



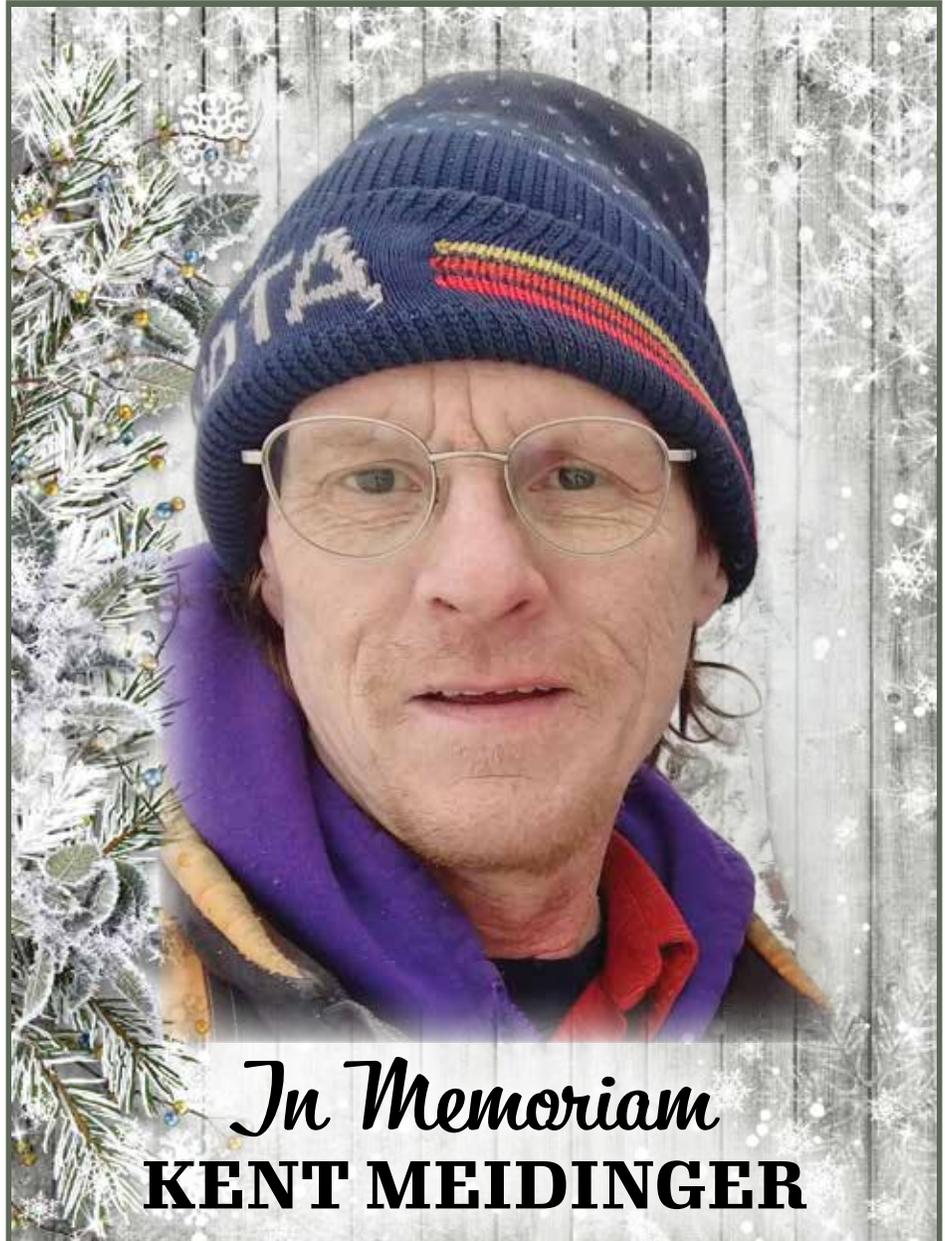
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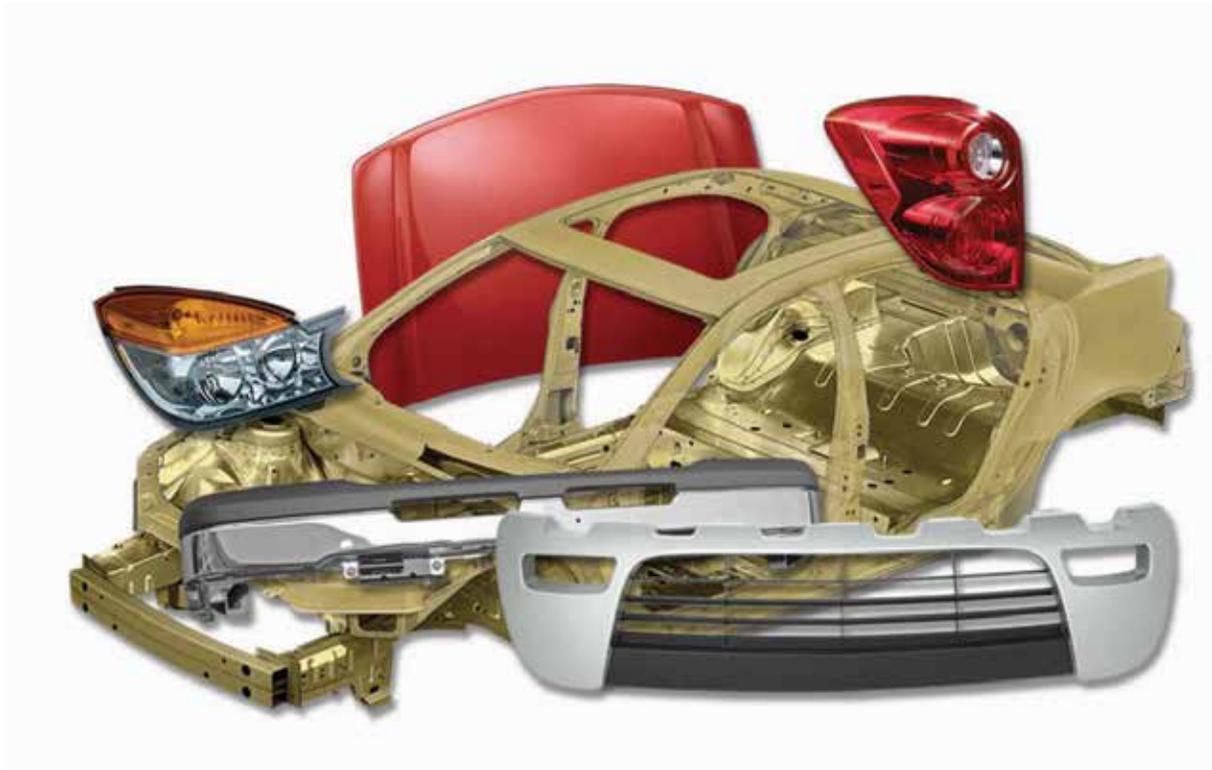


