



# NEWS • REPORT

JANUARY-MARCH 2019

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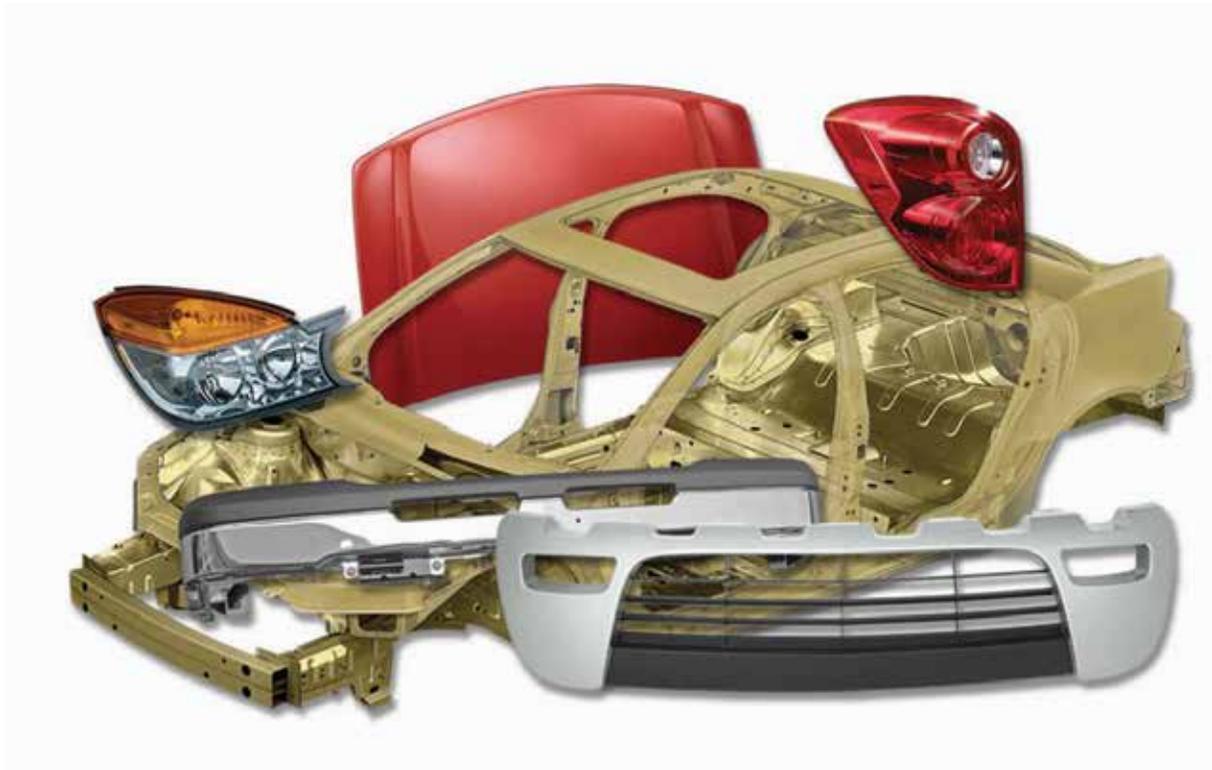
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# Contents

Ford Releases Position Statement on Scanning ..... 3  
 Auto Body Business For Sale in Rolla, ND..... 3  
 Code of Ethics ..... 5  
 Free for Members NDABA Classified Ads ..... 5  
 Join Now Application ..... 7  
 Address Change Form..... 7  
 Chasing Wires: Beyond Scanning in the Auto Body World ..... 11-13  
 Adhesive Collision Repair: Everything You Need to Know..... 14-16

# Advertisers

Gateway Chevrolet..... Inside Front Cover  
 Auto Value Parts Stores..... 2  
 Straight and Square ..... 2  
 Rydell Auto Center..... 4  
 Valley Imports ..... 6  
 Corwin Wholesale Parts..... 6  
 Fargo-Moorhead Auto Dealers..... 8-9  
 Kupper Automotive..... 10  
 Bismarck Motor Company ..... 10  
 Minot Automotive Center ..... 12  
 DentMan Paintless Dent Repair ..... 13  
 Nordstrom’s Automotive, Inc..... 14  
 Luther Family Ford ..... 15  
 Sturdevant’s Refinish Supply Center ..... 16  
 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       |
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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.

