



NEWS • REPORT

OCTOBER-DECEMBER 2018

VOL. 33 NO. 4

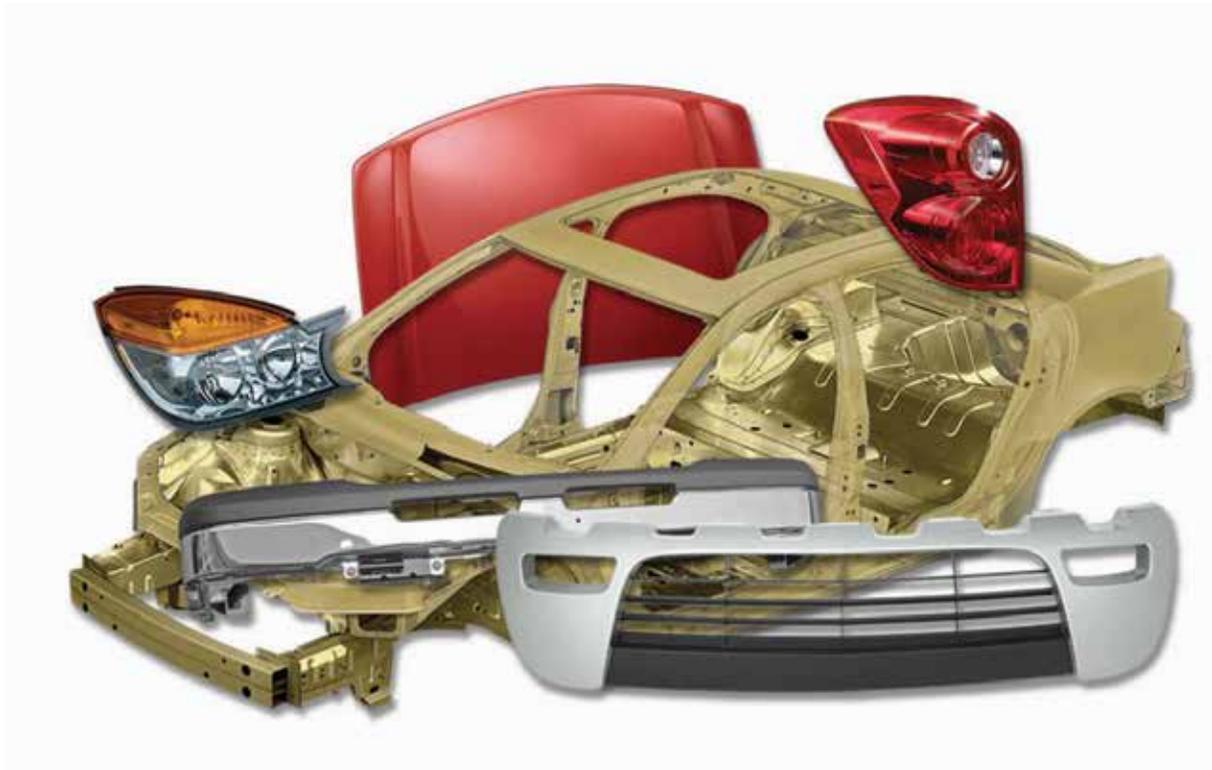


NDABA, 1507 19th St. NW, Turtle Lake, ND 58575-9492

VISIT OUR WEBSITE: www.ndautobody.com

GATEWAY CHEVROLET
501 38TH ST
FARGO, ND

701-282-8880
800-342-4260
FAX 701-277-4565



Send all News Report articles to home address listed below:

Clyde Nelson
 1507 19th St. NW
 Turtle Lake, ND 58575-9492
 701-448-2568
 Cell 701-460-0954
 Fax 701-448-2568
 Email ndabnews@westriv.com
 Publisher Larry Berget
 Co-Editors Bonnie & Clyde Nelson

2016-2017 Officers

President..... Scott Heintzman
 Fargo, 293-1266
 1st Vice President..... Vacant
 2nd Vice PresidentMark Steinke
 SecretaryKent Meidinger
 Edgeley, 493-2301
 TreasurerKaylyn Fischer
 Past PresidentKent Meidinger
 Edgeley, 493-2301

Board of Directors

District 1.....Open
 District 2.....Open
 District 3.....Open
 District 4.....Brad Martinson
 Grafton, 352-1213
 District 5.....Open
 District 6.....Ed Barnhardt
 Washburn, 462-3374
 District 7.....Ron Knutson
 Devils Lake, 662-3324
 District 8.....Bryce Hancock
 Medicine Lake, MT, 406-789-2321
 District 9.....Open
 District 10.....Miles Doll
 Bismarck, 258-9571
 District 11.....Craig Amoit
 Grand Forks, 775-3452
 District 12.....Kirk Nybakken
 Minot, 839-1007

Published quarterly for the North Dakota Auto Body Association.
 Copyright 2018 by the North Dakota Auto Body Association. All rights reserved. Materials may not be reproduced without written permission of Clyde Nelson, North Dakota Auto Body Association, 1507 19th St. NW, Turtle Lake, ND 58575-9492.