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| Issue | Copy Deadline | Printing Date |
|---|---------------|---------------|
| February-March | Mar. 1 | Mar. 15 |
| <i>(Note: Dates for the pre-convention issue may vary.)</i> | | |
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Kent Meidinger

Dec. 5, 1965 ~ Oct. 31, 2021 (age 55)

Kent J. Meidinger, 55, of Edgeley ND passed away on Oct 31, 2021 in his home surrounded by his family.

Kent was born December 05, 1965 in Jamestown, ND to Adeline (Nordahl) & Clarence Meidinger. Kent attended NDSCS in Wahpeton, ND earning an associate's degree in Auto Body Repair – following in his father's footsteps.

After graduating college, he worked for his father in the Edgeley Body Shop many years before taking over the business in 1997. Edgeley Auto Collision Center was to become Kent's place of business where he worked extremely hard. This was one of his passions – others were restoring muscle cars & snowmobiling.

He was a great man that would help anybody when they asked for help. His stubbornness and drive were what led him to love wholeheartedly. He was the best husband, father, brother and friend that anyone could ever ask for.

He married Colette Smith on July 20, 1990, and together they raised a son & daughter on their farm.

He was a member of the Snobusters Snowmobile Club, he held different positions for the ND Auto Body Association (NDABA) which he was currently serving as the Secretary.

Kent is survived by his wife Colette, son MacKenzie – Edgeley, ND, daughter McKell Meidinger – attending DSU – Dickinson, ND, a brother Gerald Meidinger, Edgeley, ND.

He was preceded in death by his parents, two brothers – Karl Meidinger in infancy, Kevin Meidinger & Brother-in-law Michael Smith.

His last words were – “I'll Never Give Up” and that has been ingrained in his children.

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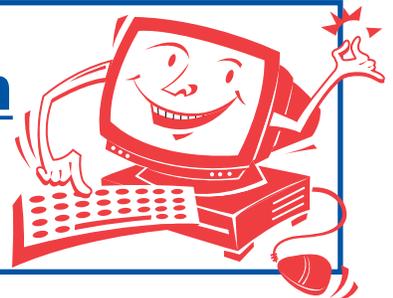
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PRESIDENT'S LETTER



We are about to say good bye to 2021 and welcome in a new year. This past year brought many new challenges to our industry amid the pandemic. From vendor supply issues to finding enough staff, it has been interesting. One thing there has been no shortage of is customers needing our services. After talking to a few members throughout the state, everyone reports being very busy and winter is just around the corner.