Readers are welcome to react to views expressed here or elsewhere in the magazine by writing:

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# Ford Releases Position Statement on Scanning



*Body Shop Business Staff Writers, Reprinted with permission from BodyShop Business, a Babcox Media publication*

**Ford Motor Company announced it has released a position statement on scanning. The position statement reads:**

Ford Motor Company vehicles contain many state-of-the-art features that provide occupant safety and enhance the driving experience. During collision repairs, it is critical the proper function of these systems and features be restored back to pre-accident condition and performance. Ford defines a collision as damage that exceeds minor outer body panel cosmetic distortion.

All Ford Motor Company vehicles from and including model year 2010 forward involved in a collision require a pre-repair diagnostic scan during the estimation phase of a collision repair to properly identify all required repairs. During the repair process, certain modules and other system components may require calibration or initialization to properly complete the repair. Additionally, the vehicle must have a post-repair diagnostic scan completed after the vehicle has been repaired to verify that new faults

have not been introduced in the course of the repair and to verify that the vehicle has been fully repaired. The following points show why a diagnostic scan is crucial to the proper repair of the vehicle:

1. Preliminary diagnostic scans provide a baseline to the condition of the systems on the vehicle, and what concerns may need to be addressed during the vehicle repair plan development.

2. Not every malfunction will illuminate a malfunction warning light (MIL) or message center warning.

3. A system may require a certain number of drive or function cycles in order to set a warning light or manifest a concern.

4. Low battery voltage may allow for numerous diagnostic trouble codes (DTCs) to set.

It is important to utilize Ford repair procedures for all collision repairs to ensure quality results. Ford also recommends the use of the Integrated Diagnostic System (IDS) or Ford Diagnosis and Repair System (FDRS) to perform

all vehicle diagnostic testing, module programming and system calibrations during collision repairs. Ford dealer-owned body shops can access service information, training and diagnostic scan tool support through the Professional Technician Society at [www.fordtechservice.dealerconnection.com](http://www.fordtechservice.dealerconnection.com) and independent collision repairers can find information at [www.motorcraftservice.com](http://www.motorcraftservice.com).

Ford Motor Company vehicles are designed and built to provide optimum fit, function, safety and structural integrity. For this reason, Ford Motor Company does not approve the use of aftermarket, recycled, salvaged or reconditioned parts. The quality, performance and safety of these parts cannot be verified and may result in substandard repairs, which can inhibit proper vehicle function and cause erroneous DTCs. Only by using Ford original equipment collision parts can you be assured of the part's fit, finish, quality and safety.

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9. To uphold the integrity of all members of the North Dakota Auto Body Association.

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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.

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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.**

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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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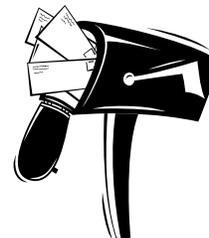
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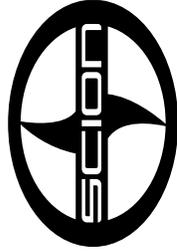
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# Chasing Wires: Beyond Scanning in the Auto Body World

*By Mitch Becker. Reprinted with permission from BodyShop Business, a Babcox Media publication*

**Today's electronics have brought a plethora of new issues to vehicle repair – and that's putting it mildly. We are no longer just removing dents. Now, we have to look at the big picture. The problem is that the picture is not quite clear yet. We're still tuning and dialing in all the variables needed to fix the vehicle correctly. These variables are the new processes and procedures that the auto body repair industry is taking a crash course on learning.**

We've spent time learning what these new electronics do and how they work. Many people have taken the wait-and-see approach to learn or evaluate how long this will be an issue. Let's be honest, though: they're not going away. We must also admit that vehicles being able to diagnose or calibrate themselves is a long way off in the world of automotive repair.

The big picture in our world is that the vehicle must be returned to pre-loss condition. Another factor is that it must be safe or have all safety systems including elective and passive electronics repaired correctly. You can argue many points of this statement, but in court with a jury, these arguments can be costly. The only guidelines any of us have and what we are and will be held accountable for are the OE procedures. The customer is trusting that all parties involved will fix their vehicle correctly. Recommended vs. required does not make a difference to them. The ultimate goal for all of us is a safe and happy customer.

