



# NEWS • REPORT

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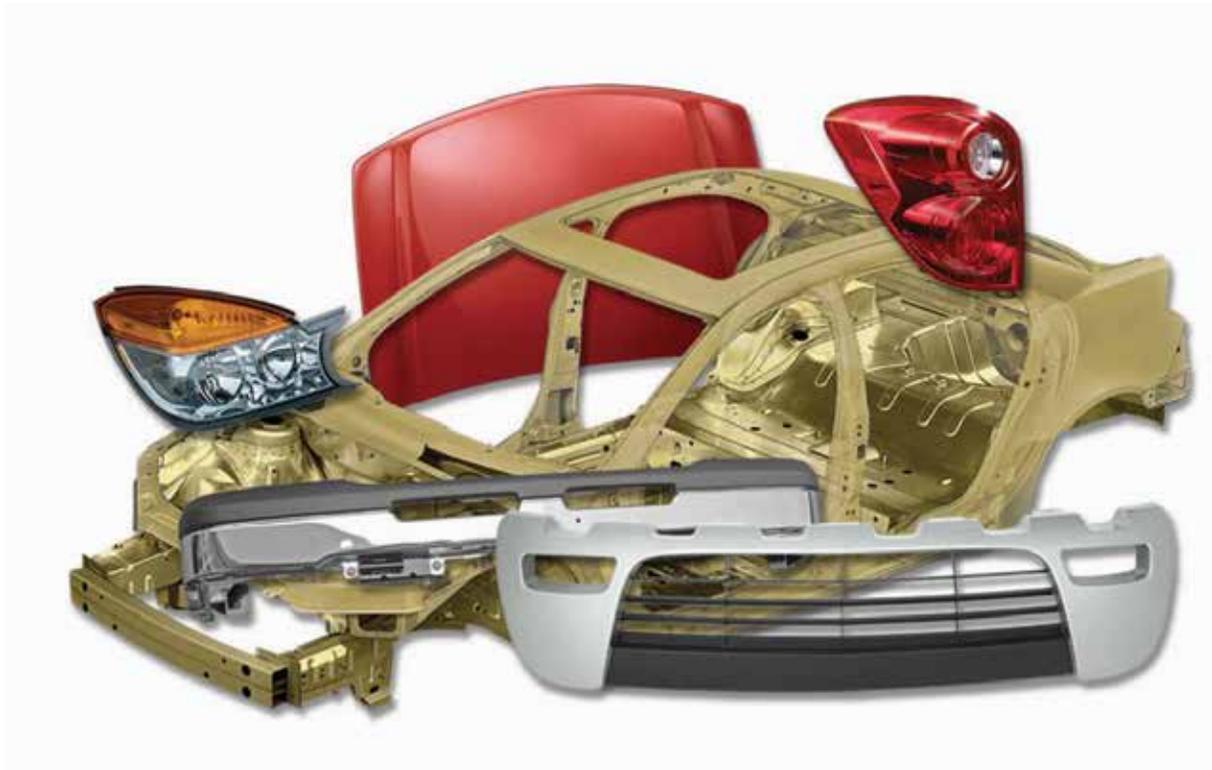


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## Thank You!!!!

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

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## PRESIDENT'S LETTER



For those of you in the eastern part of the state, winter is back and it's picking up right where it left off last spring. As we are wrapping up 2019 Old Man Winter blessed us with up to a foot of snow and lots of wind. It's the perfect recipe for creating work for industry.

And speaking of that, this year's deer hit season has been one for the record books. After talking to shops across the state and some of our vendors, deer hits have been keeping everyone very busy this year. The deer hits were also a bonus for the local zoo here in town as I had a couple of

customers who after hitting the deer went through the proper channels with the DNR and delivered the animals to the zoo for the wolf and coyote population.

We are planning on having our next meeting in mid-January, hope to see some new faces. We will send out an email when the date and location is finalized.