Contents

President’s Letter3
 Free for Members NDABA Classified Ads.....3
 Code of Ethics.....5
 NDABA Meeting Minutes - September 2018.....5
 Join Now Application5
 10 Tips Every Estimator Should Be Following6
 Address Change Form.....7
 My DRP Partner Told Me to Leave Items Out11-13
 Lack of Repair Fundamentals Cause “High Failure” Rate15-16

Advertisers

Gateway Chevrolet.....Inside Front Cover
 Luther Family Ford2
 Sturdevant’s Refinish Supply Center2
 PAM’s Auto4
 Auto Value Parts Stores.....4
 Nordstrom’s Automotive, Inc.....6
 Fargo-Moorhead Auto Dealers.....8-9
 Valley Imports10
 Corwin Wholesale Parts10
 Minot Automotive Center11
 Rydell Auto Center.....12
 DentMan Paintless Dent Repair.....13
 Kupper Automotive.....14
 Bismarck Motor Company.....14
 Straight and Square15
 St. Paul-Mpls. Wholesale Parts Association/dentsmart Inside Back Cover
 Luther Parts Express Back Cover

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.

Send us your estimate over Collision Link and we will match prices with aftermarket parts



You get...

- OE Parts that fit better and save you time
- 10 Master Certified Parts Advisors
- Parts that arrive the **NEXT** day



Call us now to find out how easy it is!



Family Ford
Fargo • Moorhead

800-274-2639

3302 - 36TH Street SW • Fargo, ND 58104

CROMAX EZ WATERBORNE

WE'LL BRING OUR **MOBILE MIX ROOM** TO YOU!

Contact your salesman to set up a demonstration

No Other System Compares:

- Easy to mix
- Easy to match
- Easy to apply
- Better coverage
- Enviromentally Friendly!

Fargo - 701.232.4715 • 888.831.7145



REFINISH SUPPLY CENTER

PRESIDENT'S LETTER



Well, here we are about to say goodbye to 2018 and usher in a new year. It's that time of the year that you should have all of your New Year's resolutions finalized and in place. And then try not to break them. I hope you do better than I usually do.

One resolution that I would challenge you to consider is to get involved in the NDABA in some way.

This fall marked the 35th year the NDABA has been established. Over the years, membership has decreased like many other groups and organizations.

While our membership numbers are good, it's the active member numbers that needs help. It would surely make the Association stronger to have more active members.

I challenge you to consider giving back to the industry that

hopefully has been very rewarding for you and your families like many of the members have done in the past 35 years.

Feel free to call myself or any board member with any questions about getting involved.

On behalf of the NDABA, I would like to thank the vendors who advertise in this magazine and continue to partner with and support the Association.

Hope you all have a Happy Holidays and a prosperous 2019.

Scott Heintzman, NDABA President

www.ndautobody.com

Check it out!

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.

Name _____

Box No. _____ Phone (_____) _____

City, State _____ Zip _____

NDABA Membership Since _____

HELP WANTED:

**Auto Body tech.
Some experience,
53% on Labor, 1% on parts.
Stein Auto Body,
Langdon, ND
701-256-2286**

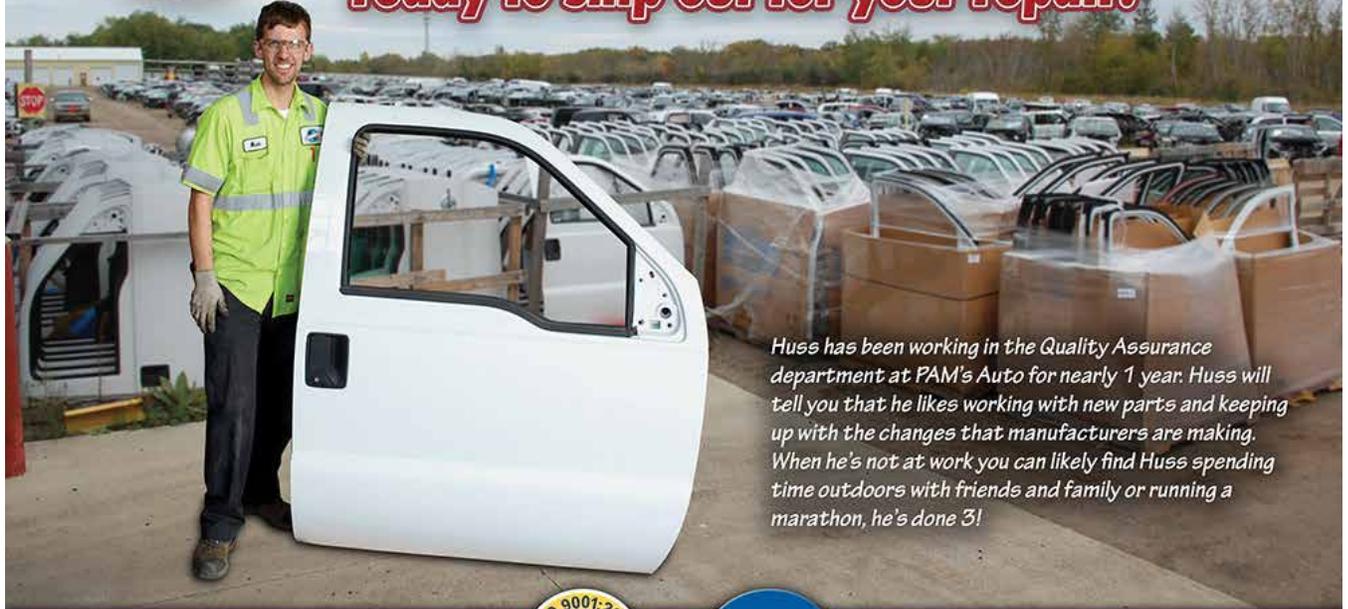
ATTENTION NDABA MEMBERS!!