## Chasing Wires

Scanning electronics, recalibrating sensors and reprogramming parts is a new part of our world we must adapt to. But there is one more aspect to address: chasing wires. These are the repairs we'll have to perform when a problem is found or a service requires more than a scan.

The first step to solving a problem is to realize or recognize the issue. We're all looking at or have dived into the world of scan tools. Like me, many of you are almost exhausted. You see the ads and hear the sales pitch. Which is best? Which can I afford? Here's a simple breakdown of your options:

- Buy OE scan tools
- Go to the dealer and use OE scan tools
- Have a service company using OE scan tools come to the shop
- Connect to a company that scans using internet connections to OE scan tools
- Buy aftermarket scan tools
- Have a service company using aftermarket scan tools come to the shop

All these options have advantages and disadvantages depending on each shop's variables.

The scan is going to give you a reading of the operation of the electronics. In short, it will check computers and control modules to verify that they're talking to each other correctly through the vast array of wires sensors and connections. If any problem is found, a code will be set.

One concern is that every year, more computers and control modules are added to vehicles. This makes updates absolutely critical for any system to be able to read all control modules. A scan tool that is not properly updated may not be able to diagnose systems it does not recognize. You may be hooking up a tool you bought two years ago. Is that tool actually reading all systems? The answer, I'm afraid, is no. So using the correct updated equipment is a must for a shop to proceed with repairs. If a code is set, we know we have one of the following issues that must be addressed:

- Damaged computer
- Damaged sensors
- Cut wires
- Loose or damaged connectors
- New part needing reprogramming

These issues will present themselves during a scan. A problem that will not be recognized in the scan process is

the recalibration issue. A scan will tell you the system is functional, but it will not tell you if the sensors are aimed correctly. This requires a scan tool and targets to verify the sensors are at the angles to work properly.

An example would be a vehicle with a damaged taillight pocket. The radar mounted below that pocket must be aimed correctly. In most cases, there are no measurements to tell you where that mounting bracket and angle must be. Sometimes, the only guide you have is doing a comparative measurement to the other side of the vehicle. If this radar is not aimed correctly, then the blind spot system will not perform correctly. This is all part of what I call "chasing wires," or finding out why I have codes and what must be done to ensure that all aspects of electronics are correct – something a scan currently won't be able to do.

## Reoccurring Codes

Finding codes is one aspect of the repair; clearing them will make the current code go away. But the uncorrected problem will bring the code right back, making it a reoccurring code or, in trying to clear, the code stays because there is a major problem. All of this happens, yet no light on the dash will occur. This makes that trusty dashlight an unreliable tool for diagnosing a vehicle's problems.

## The Technician Shortage

Some of you are now realizing there is a real dilemma with all of these scan and diagnostic processes. Who does all this? Who will chase the wires when a problem is found?

The current technician shortage has all of us wondering what's going to happen in this industry. This is a major problem,

*(Continued on page 12)*

## Chasing Wires ...

(Continued from page 11)

and is the elephant in the room that is not talked about enough.

With the pre-repair scans and post-repair scans, you'll need to hire or dedicate someone to perform these functions in your shop. Another option is having people transport the vehicle to dealer and back. No matter which approach you take, time will be a factor. Who has the skills and the time? How will this affect the repair times or cycle time in your shop? How will this affect length of rental or LOR? To help you decide, you need to ask yourself:

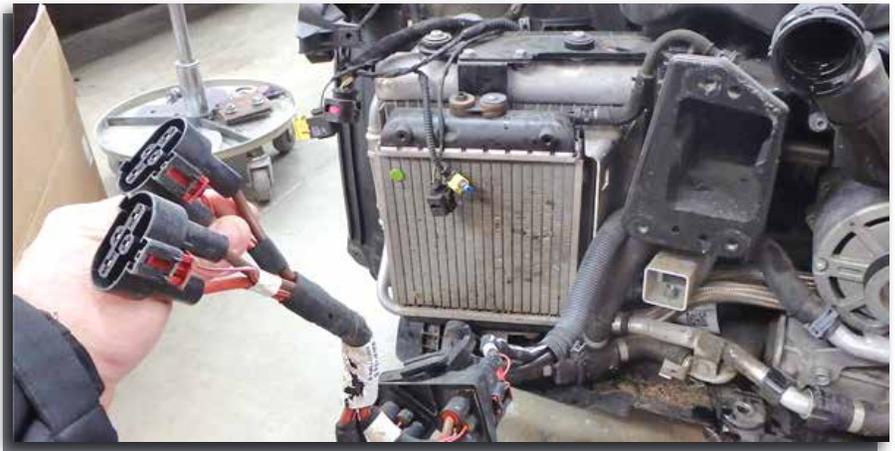
- How many employees do you have?
- Who has the skills to do scans?
- Who has the skills to chase wires and fix electronics?
- What is the cost of the process if outsourced?
- What are the logistics if you're looking at sending the vehicle to a dealer or bringing in an outside service?
- How much time will it take to either process in-house or transport the vehicle?
- What are the logistics of the cycle time process?
- What is the cost of training and/or equipment?

There are even more questions to ask yourself depending on your shop's variables, such as location to services and staff.

You could dedicate one of your employees to scanning as the process is fairly straightforward to learn. Which employee though? That's the dilemma. Do you train a technician and use their time doing scans when they could be repairing vehicles? This will definitely change the hands-on time needed to repair body damage. Do you train an estimator? What happens when a scan has problems? Who will now need to diagnose what the code will be telling the shop? Who will be chasing the wires?

### Got Skills?

The skill set needed to chase wires will vary. The days of just throwing parts at a vehicle and hoping the code goes away are gone. When airbags first came out, the industry learned that "throwing parts" was an expensive and ineffective way to repair a vehicle.



First, you will need a basic understanding of electronics – knowing how to use a DVOM to measure resistance in wires accurately, and the ability to see and chase shorts or damage in literally miles of wires. Learning to read OE specs and understand flow charts will be a must. You'll also need to learn OE requirements on wire repair and options as well as routing and power demands and limitations of circuits.

If you already have a skilled technician who is proficient in electronics, you're way ahead of the game. If they're also a damage repair tech, you may need to face the fact that these electronics will

take more and more of their time. Keep in mind, though, that this will create revenue for your shop.

Can you as a shop or even us as an industry afford to cross-train the current workforce? If you do not have this technician, how you proceed will require a sit-down discussion where you really think about the future and how you want to proceed. If you look closely at the process, we're talking about a new level of technician needed in the body shop. A term I'll use is "electronics technician." I do not know if this title or description will change over time, but this person will have the following responsibilities:

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The tool box will include scan tools, targets for recalibration and computers for identifying procedures. Training will be a necessity if you decide to do scans and recalibrations in-house vs. hiring dealers or outside services.

When you talk to companies who offer these services, you see the cost and equipment. You may not see the training, but it is there. How do you get an adequate ROI or return on investment? In a high-volume shop, you may get the return faster. What about smaller shops? Do you sublet or spend the money and time to do it in-house? I realize this will take some serious thought. Some have realized that chasing wires and recalibration requirements will dictate the evolution of our industry. A good place to see this change is the auto glass industry.

### Glass

Recalibrations required for windshield replacement has companies cross-training technicians to install glass and do the camera recalibrations. Like the auto body industry, the severe shortage of technicians has been an ever-increasing challenge



***Due to glass getting more sophisticated, companies are cross-training techs to install glass and do recalibrations.***

for the glass industry. Reducing the number of glass pieces that can be installed each day reduces the glass revenue. The recalibration does offset the revenue lost, in many cases, but the problem now is that less customers can be serviced per day. Customers are no longer willing to wait to get their windshields replaced and may move on to different companies who can get it done. Like the auto body industry, if you cross-train a glass repair technician, you give up repair labor.

In many cases, hiring a separate technician or training a person to do the electronics portion of the repairs seems like a more advantageous business model as they do not need auto body experience. This gives us a pool of individuals to choose from or train different from the one we currently have. Having electronics skills or familiarity with computers would be preferred. This is a new train of thought for many businesses, and it also gives us the opportunity to introduce new people to the auto body profession. I see this as a great positive in terms of changing the perception of our industry.

