. GM diagnostic software is supported by one of the GM approved diagnostic scan tools (MDI or a J2534 device). GM does not recommend the use of other scan tools and cannot guarantee their accuracy. For a list of vehicle covered by these applications, refer to the GM technical document titled *Vehicles Supported by GDS2 or Tech2/Tech2Win*.

GMSi is the factory source for all diagnostic and repair procedures, wiring diagrams and associated repair information.

GM Service Programming System (SPS) is the ECU programming application that provides calibration updates and guided learn procedures where required.

Any repairs performed without using Genuine GM Parts and not following published GM collision repair procedures may result in erroneous DTCs and expose vehicle owners and occupants to unnecessary risk. GM collision repair information can be accessed for free on [genuinegmparts.com](http://genuinegmparts.com) or is available through a GMSi subscription.



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# GM says scan all vehicles (Continued from page 13)

## Scans and scope

Though insurers had requested more clarity on when vehicles must be scanned, such as OEMs defining model years and damage levels, automakers like Honda and Toyota have indicated that fault codes without dash lights present can be found dating back to at least 1996, when the OBD-II standard became law.

GM doesn't limit the model years either, and collision repair-related statistics seem to indicate that for all practical purposes, there's not going to be a lot of 1990s-era cars getting collision repairs.

The average repaired vehicle is

between 6-7 year old, according to Mitchell and CCC data. The average vehicle on the road is 11.5 years, according to IHS Automotive. That'd be the 2009-10 model years for repaired vehicles and the 2004-05 model years for average vehicle. GM's scanning software extends back to at least every vehicle in the 2007 model year, based on the diagnostics spreadsheet released Friday.

As for damage, GM notes that "even minor body damage or glass replacement" following a collision risks damage without a scan. Any battery disconnect requires the vehicle be scanned after the repair, too.

Besides scanning, shops should also know that many electronic components require "calibration and/or learns" following GM repair procedures upon replacement, according to GM.

"Even minor body damage or glass replacement may result in damage to one or more safety-related systems on the vehicle," Eck said in a statement, quoting the document. "Any action that results in loss of battery-supplied voltage and disconnection of electrical circuits requires that the vehicle be tested post-repair to ensure proper electrical function."

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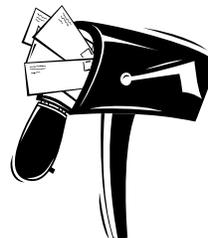
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# Who Pays for What?': Despite shop complaints, insurers are paying for scans — somewhat

By John Huetter on October 19, 2016 • RDN Repair Driven News, SCRS

Vehicle scans have been an extremely hot topic this year as insurers and auto body shops try to wrap their brains around the idea of running a diagnostic — long seen as the domain of mechanics — before and after a collision repair.

Despite all the attention from both industries, the number of shops reporting insurers frequently or always paying for the work when asked has remained flat at 41 percent, down 0.8 percentage points from last year, according to the most recent “Who Pays for What?” survey from CRASH Network and Collision Advice. And more than a third of shops report they’ve never asked the Top 8 insurers to be reimbursed for the work, according to the survey, which studied frame and mechanical labor.

**SEE IMAGE 1**

This is probably because of the timing of the survey; it was carried out in July 2016 (and released this fall). The scanning issue really touched off in June when FCA woke everybody up to the procedure with a position statement declaring shops must scan every vehicle

pre- and post-repair. Nissan, Honda and Toyota followed suit with similar statements in June (Nissan) and July (Honda and Toyota). Shops and insurers were still trying to figure this all out as of NACE in August and are still doing so to some degree today.

But the need for scans actually has been in some OEMs’ repair procedures for a while (Audi and VW, who lack position statements, for example), according to survey researcher Mike Anderson of Collision Advice. (Unfortunately, the number of shops referencing OEM procedures needs improvement, according to the same “Who Pays?” survey.) It’s also been discussed by high-profile players, including I-CAR, and mechanics have known about this stuff for years.

So it’s a shame the data is as flat as it is, though considering some shops’ reports of insurer resistance, it’s better than some might expect.