Have a very Merry Christmas and Happy New Year!

Scott Heintzman, NDABA President

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Alan Gilbertson's sponsorship helped him qualify to be the first recipient of the **North Dakota Career Builders Scholarship**.

Learn about his story at  
**NDSCS.edu/SponsorshipStory**.



NORTH DAKOTA STATE COLLEGE OF SCIENCE

# NDSCS Student Awarded First ND Career Builders Scholarship



**Alan Gilbertson, an Auto Body Repair and Refinishing Technology student at the North Dakota State College of Science, has been named the first recipient of the new North Dakota Career Builders Scholarship. He's pictured with NDSCS President Dr. John Richman.**

September 26, 2019 — Alan Gilbertson, an Auto Body Repair and Refinishing Technology student at the North Dakota State College of Science, has been named the first recipient of the new North Dakota Career Builders Scholarship. The scholarship was established by the 2019 Legislative Assembly to encourage students to seek educational opportunities in high-need and emerging occupations within the state.

The North Dakota Career Builders Scholarship provides matching dollars for private sector student sponsorships. Gilbertson was eligible for the scholarship thanks to a sponsorship by Modern Auto Body of Grand Forks, N.D.

“I had learned about sponsorships from NDSCS Career Services,” said Gilbertson. “When Shelley Blome from the Financial Aid office called and told me about the North Dakota Career Builders Scholarship, I was in disbelief.”

NDSCS Director of Financial Aid Shelley Blome has now helped seven students receive funds from the North Dakota Career Builders Scholarship. “We are seeing some students receive more than \$10,000 when combining their sponsorship with matching scholarship programs,” she said. “This is a great opportunity for our students to help pay for the cost of their education in these high demand fields.”

For Modern Auto Body General Manager Scott Loscheider, sponsoring a student was a new way to help fill a workforce need, and the North Dakota Career Builders Scholarship supports that effort. He made the decision to sponsor Gilbertson after Gilbertson spent time working at Modern Auto Body for a job shadow experience and summer employment.

“It can be hard to find technicians,” said Loscheider. “By providing a sponsorship, we are able to encourage and support a student who has potential, and to help fill an opening at our shop. I’m glad the state created the North Dakota Career Builders program and I hope it helps more students recognize that going into the trades is a good plan.”

“I want to let people know that this scholarship is available and that you don’t have to sit behind a desk to make money – you can work on cars,” said Gilbertson. “This is a good way to encourage people to get into these careers that need people.”

North Dakota Career Builders Scholarship recipients must live and work in North Dakota for three years following their degree completion, and must be admitted to a qualifying high-demand program. At NDSCS, all academic programs qualify for the scholarship program except for Culinary Arts and Liberal Arts. Additional information about requirements for the North Dakota Career Builders Scholarship is available online at [ndscs.edu/ndcareerbuilders](http://ndscs.edu/ndcareerbuilders).



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

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## “Who Pays for What?” Survey Finds Shops Billing, Being Paid a Processing Fee

**An increasing number of shops over the past several years have begun charging and being paid for the administrative tasks involved in processing total losses, according to the findings of a recent “Who Pays for What?” survey.**

“Certainly shops may agree to waive any such fees as part of a direct repair agreement,” said **Mike Anderson** of *Collision Advice*, who conducts the quarterly “Who Pays for What?” surveys in conjunction with CRASH Network. “But the process has continued to become more complex. It can involve more tear-down, more research of OEM procedures, unloading or loading the vehicle to and from a tow truck, etc., and more and more shops cannot afford to perform all these tasks for free.”

Data from the “Who Pays for What?” survey this past summer shows that the percentage of shops that say they “never” charge to process total losses has steadily declined from 30% in 2015 to just 19% this year. The percentage of shops negotiating to be paid a fee to process these vehicles surpassed 80% for the first time this year, up from just under 70% in 2015. Of those negotiating to be paid, 63% report being paid “always” or “most of the time” by the nation’s eighth largest insurers.