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.



PAM's Auto has a vast inventory of new OE parts ranging from body panels to lighting, wheels, drivetrain and more ready to ship out for your repair!



Huss has been working in the Quality Assurance department at PAM's Auto for nearly 1 year. Huss will tell you that he likes working with new parts and keeping up with the changes that manufacturers are making. When he's not at work you can likely find Huss spending time outdoors with friends and family or running a marathon, he's done 3!

BROWSE & SHOP ONLINE
pamsauto.com



800-560-7336

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:

Clyde Nelson
NDABA News Report
1507 19th St. NW
Turtle Lake, ND
58575-9492
ndabnews@westriv.com



**We've got the parts.
We've got the smarts.**



North Dakota Locations

Beulah	Carrington	Fargo	Hettinger	Mandan	Rolette
Bismarck	Crosby	Grafton	Larimore	Minot	Wahpeton
Bottineau	Dickinson	Grand Forks	Linton	Mohall	Williston

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.*

NDABA Annual Meeting September 2018 @ 6:00 pm Ramada Plaza Inn, Fargo, ND

Present were Miles Doll, Ed Barnhardt, Scott Heintzman, Scott Johnson, and Kent Meidinger.

President Scott Heintzman called the meeting to order.

Secretary report — was approved as read.

Treasure's report — was looked at and reported that expenses were went over from accounting firm.

Magazine Report — Clyde needs articles for next magazine, so please send them in to Clyde.

Website — Preston Morris is our website master for the NDABA site. He takes care of updating things. If there is something you would like to add or change, contact a board member or Scott Heintzman. It will then be given to Preston. Thank you, Preston, for your help on our website maintenance.

The board talked about our relationship with the states. The trade schools we have in the state and the Skills USA and scholarships that we support them with.

Membership plaques — continue to honor them by sending plaques to them.

Insurance Commissioner update — they have the letter we sent them and we are waiting to hear back from them on when to meet.

A discussion was held on the two I-CAR classes. They were held on Sept. 29, 2018 at the Ramada Plaza Inn with two sessions, 1 in the morning and 1 in the afternoon.

Election of Officers

Scott Johnson — nominated.

Miles Doll — as Vice President.

Kent Meidinger seconded it — motion passed.

Miles made a motion to keep all the other positions the same except Vice President.

Ed seconding it — motion passed.

Motion made by Scott Johnson to adjourn meeting. Ed Barnhardt seconded it and motion passed.

Kent Meidinger, NDABA Secretary

JOIN NOW!

Now is the time to join YOUR Association

Now is the time to work together for our future!

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

Date _____

Your Name _____ Spouse's Name _____

Home Address _____

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

Business Name _____ PO Box (Mailing Address) _____

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

Classification (circle one)

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

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

Mitchell Guest Column: 10 Tips Every Estimator Should Be Following

By Wayne Krause. Reprinted with permission, SCRS, Repair Driven News, November 6, 2018.

Repair Driven News editor's note: Mitchell's third-quarter Industry Trends Report contains a concise set of estimating tips that might serve as a great primer for new hires and a checklist or refresher for more seasoned writers. They've graciously allowed us to reprint it here, with minor edits. See the original Sept. 7 post on Mitchell's website.

Today more than ever, the importance of creating an outstanding blueprint for automotive repair is an integral part of Proper and Safe repairs. Creating a roadmap of how the vehicle is going to be repaired provides the most accurate and efficient methods of repair and ensures that every standard operating procedure (SOP) is being met. In I-CAR's Cycle Time class, they identify that "Doing a complete repair blueprint has been identified as a key to improving efficiency in a repair facility."

Here is a list of what we recommend as the 10 keys to complete estimating:

1. Have an SOP For the Estimating Process

Develop a systematic approach to writing a complete estimate and ensure that it's repeatable. Most importantly, follow it on each vehicle blueprint.

2. Training

Take the time to be educated on today's automobiles and the technology associated with them. Anyone who endeavors to repair an automobile should know how the system really functions before they can repair it. The same holds true for anyone that is tasked with writing a damage appraisal. If an estimator is not armed with the knowledge of how systems function or which parts are high-strength steel or ultra-high-strength steel and what estimators are allowed or not allowed to do by a specific manufacturer, an estimator may not be able to write a complete estimate.

3. Pre-Scan

The importance of doing a pre-scan or health check on every vehicle that comes into a facility will help ensure

that every system is functioning as designed. Not doing a pre-scan is like going to the doctor and expecting him to know what's ailing the patient without verbalizing any symptoms.

4. Photographs

Photographing everything around the vehicle is just as important as writing a good estimate. Pictures help ensure that everything on the vehicle is captured, including damage associated with the loss and any pre-existing damage. Documenting everything helps remove doubt as to what the vehicle came into the facility with.