### Information

No matter what avenue you choose to pursue, you'll need good, reliable information. I-CAR has been one of the leaders in recognizing shops' changing needs. Their new training courses and the implementation of the RTS website is a great start to bringing this type of information into a shop. The I-CAR team recognized this need early and acted early. So many shop managers and owners are frustrated at how fast and expensive change and keeping up with the times is becoming, but the I-CAR courses can help you.

### Summary

The changes that are occurring in the industry will bring new revenues and more opportunities to shops. Also, new job descriptions and the ability to possibly change the perception of our industry and draw new people. Looking ahead to the possibilities and the needs of our industry and the consumer makes me wonder what we'll need to adapt to next. Looking to the future, we have an interesting road ahead. Beware, it will mean bumps and bruises, but that's the case with any business that is evolving as fast as ours.

*Mitch Becker has been a collision industry trainer for 30 years and an I-CAR instructor for more than 25 years. Contact him at (763) 585-6411 or mb227701@gmail.com.*

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# Adhesive Collision Repair: Everything You Need to Know

By Dave Brinkley. Reprinted with permission from *BodyShop Business*, a Babcox Media publication.

***There's a new process taking shape in the collision repair world – an industry that has always been one of change and advancement, even before I entered it in the mid-1980s. It's one of the factors that keeps the old-timers going and entices the younger generations to enter our ever-evolving field.***

## Education

There is never a dull moment in the education arena. And if a person is open to learning new procedures and technologies, the collision repair trade can compete with the best of them. Whether they're young or old, new or seasoned, the most successful technicians and managers are those who embrace change.

As the last few years have shown, the vehicles we work on have advanced even more rapidly than in the past. A lot of our one-size-fits-all techniques have been

challenged – a phenomenon that has been at the forefront of conversations in the shop, classrooms and on social media.

## Repair Techniques

One must use these challenges to develop repair techniques that are efficient and in line with OEM procedures (very important!).

The system I've been using and demonstrating to other shops was born out of the paintless dent repair (PDR) world but can be adapted to the collision

repair industry. Adhesive collision repair, or ACR, is the term I've coined for the process.

ACR is not to be confused with the adhesives used in manufacturing and during some repair procedures; it's meant to describe the glue used to bond tabs onto the vehicle, to be used in conjunction with the specialized tools to remove dents and other types of damage we see daily. PDR technicians commonly refer to it as glue-pulling. The glue is applied with a craft-style hot-melt glue gun in the same manner a PDR tech affixes the smaller hail- or ding-sized tabs most of us have seen. Typically, a commercial-type glue gun is used, but your local hardware store may carry one that's sufficient if it's capable of heating and dispensing the product at the required levels. I'll explain more how it all works in a bit.

## The Standard

When I began learning my trade, the standard method to repair a deep dent that wasn't accessible from behind was to drill 1/8-inch holes and use T-handle pull rods or a slide hammer with a sheet-metal screw affixed to the tip. Soon, there were more stud guns in use. The practice of spot welding a stud to a panel and using a slide hammer or multi-hole plate that grabbed the studs was a giant leap forward in performing a quality repair. The main reason? The studs could be twisted off without leaving a hole (most of the time, anyway). The studs also seemed to do a better job of straightening the metal.

ACR may not supersede the stud-gun type method, as it did the old drill-and-fill method, but with today's vehicle construction, it makes for a viable option in most cases. The process works the same on steel and aluminum, since the



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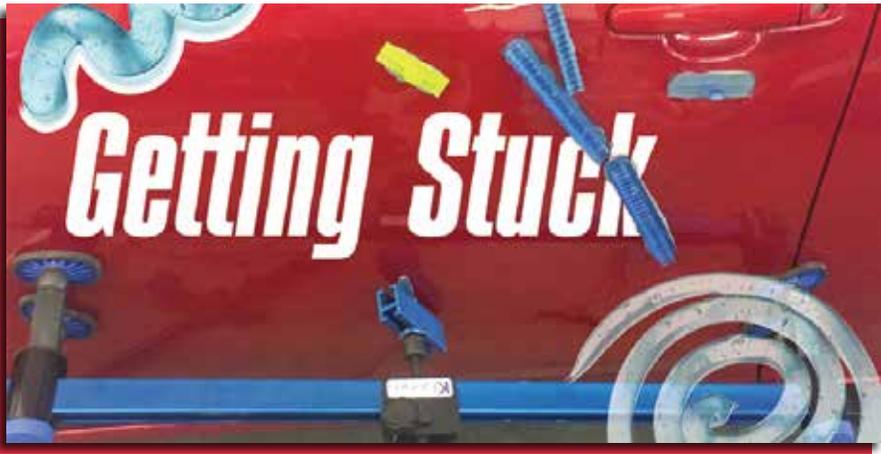
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glue is adhering to the paint and not the metal.