For the first time, the “Who Pays for What?” survey currently being conducted focuses on vehicle scanning and ADAS calibration. It also is collecting information on labor rates, including rates for aluminum repair work. It is open now through the end of October at <https://www.surveymonkey.com/r/NJTKYR2>.

*Obtained via Autobody News.  
[https://www.autobodynews.com/index.php/industry-news/item/18598-who-pays-for-what-survey-finds-shops-billing-being-paid-a-processing-fee.html?utm\\_source=MW%2FSW+%22Who+Pays+for+What%3F%22+Survey+&utm\\_campaign=enews&utm\\_medium=email](https://www.autobodynews.com/index.php/industry-news/item/18598-who-pays-for-what-survey-finds-shops-billing-being-paid-a-processing-fee.html?utm_source=MW%2FSW+%22Who+Pays+for+What%3F%22+Survey+&utm_campaign=enews&utm_medium=email)*



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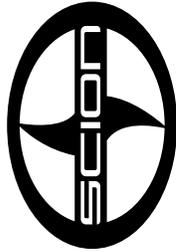
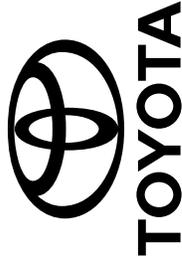
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4. *To employ the most skilled mechanics obtainable.*
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8. *To uphold the high standards of our profession, always seeking to correct any and all abuses within the automotive service industry.*
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The *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!!

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# Post Repair Calibration — A Growing Crisis

Written by Gary Ledoux, *Autobody News*

**Have you, as a body shop owner or manager, ever taken a vehicle to an OE car dealer for a post-repair recalibration on an Advanced Driver Assist System (ADAS) vehicle only to get the “deer in the headlights” look from the dealership service manager, or simply be told the car does not require recalibration ... even though you know it is required?**

If you have, welcome to the club. ADAS systems, once used only on high-line cars, are now seen in almost every vehicle. Even the ubiquitous “every-man car,” the Honda Civic has had ADAS components for several years.

**Mark Olson** of Vehicle Collision Experts LLC (VECO Experts) of Seattle, a noted industry leader and consultant wants to reverse this trend by bringing it to the attention of the OE’s through as much anecdotal evidence as can be mustered before the industry week at this year’s SEMA show. His message to the OE’s will be to encourage them to properly train dealership personnel on

the need for, and how to perform post-collision repair recalibration for those vehicles with ADAS systems.

## Anecdotal Evidence Mounts

On Sept. 3, Olson sent out a call to the industry at large via social media asking for particular instances including names, types of vehicles involved, etc. Some of the early responses revealed the following:

- A general manager for an independent body shop located in upstate New York noted, “GM, Toyota and Chrysler dealers have all said to me ‘... is the light on? No? Then it is

fine.’ I have literally begged them to do diagnostic and calibration with little to no success.

- A manager for a Fix Auto shop in Canada wrote, “What I am seeing is position statements from the car makers about how something has to be done. Recalibrate a mirror that has been R&I only, and then take the vehicle to the dealer for them to turn around and say it didn’t need it. Dealers going against what their companies’ position statements are. How are we supposed to keep up if local dealers get to change the rules?”

- An independent body shop in the upper mid-west wrote about work his shop had done on a 2018 Nissan Murano. “We had the vehicle towed to the [Nissan] dealership. Shortly after it was dropped off, they called and said it didn’t need a calibration on the front radar. I told them it did. They called back a while later and said they talked to their “A” mechanic at their other store and it did not need a calibration. I told them I was going to go on the Nissan tech site, print the exact procedure for the calibration, they were to perform it and bill me for it accordingly.”