For the shops that did perform the procedure and think to ask for reimbursement, State Farm and USAA proved the most willing to pay. The

“Who Pays for What?” surveys have consistently found those two to be the most receptive insurers in terms of compensating the auto body shops that ask.

Granted, they’re still more likely to “never” or “some of the time” pay shops than “most of the time” or “always,” but they’re better than their competitors.

The survey question didn’t differentiate between pre- and post-scans, defining the procedure as “Hook a scan tool to the vehicle pre- and post-repair to determine if fault codes have been set/cleared, and perform an output test to ensure all vehicle features are working properly.” You’re generally supposed to do both scans, but there might be instances where insurers were more receptive to one or the other, which may have affected shops’ answers somewhat.

**SEE IMAGE 2**

If you’re being told you’re the “only one,” this is the data to cite. All regions reported major insurers paying for the work — again, the consistency

IMAGE 1

2016 "Who Pays for What?" Survey – Frame and Mechanical Operations

## Perform "health scan" of vehicle control modules

*Of those that negotiate for this, 41% are paid "always" or "most of the time."*

**Procedure description:** Hook a scan tool to the vehicle pre- and post-repair to determine if fault codes have been set/cleared, and perform an output test to ensure all vehicle features are working properly.

**Response by Insurer**

Overall	Always	Most of the time	Some of the time	Never	Never asked	Total Responses
Allstate	21.7%	17.9%	33.5%	26.9%	35.1%	561
Farmers	24.2%	16.5%	33.9%	25.4%	37.5%	523
Geico	23.4%	17.5%	30.7%	28.5%	35.1%	547
Liberty Mutual	21.6%	18.9%	31.4%	28.1%	35.9%	521
Nationwide	22.3%	15.0%	32.5%	30.3%	37.3%	501
Progressive	21.3%	14.4%	33.8%	30.5%	35.7%	561
State Farm	31.6%	15.4%	31.9%	21.1%	33.7%	587
USAA	28.1%	19.0%	29.5%	23.3%	34.9%	541

Perform "health scan" of vehicle control modules - 2016

isn't great, but it's certainly happening in your area.

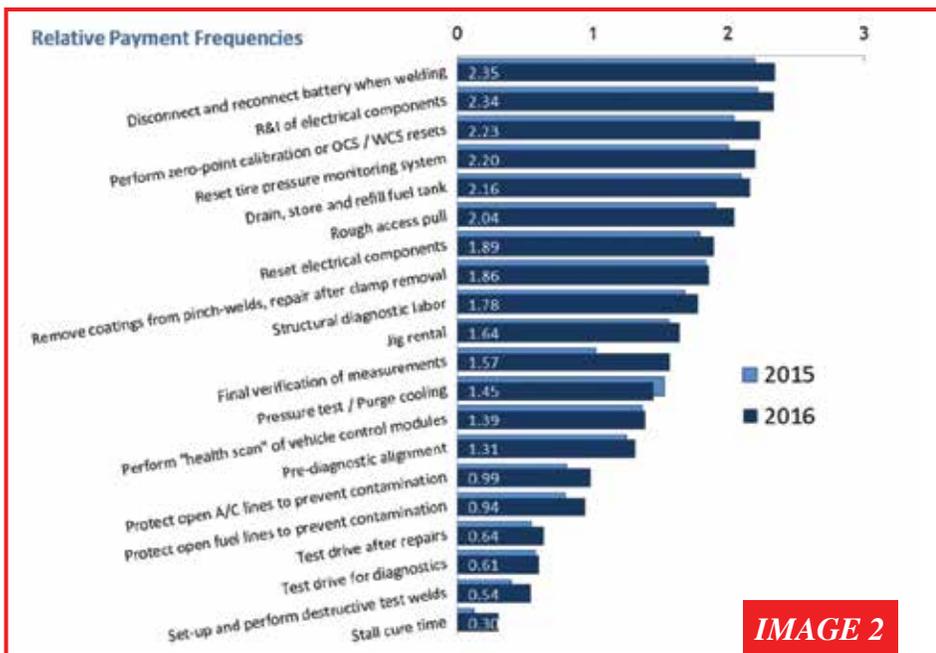
And if you're a non-DRP shop being told you're the only one, that's also nonsense. All the insurers are paying DRP shops which ask more consistently than they do for non-DRP shops. GEICO and Progressive might be the exceptions, paying both with nearly the same consistency, particularly GEICO.