5. Know and Understand The Estimating Platform

Becoming an expert on the software that repair facilities use not only makes an estimator more efficient, but assists in getting everything that is "Not Included" for the database a repair facility is

using. The procedure pages have been commonly referred to in our industry as "the profit pages."

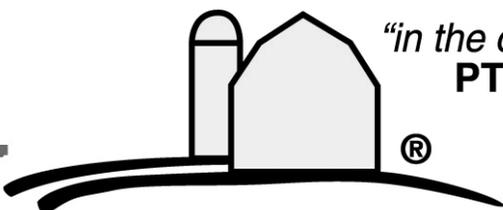
6. Research and Access the OEM Repair Information

This an important aspect of writing a repair blueprint. This includes any TSB's, Technical Bulletins, OE Recalls and specific airbag replacement matrices that might exist. Without the knowledge of how the OE wants the vehicle repaired, it may be difficult to repair the vehicle correctly. Most of the time, repair facilities do an outstanding job of accessing repair procedures and writing an accurate damage appraisal. These repair procedures should get into the hands of the ones actually doing the work and the repair technician!

7. Teardown

The teardown process helps the estimator see any hidden damages

"in the country"
PTLA



N

ORDSTROM'S®

Automotive, Inc.

"Offering OE Surplus and Take-off Parts Since 1999."

866-797-2371

www.nordstromsauto.com

ALL MAKES - ALL MODELS • WE SHIP DAILY

We are eager to help you
repair more cars profitably!



GOLD SEAL
AUTOMOTIVE RECYCLERS ASSOCIATION

**An ARA GOLD Seal Certified Auto
Recycler serving the automotive
professional and do it yourselfer with
quality used and new parts since 1969.**

that can easily be overlooked with a simple repair plan without removing components. The best estimators in this industry do a complete teardown, photograph and write a complete blueprint.

8. Identify One-Time Use or Non-Reusable Components

There are a number of specialized fasteners and parts that certain manufacturers have deemed as non-reusable. Identifying these at the earliest stages of the estimating process will help ensure that a repair facility is not faced with supplements at the tail end of the repair process for parts that may be special order, or back-ordered, thus affecting the total cycle time.

9. Identify Any Needed Sublet

There may be instances where a repair facility may not have the necessary equipment or technician in-house with which to perform certain operations, and therefore will need to sublet those operations. Identifying these early helps ensure the most efficient cycle time on the entire repair.

10. Post-Scan

Just as important as the Pre-Scan is the Post-Scan—or final health assessment. Everything that a repair facility does on today’s automobile has the potential to set a fault code (DTC) or digital fingerprint. Even simply realigning a mirror or door handle may set a fault code. The Post-Scan process can help

determine whether or not the repair process has been completed properly and safely. It’s at this point where a technician is able to clear any codes that were originally set during the collision or that may have been added through any touch points. Finally, it gives the repair facility the opportunity to provide a clean bill of health to their customer that will delight them in knowing that their investment has been well taken care of.

Wayne Krause oversees creation of Mitchell's Repair Standards and NAGS databases. He also is an I-CAR instructor and Southwest Region committee chair.

SUPPORT OUR ADVERTISERS.
Without them we will not have a magazine.

ARE YOU SEEING DOUBLE?

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

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

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

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

Name

Business Name (If applicable)

Mailing Address

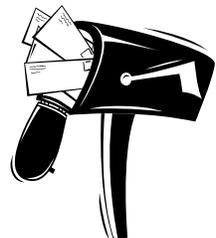
City, State, Zip Code

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

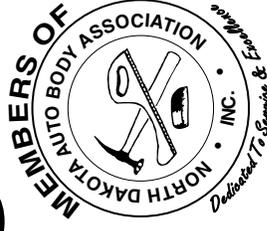
Please remove the name on the attached mailing label from the ND Auto Body News Report.

Please cut and tape mailing label here.

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



FARGO-MOORHEAD AUTO DEALERS



WHOLESALE PARTS GROUP

GM Collision Parts



**Your Craftsmanship.
Our Parts.
Together It's A Work of Art.**

Gateway Chev - Cadillac
501 38th St SW
Fargo, ND 58103
Call us at: 1-800-342-4260



**PARTS FOR ALL
GM VEHICLES
COMPETITIVE
PRICING
PHONE
701-282-8880
1-800-342-4260
HOURS 7:30-8:00
SAT. 8:00-4:00**



VALLEY IMPORTS



VOLKSWAGEN



AUDI



PORSCHE



MERCEDES-BENZ



MITSUBISHI
MOTORS



SPRINTER

402 40th St., SW • P.O. Box 2280
Fargo, North Dakota 58103
Local Hot Line: 277-1782
Toll Free Nationwide: 1-800-676-7667
Fax: 701-277-1331

AUTHORIZED PARTS FOR

- CHRYSLER 
- DODGE 
- JEEP 
- RAM 
- PROMASTER 

Corwin

CHRYSLER DODGE JEEP RAM PROMASTER
301 38TH STREET SOUTH, FARGO, ND 58103

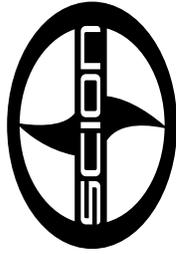
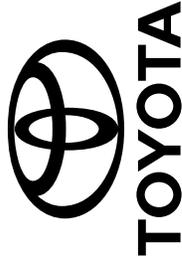
"Family Driven for Over 100 Years"

PARTS HEADQUARTERS

701-282-6319

800-247-1352

Direct To Parts Dept.