- Another upper mid-west body shop owner experienced a problem with a Subaru, similar to the Fix Auto shop in Canada. He wrote, “We will provide adjusters with the repair procedures for recalibration and they will call the dealer and the dealer will tell them the opposite of the Subaru procedures. We don’t have the backing from the dealership.”

- The same shop owner had some issues with a GM dealer when he brought a collision-repaired car to that

(Continued on next page)



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## Post Repair Calibration...

*(Continued from page 13)*

dealership for recalibration. Thinking ahead, the shop owner went into the vehicle's shop manual, found the documentation regarding recalibration and brought them to the dealership. The shop manager continues, "When I handed them the documents, they said they never saw those documents and asked where I got them. The service department spoke with their own body shop about the inspections and since their body shop wasn't doing them ... it wasn't needed." In another instance with a Honda vehicle, the shop owner received a call from the Honda dealer service manager asking how a particular calibration was supposed to be performed. The shop owner printed the procedure right out of the Honda repair manual and sent it to the dealer.

### Wake Up and Smell the Liability

Asked about this situation, veteran collision repair and consumer advocate **Erica Eversman**, J.D. founder and principal of the Automotive Education & Policy Institute, noted, "If a body shop brings a car to an OE dealership, the recognized authority and representative of the OE, and the dealer service manager tells the shop that the car in question does not need to be recalibrated, or if they accept the car for recalibration, do a cursory or otherwise incomplete job and hand the car back to the body shop, it could be argued in court that the body shop should reasonably expect that the dealer knew what they were doing, accept the job as-is and move on. In this case, the body shop could have a legitimate defense – assuming the jury bought it; however, you would have to go through the entire mess and cost of a trial to discover this. Or the jury could simply say that as a collision repair facility, 'you should have known better' and still find you at fault."

Some industry people feel that improperly repaired ADAS systems, or failing to recalibrate them properly could be a ticking time bomb for the industry. It could be a replay of the John Eagle case.

### An "Invisible" Problem

One of the major problems with the issue of recalibration ... or lack thereof, is that it is difficult to "see."

Consumers, the ones most directly affected by having a post-collision car properly recalibrated don't know enough about it to ask the right questions. And even if they did know what questions to ask, they should be asking the OE, and there really is no direct contact between consumers and the OE.

Independent body shops don't have a direct line to the OE for two-way communication. All that exists is electronic access to that OE's repair materials ... which many fail to read.

Every OE has field representatives to call on dealers which allow a back and forth exchange. And they all have similar areas of responsibility. But rarely does the topic of proper post-repair recalibration come up. First ... only about 38% of dealerships have their own body shops. Second, when the OE rep walks into a dealership, they usually have their own agenda for the day – objectives to be met and people to see. These may include dealing with warranty customers, technician training, introduction of new programs, etc., but rarely does it include topics germane to collision repair.

### What is the Answer?

When asked what body shops should do to protect themselves, Eversman replied, "Shops should do their own homework and know what needs to be done relative to scanning and recalibration. If they can do it themselves in-house, all the better. If they have to sublet it to a dealer, know what needs to be done, and present the dealer with that documentation. When the car is retrieved, demand signed documentation that the car has been properly recalibrated based on the OE protocols."

Eversman continued, "Knowing what needs to be done to which car regarding scanning and recalibration should be on the shoulders of the shop's estimator."

And to help them, the onus of supplying that information should rest with the estimating systems so they are truly helping shops make a safe and complete repair. In that same vein, the OE's could do more to make their respective dealers aware of this situation and how to address it. A body shop representative should not get a 'deer in the headlights look' from dealer personnel when the subject of recalibration is brought up."

**Jerry Dalton**, president of Dalton

Collision with two locations in Tennessee said in a social media posting, "We ALWAYS look up and print OEM calibration procedures, discuss with service if they have necessary equipment, hand them instructions, and then make them document that the calibration has been performed. Then, we test drive the car to ensure the system functions properly."