**SEE IMAGE 3**

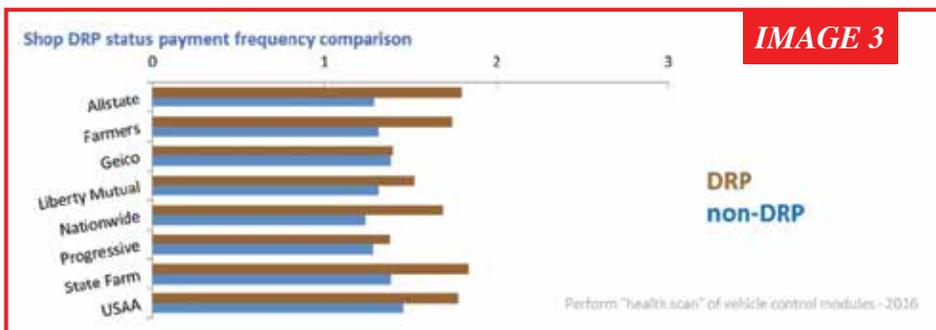
Anderson also suggested shops bring mechanical work like this — and particularly alignments — in-house rather than truck cars back and forth to dealerships.

"I'm shocked at how many people are still subletting their alignments out," Anderson wrote, referencing data that 61.7 percent of 522 respondents sublet the work. "To me, if you really want good cycle time, and improved profitability, you need to start looking at bringing mechanical work in-house. I

*(Continued on next page)*



**IMAGE 2**



**IMAGE 3**

Perform "health scan" of vehicle control modules - 2016

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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## Who Pays For What? *(Continued from previous page)*

think with all these accident avoidance systems and scans and recalibrations that need to be done, you just can't afford to be taking cars back and forth to sublet vendors. I just can't see a shop today being in business without the ability to do their alignments in-house. Also, for the shops that do their own alignments, it amazes me that most of them (73 percent) charge a flat fee vs. book time at mechanical labor. I would say that's probably because of DRP agreements."

CRASH Network and Collision Advice are currently seeking shops to participate in their final quarterly survey of the year. This study asks shops about their aluminum repair labor rates, and how frequently they're successfully reimbursed by eight of the country's largest insurers for a couple dozen of the most common shop supplies.

Shop managers, owners or estimators can take the survey here through Oct. 31. All individual answers are confidential,

and the shop will receive a free copy of the subsequent 60-page report on the findings, which include regional, by-insurer, and DRP-vs.-non-DRP results.

### FCA: Update on insurers-OEM scan talks

In other scanning news, we have a few new details from FCA, which touted its collision repair scanning leadership in a news release Tuesday. Senior collision manager Bryan Wayne said in an interview that the company is continuing to refine its high-profile position, possibly with some new changes soon.

Insurers at NACE had requested clarity on what scanning all vehicles truly meant, wondering about older models (the OBD-II port dates at least back to 1996) and minor damage, and automakers promised to meet with carriers. Asked about this Tuesday, Wayne said those interactions are indeed occurring with FCA — in fact, he'd

spoken with insurers that day.

"We are talking," Wayne said. It's important for insurers to buy into whatever form of scanning OEMs demand from collision repairers, and "they seem open" during the talks, he said.

Wayne said insurers and OEMs were also working to address what a reasonable amount of time would be for a scan, based on OEM time studies regarding dealership scanning. For example, he said, what if Honda says it takes X minutes to scan a vehicle, and FCA says it's Y?

Carriers trying on trying to force conditions on the ground too closely to a particular time can be problematic for repairers, particularly if it's an unrealistic one; we explored that here. But insurers will need to have some idea of what a procedure typically costs and how long it's likely to take, or else they can't price premiums to account for the potential severity costs of both a shop doing it in-house and subletting the work.