We are closing out 2021 on a sad note. In November we lost a long time NDABA member and our current Secretary, Kent Meidinger. Kent owned Edgeley Collision Center and worked along side his son Mackenzie. Kent and I became friends while attending college together at NDSCS in 1985. Our conversations always centered around snowmobiling and cars which he was very passionate about. Kent learned the ropes about the collision repair industry from his father Clarence who was one of the founding members of the NDABA. Kent's dedication and involvement to the NDABA will be greatly missed.

Merry Christmas and Happy New Year from the NDABA!

Scott Heintzman, NDABA President

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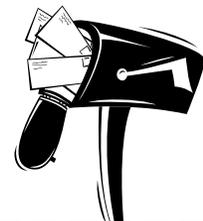
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Collision repairers can expect expanding mix of materials in vehicle construction

By Repairer Driven News on September 13, 2021

Reprinted with permission from SCRS Repairer Driven News

Edwin Pope’s message to collision repairers: The number and variety of materials used in any one vehicle’s substrates will only continue to expand, making specialization – perhaps

A view of the 2022 Honda Civic body-in-white showing steel parts color coded based on their tensile strength in megapascals (MPa). (image from Honda technical information website)



as much by materials and structures used rather than just vehicle brand – one potential good strategy for the future.

“I think we’re going to start to see people say, ‘Hold on. I’m good at this over here. I don’t know if I necessarily want to play over there. I don’t want to buy the equipment. My man-power is really good at this over here,’” Pope, a principle analyst at IHS Markit, said during a recent Michell International “mPower Collision Podcast.”

Pope said automakers’ focus on lightweighting the body-in-white using a mix of materials is based on more than just the conventional wisdom of improving fuel economy.

“You’ve got fuel economy considerations, but another way to think about this is cost efficiency,” he said. “The best-in-class solutions for lightweighting available in the market right now are both a cost-reduction activity at the same time they are reducing the weight of the component. When that happens, it’s very easy to get all the oars rowing in the same direction in these large organizations to make the change to a new material.”

There are also crashworthiness considerations, particularly when there are shorter crash zones “before you get cabin intrusion.” That’s why some automakers who had switched to



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mostly aluminum on some models have “backpedaled a little bit,” Pope said, instead using the highest strength steels in some portions of the body.

That kind of change to mixed use of materials will continue to expand, he said.

“It’s not a winner-take-all market,” Pope said. “That’s the tough news for anyone who is a repairer. In the EV market where people think aluminum is great for the battery enclosure, for example, our market analysts are seeing a split between the lid and the tray. The top of the battery pack might be one material, and the bottom half a second material.”

He pointed to other types of materials-related changes that will impact collision repairers.

“There’s some changes coming in plastic fascia that will probably help with repairability,” he said. “But there are also drivers on another side for recycling. Where you may not see some fascia being repaired anymore because recyclers are starting to [improve] their capability of processing fascia material. That’s a fundamental change: Is it better to pull and replace a fascia, and send it off to a recycler, or is it better to spend

www.techinfo.honda.com

FREE Resources

The screenshot shows the Honda Independent Repair Website interface. On the left is a login section with fields for Username and Password, and a 'LOG ON' button. Below the login are links for 'Forgot Password' and 'Home'. The main content area is divided into several sections: 'Position Statements' (with sub-sections for Safety Recall, Safety Recalls, and Collision Industry), 'Body Repair News' (with sub-sections for Honda and Acura), and 'Body Repair Information'. A red arrow points to a link titled 'Steel Usage and Repairability Honda & Acura' under the Collision Industry section.

Information related to the usage and repairability of various steels used in Honda and Acura vehicles is available without a subscription to the automaker’s technical information website. (screenshot from Honda webinar)

man-hours repairing it. That’s going to become a pinch-point for anybody across the entire value chain.”

All of this makes following OEM repair procedures and familiarizing yourself with the variety of materials used critical for shops. If viewing a Honda diagram showing by color coding the structure of the vehicle by metal type and strength, for example, the “Steel

Usage and Repairability” information available (without a subscription) from Honda’s technical information can help you know “what to do with that information.”

With no particular vehicle material likely to dominate, Pope said, it will only become more challenging to try to repair any car that comes into the shop.

“The best way to handle that is to start learning how to be a little more of a specialist and a little less of a generalist,” Pope recommended. “It may not be by brand only. [Use of materials] may be linked to where a vehicle competes, what it costs, the type of vehicle it is, to a point where we see some clumping of materials choices. It can be based on the mix of [vehicle] price, size and customer base. You’ll see these little groups of vehicles having similar mixtures [of materials], but it may be across brands.”

Pope was asked the commonly discussed question about the degree to which automakers take collision repair of vehicles into consideration during the design and engineering phase. He said it varies by automaker. Ford and General Motors, he said, “definitely look at this stuff pretty early on the drawing board for a car.” But he suggested thinking about the difference in damages based on a light hit to a Corvette versus a Lotus.