**Chuck Olsen**, senior VP of Operations & Automotive Technology for AirPro Diagnostics said, "I recommend when a collision shop identifies the need for a calibration to bring documentation with them including parts replaced and repair procedures performed. Include the calibration needed and the service information that calls for it based on what was done."

Olsen continued, "After going to the dealer, or any other sublet provider, save your dealer documentation on what they did, perform a road test and validate functionality. Make sure to ask for scan results showing all systems are clear or post-scan it yourself to document. In defense of dealership techs and advisors, most have not been exposed to this until a body shop comes in and asks for it."

### A Wider Scope

Ideally, body shops should be able to conduct recalibrations in-house. This could improve cycle time and the shop would know it was completed. However, given the complexity of recalibrating some systems on some cars, the time needed, and the cost of equipment, some body shops are going to continue to bring the repaired vehicle back to the dealer. So at minimum, the dealer should be able to know what is needed to scan and recalibrate the brand and models of cars their dealership handles.

If you are a body shop that has had trouble getting an OE dealer to recalibrate a post-repaired vehicle, please send your story to Mark Olson of VECO Experts to [mark@vecoexperts.com](mailto:mark@vecoexperts.com) or call Olson at 888-362-2511.

*Obtained via Autobody News.*

[https://www.autobodynews.com/index.php/industry-news/item/18520-post-repair-calibration-a-growing-crisis.html?utm\\_source=MW%2FSW+Post+Repair+Calibration+-+A+Growing+Crisis&utm\\_campaign=enews&utm\\_medium=email](https://www.autobodynews.com/index.php/industry-news/item/18520-post-repair-calibration-a-growing-crisis.html?utm_source=MW%2FSW+Post+Repair+Calibration+-+A+Growing+Crisis&utm_campaign=enews&utm_medium=email)

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# Help Educate Consumers by Grading the Performance of Insurers In Your State

FOR RELEASE: November 12, 2019

FOR MORE INFORMATION: John Yoswick, [info@CrashNetwork.com](mailto:info@CrashNetwork.com), (503) 335-0393

**Collision repair professionals once again have a unique opportunity to grade the performance of the insurance companies in their state, with the launch of CRASH Network's "Insurer Report Card."**

"The opinion of collision repair professionals, who deal with auto insurers every day, sends a powerful message to insurers and consumers about which insurance companies demonstrate a commitment to quality repairs and service for customers," John Yoswick of *CRASH Network* said. "The highest-graded insurance companies in our previous 'Insurer Report Card' advertised the ranking they earned through their traditional marketing

and social media networks. We believe that message of repairer approval not only distinguishes those high-ranking insurers from the companies that earned lower grades, but also gives lower-ranked companies incentive to improve."

The "Insurer Report Card" asks collision repairers to grade each insurer based on how well each carriers' policies and practices ensure quality repairs and customer service. By assigning insurers

a grade from "A+" to an "F," shops can let consumers know which insurers have their eye on quality repairs and customer service – and which may have some room for improvement – when consumers have a claim.

"Because each state has a different mix of insurers, the 'Insurer Report Card' allows repairers to grade insurers specific to their state," Yoswick said. "As in the past, we're asking about more than 85 different insurance companies, making it far more extensive than any similar surveys, which have generally focused on only the 10 largest insurers in the country. The results of the 'Insurer Report Card' can help consumers know, for example, if some smaller, regional insurers they may not be as familiar with are really great at taking care of customers."

The "Insurer Report Card," open only to collision repairers, can be completed in less than three minutes (though shops are encouraged to spend time to explain why they gave each insurer the grade they did), and all individual shop identification information will remain confidential.

Shops that complete the "Insurer Report Card" and provide an e-mail address will be sent the results, at no charge, once they are compiled.

Shops can visit <http://www.CrashNetwork.com/irc> to grade the insurers.

For more information about the weekly *CRASH Network* bulletin, visit [www.CrashNetwork.com](http://www.CrashNetwork.com).

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