Corwin

TOYOTA SCION

222 40th Street South
FARGO, ND 58103

"Family Driven for Over 100 Years"

PARTS HEADQUARTERS

701-282-8565

800-347-0177

Direct To Parts Dept.



HONDA

Corwin

HONDA

201 40th Street South, Fargo, ND 58103

"Family Driven for Over 100 Years"

PARTS HEADQUARTERS

701-492-4184

800-416-5226

Direct To Parts Dept.

Upper Midwest Largest Parts Inventories
Toll-Free Direct Line Access
Overnite Shipments

Knowledgeable and Courteous Service

The Dealers Who Are Working To Keep Your Business

VALLEY IMPORTS

FARGO - NORTH DAKOTA

Order #1 Parts Toll Free (877) 212-1792

Local Genuine Parts Hotline (701) 277-1782

Email - auto.parts@valleyimports.com

Fax (701) 277-1331



Audi



PORSCHE



VOLKSWAGEN



**MITSUBISHI
MOTORS**



Mercedes-Benz



SPRINTER

YOUR DEDICATED WHOLESALE TEAM

Tony Hirschert
PARTS SPECIALIST

Elmer Wenzel
PARTS SPECIALIST

Mick Pietig
PARTS SPECIALIST

Jason Hendrickson
PARTS SPECIALIST

Tyler Braaten
PARTS SPECIALIST

YOUR #1 GENUINE PARTS UNDER ONE ROOF

Corwin WHOLESALE PARTS

"Family Driven for Over 100 Years"

- ◆ **Largest OE Chrysler, Dodge, Jeep, Ram, Honda, Toyota, Scion Parts Inventory in North Dakota**
- ◆ **Free Freight on All Orders**
- ◆ **Hassel Free Returns**
- ◆ **A North Dakota Based Business**
- ◆ **Committed To Your Total Satisfaction!**

CHRYSLER DODGE
JEEP RAM PROMASTER
1-800-247-1352

TOYOTA SCION
1-800-347-0177

HONDA
1-800-416-5226



DODGE
Jeep



RAM



TOYOTA



HONDA

Estimates: My DRP Partner Told Me to Leave Items Out

By Barrett Smith. Reprinted with permission, BodyShop Business, a Babcox Media publication.

Our DRP partner has instructed us to not list certain things on our estimates. Is there a problem with our writers leaving them out?

Regardless of where your customers come from, they generally come to you to solve a problem...such as fixing their damaged vehicle and getting them back on the road quickly and safely. Your goal is to not only restore their damaged vehicle but also their peace of mind.

I believe it's important that collision repairers provide repair estimates/invoices that are as thorough and comprehensive as possible. I also believe that, in most states, you're required to list all processes, parts and materials to be employed in the repair, along with the price being charged for each item. Failure to do so could be perceived as a deceptive business practice and, at the very least, failure to comply with your state's mandates – in which case your

privilege to conduct business (license) would be put in jeopardy.

Putting state rules and regulations aside, from a practical business point of view, it would behoove you to list everything that is required to properly and thoroughly restore a damaged vehicle to its pre-loss condition in safety, function, appearance and value, to the very best of reasonable human ability, even if you provide the item at "no charge." To do less would be a failure to serve your customer, their passengers, others on the roadways and future owners of the vehicle (see John Eagle lawsuit). This could also place you with unnecessary and avoidable liabilities should an issue arise "down the road" (pun intended).

Seizing the Keys

We all know there are those repairers who write artificially low estimates to "seize the keys." We also know there are insurers who, in their DRP programs, mandate that participating repairers initially write bare-bones estimates and then augment them if and when the participating repairer captures the job. I believe – and most honest and ethical people I've discussed this with also believe – that this conduct is both reprehensible and unethical. There are those consumers who, for whatever reason, take the lowball settlement funds and use them for other necessities and are not fairly indemnified for their true loss. This is nothing more than taking unfair advantage of those who, in their most difficult time of need, become unwary victims of such unscrupulous conduct.

Listing Everything

I believe it important that your estimators continue to augment their estimates to be as thorough and comprehensive as possible. Not list everything that is required to properly and thoroughly repair/restore a damaged vehicle is a breach of trust. There are several significant and beneficial reasons for doing this:

- Avoiding liability for something that may have been done but was not listed as being done. In the eyes of others (including judges and juries), if it isn't listed, it wasn't done. Each procedure, part and material should be listed, even if listed at "no charge."
- Enables your staff to sit with your customer/prospect and compare your estimates to others (competitors and non-DRP insurers) to show how much attention to detail you provide compared to others.
- Warranties. If you don't list the proper procedures (i.e. pre-wash, pre-clean), it could void your supplier's

(Continued on page 13)

LARGE INVENTORY

• National Parts Locator • Competitive Discounts
• "No-Hassle" return policy • CollisionLink Dealer

**MINOT
AUTOMOTIVE
CENTER**

 **CHRYSLER** 



DODGE // Jeep  **RAM**

3615 South Broadway • PO Box 1607 • Minot, ND 58701
1-800-598-1220 • 1-701-857-9250
Fax 1-877-622-7278 • 1-701-857-9258
mctcparts@srt.com

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

Rydell Auto Center

www.rydellcars.com
www.autopartsnd.com



R

staff has over 200 years of parts experience.