FCA also restated its warning against using aftermarket scan tools Tuesday and described the scope of its Mopar tool's checks on an optioned-out car.

"The Mopar Scan tool uses software that aftermarket tools may not contain to assess whether the safety and security systems of an FCA US vehicle contain active or stored Diagnostic Trouble Codes (DTCs)," the OEM wrote Monday. "The tool performs up to 150 critical evaluations on maximum-optioned vehicles, including evaluations of air bag, air suspension, electronic limited slip differential and HVAC systems, among others."



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# I-CAR warns about bumper covers over blind-spot sensors, releases SEMA schedule

By John Huetter on October 21, 2016 • RDN Repair Driven News, SCRS

I-CAR warned collision repairers Wednesday that many OEMs do not allow repairs on a bumper cover if a blind spot sensor exists behind it.

It also noted even bumper cover removal can require a calibration of blind spot sensors under some OEM procedures.

“Events that may require a calibration of the sensor include, removal of the sensor, removal of the bumper cover, or damage to mounting locations,” I-CAR wrote.

commonly affected items in a collision (68 percent of the time), according to Mitchell data, repairers need to pay extremely close attention to these kinds of OEM requirements as advanced driver assistance technology appears more frequently behind fascias and panels. About 72 percent of those times, the affected bumper covers are replaced, according to Mitchell’s study of a 3 million-estimate subset of the IP’s data.

Don’t miss the blind spot piece or

Center, spread across classrooms, the main stage and I-CAR’s booth, No. 10879.

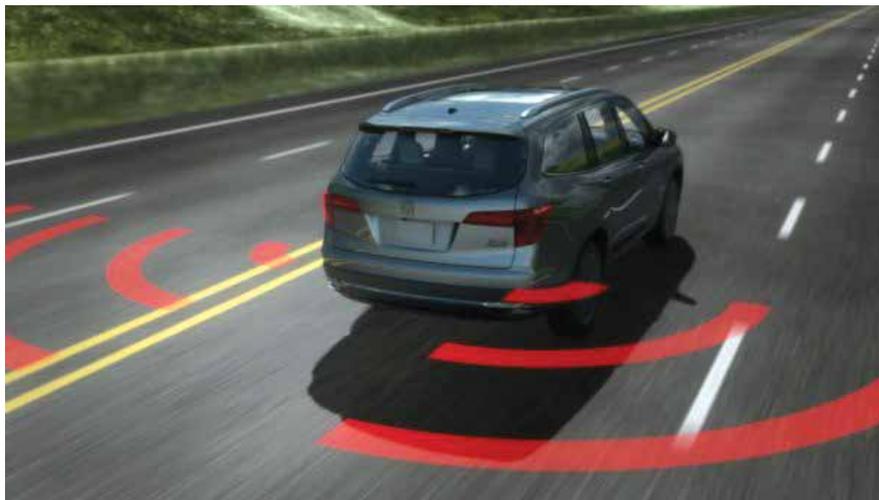
“Year after year, SEMA Show brings the industry’s brightest minds together to talk about the latest in vehicle technologies and materials,” I-CAR President and CEO John Van Alstyne said in a statement. “For repair professionals, this is the ideal opportunity to prepare for the ‘Technical Tsunami™’ by receiving training on the latest techniques and processes that can help organizations and individuals remain focused on repair excellence, despite the changes and challenges ahead.”

I-CAR said it will present three-hour classroom courses at SEMA derived from its regular catalog, including:

- “Synchronizing Workflow Through Communication” (PM120L01)
- “Refining the Team and the Business” (PM145L01)
- “Vehicle Technology and Trends 2016” (NEW16)
- “Aluminum Exterior Panel Repair and Replacement” (APR01)
- “Understanding the Cycle Time Process” (GE001L01)
- “Sectioning of Steel Unitized Structures” (SPS11)
- “Advanced Steering and Suspension Systems Damage Analysis” (DAM15)
- “Understanding and Preventing Refinish Defects” (REF10)

“I-CAR designed the SEMA courses and presentations to help improve collision shop business performance and address changes in technology and materials,” I-CAR curriculum and product development director Josh McFarlin, who will co-teach one of the main stage classes, said in a statement.