“Your Lotus can be on the market with a salvage title because of some cracking in the fiberglass from a fender bender,” Pope said.

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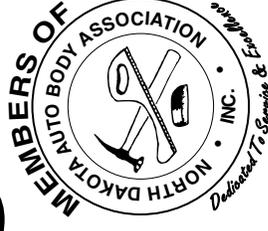
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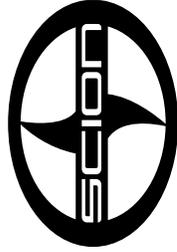
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Cybersecurity expert urges repair shops to protect data

By Dave LaChance on November 29, 2021

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SCRS Repairer Driven News

As the collision repair industry increasingly relies on digital information, it's crucial for repair shops to take steps to protect their data against hackers, Brandon Laur, vice president of CCI Global Technologies, told an audience at the 2021 IDEAS Collide Showcase at the 2021 SEMA Show.

"What we need to start to do is hold this industry accountable to being able to take data security a lot more seriously than what we have," said Laur, one of nine presenters at IDEAS Collide.

Collision shops and their third-party partners store all sorts of repair-related data — personal identifiable data such as names, phone numbers, addresses and vehicle identification numbers (VINs) — and that data is only as secure as the weakest point in the system, Laur said.

Within the collision repair industry, "there's not too many breaches, but we hear about people getting taken advantage of through ransomware and different attacks like that," Laur said. "We as an industry have to protect ourselves."

"Data security is a really interesting topic and one that I think I never 10

years ago would have found myself speaking about regularly with collision repair shops, but do often today," said Aaron Schulenburg, executive director of the Society of Collision Repair Specialists, in introducing Laur. "And it is a big concern and it is something that we need to be vigilant about."

The first step in cyber security is to thwart would-be hackers by decentralizing information. "Data can't be in one place. It needs to be stored in decentralized environments," Laur said. He encouraged shops to have their customers give authorization to having their data "moving around between third party systems in the industry."

"With 36,000 collision centers out there, not all of them are operating the same way. What that means is we're only as strong as our weakest link," Laur said. "So if not everybody is getting those authorization agreements complete, we're in trouble."

Shops should also be able to talk with their vendors about how data is being stored, where it may move to, and how easily it can be completely deleted, if necessary. He noted that California has adopted the California Consumer Privacy Act, which gives state residents the right to tell companies to delete their data about them.

"Well, that has to go across all your vendor partners as well. So just because you deleted it from your

management system doesn't mean it's deleted from all the tables out there that are part of these third-party systems that you work with," Laur said.

He also encouraged shops to consider an approach called "zero trust," in which "nobody within your collision center or any vendor that you work with has access to all of the data. What we call that is having 'God permission.' If somebody has access to all of that data, that means they are the vulnerability point where you can be hacked."

Typically, devices such as technicians' cell phones and unsecured WiFi systems are weak links that hackers exploit, Laur said. "How many of you make sure their phones are encrypted so they're not your entry point?" he said, asking for a show of hands. "Not too many. One."

"The number one area where people are going to get into your system is through your technicians' phones. So you want to be able to make sure that you have that taken care of so that nobody is going to be coming into your system and taking your data hostage from you."

Ransomware is a growing problem. According to PBS, a recent report from the Institute for Security and Technology found that "the amount of victims paying the ransom increased more than 300 percent from 2019 to 2020. Experts say the attacks act in

(Continued on next page)



"Data security ... is a big concern and it is something that we need to be vigilant about."

— Brandon Laur, vice president of CCI Global Technologies.

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Cybersecurity expert ...

(Continued from page 11)

a vicious cycle: a company is hit and pays the ransom, the attack is widely publicized, more hackers see the attack's success and want to do it themselves, with increasing stakes for steeper payouts."

One prudent step for repair shops is to look into buying a cyber insurance policy, Laur said.

"A lot of our businesses won't even qualify for cyber insurance. So that's one of the things you want to start to apply for, to make sure you have it for your business," he said. "So if you do ever have a breach, or if anybody ever gets into your system, you have an insurance policy and somebody that'll take over for you and handling the damage control."

Finally, he said, if a business does have a data breach, it stands a better chance of avoiding damage by being transparent in its communications. "You want to tell the people exactly what happened, where the breach was, how many tables were affected in any of your solutions, and be able to be 100 percent transparent with the market."

Laur encouraged shop owners and managers to work in concert to protect the industry from cyber crime.

"It's up to everybody in this room to hold each other accountable, as well and think of ways to continue to move this industry forward as we look at solutions ... [being] better connected and making sure they're doing everything they can to protect the data as well."

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The views expressed in articles throughout this issue are those of the writers, and do not necessarily reflect views of NDABA.

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