R

parts department will ship parts to your door via our own truck (where available), SPEEDEE, Cross Country, Common Courier, UPS, or mail; whichever you prefer.

R

parts department offers competitive prices and a "No-Hassle" return policy.

R

inventory of Powertrain and Collision parts is the largest in North Dakota.

At *Rydell Auto Center*
 your satisfaction is **R** #1 goal.

Genuine  | **Parts**

Grand Forks, ND
 Toll-Free Nationwide: 1-800-354-7278
 Parts Direct Local: 1-701-746-0412
 Fax: 1-701-772-3377
 Honda-Nissan: 1-800-344-1022

Estimates: My DRP Partner Told Me ...

(Continued from page 11)

warranties (i.e. lifetime refinish warranty) for not following their mandates, recommendations and requirements.

- You'll begin to get tired of seeing all the "no charges" listed in your estimates.

- The DRP insurers will get used to seeing the procedure/material listed as "no charge" in your estimates, and such procedures will become recognized as normal and legitimate (otherwise known as "unboiling the frog").

- Non-DRPs will be compelled to pay for these procedures as your well-informed customer/prospect will no doubt want them, along with the derived benefits

(i.e. proper repair and avoiding loss of your warranty and the refinishing/manufacture warranties, etc.)

- Higher priced estimates may provide a more attractive solution to consumers. They generally don't care how much it costs when they aren't paying the bill, and because it's an insurance claim, they generally want the best repair. And the "best" is often determined by the higher cost and perceived



"There's never a good reason to do the wrong thing," and there is no good or acceptable reason for not listing each and every needed process and material.

value (i.e. Nike vs. Sketchers, Outback vs. McDonald's, etc.).

- You'll gain the respect of your staff (estimators and techs), your customers and yes, even the insurance claims people (even if they don't admit or show it).

If it's not listed, it'll be presumed that it's not needed and not performed. And as long as you do as you have done, you'll continue to not get what you haven't gotten!

- It's simply a professional way to conduct business. Plus, when you list a needed process and material and the insurer denies it, they may accept the liability for doing so. They know this, and that is one reason (besides not paying for it) insurers don't want such "unauthorized procedures" listed. And, it will provide you the opportunity to inform and edify your true customer and ask them for their direction on how they would like their vehicle repaired. To not list all the processes and materials would be like a doctor not writing up their full diagnosis for an illness or injury. This would be seen as unprofessional and likely in breach of their professional and legal responsibilities, in which case they could be sanctioned and possibly lose their license to practice.

- Imagine your incomplete estimates being compared to your competitors' estimates that include all needed procedures. I used to do this with my company's prospects as a way of earning their trust, confidence, business and lifelong referrals.

Partnerships

Whether it's a commercial fleet account, DRP or other reciprocal agreement, there is a give-and-take when entering into partnership agreements. There are also bad agreements that may not be in the repairer's best interest, and unless they can negotiate a reasonable agreement that does not place either in harm's way, it would be best to distance themselves from such a harmful relationship.

"There's never a good reason to do the wrong thing," and there is no good or acceptable reason for not listing each and every needed process and material.

DENTMAN

Paintless Dent Repair

Door Dings • Hail Damage • Minor Dents

- 19 Years Experience
- Fair Body Shop and Dealer Discounts
- Local References
- 1 Car or 1000 Car Capability



Kevin Koenig

Jamestown, ND

701-269-3464



www.jamestowndentman.com

NO HASSLE RETURN POLICY + FREE SHIPPING!



GENUINE PARTS



(701) 663.9851
GM PARTS

(701) 663.8223
SUBARU PARTS

Mon - Fri // 7am - 6 pm
Sat // 8 am - 5 pm



(701) 258.1944
HONDA,
HYUNDAI,
VOLKSWAGEN
& NISSAN PARTS

Mon - Fri // 7:30 am - 6 pm
Sat // 8 am - 5 pm

Kupperautomotive



AsTech: Lack of Repair Fundamentals Cause ‘High Failure Rate’ When Vehicles Seek Calibration

By John Huetter. Reprinted with permission, SCRS, Repair Driven News, August 24, 2018.

Collision repairers’ failure to perform fundamental operations like measuring vehicles or correct repairs is contributing to a “high failure rate” during the calibration stage, asTech industry relations director Jake Rodenroth said earlier this month.

Rodenroth told the Aug. 7 Collision Industry Conference asTech had encountered these calibration issues among vehicles shops had repaired and then sublet to its Dallas calibration

center for that work.

About 30 percent of these ostensibly repaired vehicles failed because they weren’t straight enough, according to Rodenroth. He said advanced driver assistance systems often key off of a vehicle having been measured and aligned.

For example, multiple Honda Sensing technologies like autobraking require a wheel alignment to be calibrated, a Honda expert said in December 2017,

and Hunter Engineering has shown how matching the center and thrust line of the vehicle can be crucial for an ADAS system.