Details and registration: [www.I-CAR.com/SEMA](http://www.I-CAR.com/SEMA).



“Programming will be required on many blind spot sensors, followed by an aiming procedure. ... Also, keep in mind that most OEMs do not allow repairs to bumper covers in front of blind spot sensors.”

The caution was the latest entry in the organization’s nifty “Typical Calibration Requirements” series. The educational organization has been reviewing OEM procedures and giving readers a nice summary of typical best practices and what they might expect for procedures like windshield replacement and ADAS calibration. (Though as I-CAR notes, you’ve got to check and use the actual OEM procedures for the specific model in front of you.)

As bumper covers are the most

other entries in the calibration series on the Repairability Technical Support portal. Here’s some other recent entries:

- “Typical Calibration Requirements of Forward Facing Cameras”
- “Typical Calibration Requirements of 360° Camera View”
- “Typical Calibration Requirements for Forward Radar Sensors”

## I-CAR at SEMA

I-CAR also this week released its full SEMA educational lineup, following an earlier announcement about it and SCRS’ SEMA main stage presentations.

It plans more than 30 courses or demonstrations during the show Nov. 1-4 at the Las Vegas Convention

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**Direct** ..... 763-222-2608  
Fax. .... 952-314-9667

## MAZDA

**Luther Brookdale Mazda**  
Brooklyn Center, MN  
**Direct** ..... 763-503-4695  
**Toll Free** ..... 1-877-566-7171  
Fax. .... 763-503-4764

## NISSAN

**Luther Nissan**  
Inver Grove Heights, MN  
**Direct** ..... 651-453-9296  
**Toll Free** ..... 1-800-377-4125  
Fax. .... 651-457-5009



**Luther North Country Ford-Lincoln-Mercury**  
Coon Rapids, MN  
**Direct** ..... 763-259-2282  
**Toll Free** ..... 1-800-417-4203  
Fax. .... 763-767-7266

**Luther Family Ford**  
 Fargo, ND  
**Direct Mechanical** ..... 701-277-4121  
**Direct Collision** ..... 701-277-1861  
**Toll Free Mechanical** .. 1-800-253-8712  
**Toll Free Collision**..... 1-800-274-2639  
Fax. .... 701-277-4037

## GMC BUICK



**Luther Brookdale Chevrolet Buick GMC**  
Brooklyn Park, MN  
**Direct** ..... 763-222-1860  
**Toll Free** ..... 1-800-727-0427  
Fax. .... 763-222-1861

**Luther Family Buick GMC**  
 Fargo, ND  
**Direct** ..... 701-356-7160  
**Toll Free** ..... 1-800-347-0074  
Fax. .... 701-356-7161

**Luther Hudson Chevrolet GMC**  
Hudson, WI  
**Direct (WI)** ..... 715-386-2341  
**Direct (MN)** ..... 651-436-5231  
**Toll Free** ..... 1-800-221-3711  
Fax. .... 715-377-4955

**Luther John Hirsch's Cambridge Motors**  
Cambridge, MN  
**Toll Free** ..... 800-247-1168  
Fax. .... 763-689-4650

## CHRYSLER



**Luther Brookdale Chrysler Jeep Dodge**  
Brooklyn Center, MN  
**Direct** ..... 763-536-7644  
**Toll Free** ..... 1-800-442-3004  
Fax. .... 763-536-2292

**Luther Hudson Chrysler Dodge Jeep**  
Hudson, WI  
**Direct** ..... 715-377-5396  
**Toll Free** ..... 1-800-236-1333  
Fax. .... 715-377-5394

**Luther John Hirsch's Cambridge Motors**  
Cambridge, MN  
**Toll Free** ..... 1-800-247-1168  
Fax. .... 763-689-4650

## HONDA Power Sports

**Luther Honda of St. Cloud**  
St. Cloud, MN  
**Direct** ..... 320-252-4262  
**Toll Free** ..... 1-800-297-3323  
Fax. .... 320-252-9217