Hunter found 7 of the top 10 vehicles on U.S. roads in 2015 needed a reset of a standard or optional electronic stability control system –arguably an ADAS system as well — following a wheel alignment. (Theoretically, ESC should now be on 100 percent of vehicles in

(Continued on page 16)

Collision repairers’ failure to perform fundamental operations like measuring vehicles or correct repairs is contributing to a “high failure rate” during the calibration stage, AsTech industry relations director Jake Rodenroth said at the Aug. 7, 2018, Collision Industry Conference. (John Huetter/Repairer Driven News)



DID SOMEONE SAY WELDERS?

Steel Dent Pulling

Plastic

Steel, Bronze, & Aluminum

- Spot Welding
- Plastic Welding
- Dent Repair
- Fume Extraction
- Steel, Silicone Bronze, and Aluminum Welding
- AND MORE

Call us today for your in shop demo.

1-855-252-2102 / 320-267-2102

AsTech: Lack of Repair Fundamentals... *(Continued from page 15)*

your shop given CCC's industry average repairable vehicle age of 5.9 years and the government's 2012 model year mandate.)

Rodenroth in an interview Friday also noted that steering technology shifting from hydraulic to electrical also will demand more steering angle sensor resets.

Rodenroth at CIC said 50 percent of all blind spot calibrations also fail because of deformation to a panel (such as the quarter panel) or a repaired bumper fascia (repairs or even excessive paint too close to a blind spot monitor can affect it). He gave the example of asTech taking off a bumper cover and having the blind spot calibration work perfectly.

On Friday, he also mentioned instances of a shop failing to replace a bracket or an reconditioned part in the area of the blind spot monitor.

Later in the CIC session, Hunter Engineering's John Shewbridge gave an example of one sensor which he said had a built-in tolerance, but noted digital cameras "better be spot-on," an apparent reference to at least one of the cameras used in ADAS systems.

As repairers, "we need to check ourselves," Rodenroth said. Shops needed to study the OEM procedures and examine basics like the designated number of welds or a sectioning location, he said.

The industry was still fighting about measurements and alignments that'd existed for a long time, he said, noting Friday some shops resist both procedures out of a perception that the damage doesn't warrant it.

But that's only a theory — which can't be confirmed without measuring or checking the car's alignment.

Rodenroth said another issue "burning" in the industry involved the interconnected nature of safety systems on modern vehicles.

Insurers and shops might protest that they didn't even perform repairs in the area of the affected sensor. However, work elsewhere on the vehicle required the removal of a side-view mirror — which is on the network and talks to other parts of the car.

Shops simply had to research the repair procedures. "That is the key to this," he said.

Rodenroth suggested at CIC such errors generate "waste," and noted that many shops effectively eyeball their way through the repair. ADAS systems can be fixed, but "fix it right the first time."

Vehicle Collision Experts CEO Mark Olson called Rodenroth's statistics "frightening" at the CIC. Rodenroth on Friday said the data might seem high compared to what other calibration subletters have encountered.

However, he predicted this was because asTech calibrated vehicles in a controlled environment, while other vendors were calibrating in parking lots and getting false success results.

"We do everything by the book," Rodenroth said. The liability was too high not to, he said.

More information at OEMIStop repair procedures portal: www.oem1stop.com/

An OEM might instruct a repairer to steer straight ahead to calibrate a system. But Hunter Engineering can actually measure what "straight ahead" on a vehicle actually means and confirm it's been achieved, according to Hunter alignment senior product manager Kaleb Silver. For a steering angle sensor reset, such precision is "a big deal," he said. (Provided by Hunter)

Importance of Thrust Line Reference

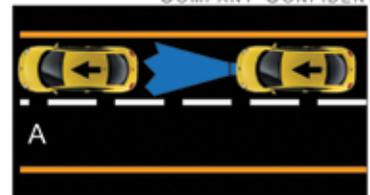
HUNTER
Engineering Company

COMPANY CONFIDENTIAL

Vehicle with perfect alignment



OB (centerline) and thrust line are equal if the rear toe is set perfectly. The vehicle travels in the same direction as the radar (A).

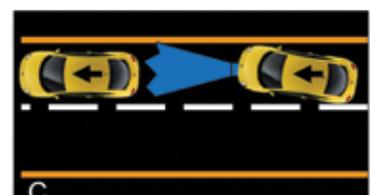
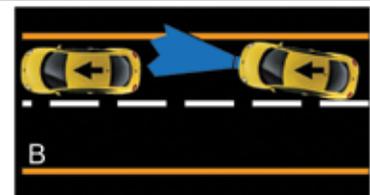


Vehicle with rear toe setting not perfect



If OB is different from thrust line, the vehicle will not move down the road in the same direction as OB, but the radar will be aimed at OB (B).

If the radar is compensated for by thrust angle, and the distance between the radar assy and the thrust line, then the radar will always aim in the direction of travel (C).





ST. PAUL - MPLS.

WHOLESALE PARTS

SCOTT JAFFE, Group Representative (763) 360-2645

Acura


ACURA
BUERKLE
ACURA
 Nationwide Toll Free
1-800-717-3109

Alfa Romeo


Schmaltz
 COUNTRYSIDE
 Nationwide Toll Free
1-866-869-0481

Chevy


ROSEDALE
CHEVROLET
 Nationwide Toll Free
1-800-247-0585

Chrysler


ROSEVILLE
CHRYSLER
 Nationwide Toll Free
1-800-800-7244

Dodge


ROSEVILLE
CHRYSLER
 Nationwide Toll Free
1-800-800-7244

Fiat


Schmaltz
 COUNTRYSIDE
 Nationwide Toll Free
1-866-869-0481

Honda


Luther | **brookdale**
HONDA
 Nationwide Toll Free
1-800-899-8900

Hyundai


Luther | **Bloomington**
 Hyundai
 Nationwide Toll Free
1-877-801-0641

Jeep

Jeep
ROSEVILLE | **Jeep**
 CHRYSLER
 Nationwide Toll Free
1-800-800-7244

Mazda


MORRIE'S
 MINNETONKA
 MAZDA
 Nationwide Toll Free
1-800-328-5714

Nissan


Kline Nissan
 of Maplewood
 Nationwide Toll Free
1-800-555-8332

Saab

SAAB
Schmaltz
 COUNTRYSIDE
 Nationwide Toll Free
1-866-869-0481

Saturn


ROSEDALE
CHEVROLET
 Nationwide Toll Free
1-800-247-0585

Scion


Rudy Luther | **Toyota**
 Scion
 Nationwide Toll Free
1-800-742-5690

Toyota


Rudy Luther | **Toyota**
 Scion
 Nationwide Toll Free
1-800-742-5690

Volkswagen


Schmaltz
 COUNTRYSIDE
 Nationwide Toll Free
1-866-869-0481

Volvo


Kline Volvo
 of Maplewood
 Nationwide Toll Free
1-800-328-9614

Proud supporter of



PAINT FREE DENT REMOVAL

Working with body shops to bring *accountability, reliability and credibility* to paint free dent removal. We can handle all aspects of the PDR repair: write estimates, schedule, supplements, repair and deliver
Written Lifetime Warranty



(866) 960-8028
www.dentsmart.com





PARTS EXPRESS

Your Total Source For Wholesale Parts

Proud Supporters of:



HONDA

Luther Brookdale Honda
Brooklyn Center, MN
Direct 763-331-6880
Toll-Free 1-800-899-8900
Fax 763-331-6881

Luther Hopkins Honda
Hopkins, MN
Direct 952-908-8585
Toll-Free 1-800-328-6016
Fax 952-908-8581

Luther Mankato Honda
Mankato, MN
Direct 507-386-7800
Toll-Free 1-800-733-8059
Fax 507-386-7801

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

TOYOTA SCION

Luther Brookdale Toyota Scion
Brooklyn Center, MN
Direct 763-331-6780
Toll Free 1-800-328-2486
Fax 763-331-6781

Rudy Luther Toyota Scion
Golden Valley, MN
Direct 763-222-2170
Toll Free 1-800-742-5690
Fax 763-222-2171

KIA

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

Luther Bloomington Kia
Bloomington, MN
Direct 952-258-8480
Toll Free 1-866-708-9981
Fax 952-258-8481

MITSUBISHI

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

ACURA SUBARU

Luther Bloomington Acura Subaru
Bloomington, MN
Direct 952-887-0600
Toll Free 1-800-451-5078
Fax 952-881-1787

Luther White Bear Acura Subaru
White Bear Lake, MN
Direct 651-481-3180
Toll Free 1-800-852-3992
Fax 651-486-2775



VOLKSWAGEN

Luther Burnsville Volkswagen
Burnsville, MN
Direct 952-892-9470
Toll Free 1-800-328-2842
Fax 952-892-9471

Luther Westside Volkswagen
St. Louis Park, MN
Direct 952-374-0700
Toll Free 1-888-464-5426
Fax 952-374-0705

Luther Park Place Motor Cars
Rochester, MN
Direct 507-535-3225
Toll Free 1-800-745-1358
Fax 507-424-0195

Luther Brookdale Volkswagen
Brooklyn Park, MN
Parts Direct 763-331-6480
Fax 763-331-6481

HYUNDAI

Luther Bloomington Hyundai
Bloomington, MN
Direct 952-377-2080
Toll Free 1-877-801-0641
Fax 952-377-2081

Luther Burnsville Hyundai
Burnsville, MN
Direct 952-367-4680
Fax 952-367-4681

INFINITI

Luther Infiniti of Bloomington
Bloomington, MN
Direct 952-885-7050
Toll Free 1-888-857-2787
Fax 952-885-7051

JAGUAR LAND-ROVER LOTUS

Jaguar Land Rover Lotus of Minneapolis
Golden Valley, MN
Direct 763-222-2290
Toll Free 1-800-328-8436
Fax 763-222-2281

Audi BMW

Luther Park Place Motor Cars
Rochester, MN
Direct 507-535-3225
Toll Free 1-800-745-1358
Fax 507-424-0195

FIAT

Fiat of Minneapolis
Brookdale, MN
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

Ford Lincoln Mercury

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

GM GMC BUICK

CHEVROLET

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

DODGE Jeep

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

Where Quality,
Price And Service Meet
www.lutherauto.com