As noted in the article, "Pricing & Using Paintless Dent Repair," that appeared in the October 2017 issue of *BodyShop Business*, PDR repair and conventional repair methods are becoming more similar. While at one time PDR was performed mostly on vehicles with hail damage or door dings, it has progressed to larger-scale repairs. As that has become more common, the tools and techniques being developed and used in the process transition well to today's conventional repair methods.

### PDR vs. Collision Repair

It's worth noting that there's a distinct difference between PDR and collision repair. PDR is a different skill set. But, for the purposes of this article, let's assume there's a scratch in the center of the damage that requires the panel be refinished. It's at this point where PDR and collision repair go their separate ways. The techniques described here only offer a way to bring the metal as close as possible before applying filler and preparing the panel, as you normally would for refinishing. There is no reason why the two processes cannot coexist – and even mutually benefit each other



– with simple communication.

My first obstacle when explaining the technique to a new audience was to separate ACR from PDR. Many technicians, including myself, have dabbled with PDR and/or glue-pulling with little success. ACR consists of new methods and tools to perform a known procedure when straightening metal.

### Thinner Metals

As today's vehicles are mostly constructed with typically thinner metals and more foam-type materials, it only makes sense to use ACR methods, if possible. By using hot glue, there is

no chance of damaging or even altering the e-coat or any other type of corrosion protection. There is also no risk of fire from welding. The adhesives developed recently are much stronger and easier to remove from the paint surface and tabs. The tab sizes have increased from the common quarter- and dime-sized tabs that most of us have seen or used; newer tabs can be almost as large as your hand. Significant design changes have also come about in the form of crease tabs. Longer rectangular designs can lend well to pulling crease-type damage, and they have the ability to be lined up next

*(Continued on page 16)*

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## Adhesive Collision Repair... (Continued from page 15)

to each other for damage that can extend into feet rather than inches.

One common practice is to adhere tabs alongside each other over the length of a rocker outer panel and pull the damage out simultaneously. A similar result can be achieved along any large panel by using multiple tabs in conjunction with one another. The larger tabs are also available in oval or circular designs. With both the crease tabs and the larger circular or oval tabs, the adhesion can be spread across a larger surface, which increases the pulling strength but also allows the metal to return to its original shape together in a larger area.

### Steps

The release agent applied to the glue is 91-percent isopropyl alcohol, referred to as rubbing alcohol. It's a simple process after a few initial steps are completed, all of which should be familiar to every technician.

The first step is to have a clean, warm surface. Adhesives and most metals are designed to be workable around 60 degrees or above. My personal minimum is 70 degrees or above. Typically,

room temperature is sufficient. After a clean surface is obtained with a glass cleaner or equivalent (assuming you'll ultimately be refinishing the panel, any type of cleaner or solvent that's already in use by the shop will suffice), you're ready to begin gluing tabs. Another added benefit to using ACR is not having to grind paint. Once the glue has been peeled off, the technician is able to see the progress in its natural state, versus having to feel the metal for high or low spots.

Another benefit? Advancing my own PDR skills. After using PDR and learning the glue properties and associated tools, I've been able to sufficiently (in most cases) repair a small dent in what would be a blend panel or new part that arrives slightly damaged. An example: If a fender is being replaced and the door becomes the blend panel, I may be able to remove a small ding below the handle without breaking through the original finish. Quite often, a customer may have declined to have the unrelated damage repaired due to the increase in costs associated with the repair.

**Summary:**  
**As with most things, you'll need to learn a few tips and tricks and hone your skills to do ACR. There are always people who are available to help. After all, new challenges and new ideas are what propel most of us in this business.**

*Dave Brinkley has been in the collision repair industry for more than 30 years, working as a technician, manager and insurance appraiser. He's the founder of CR Tools LLC, which operates as a sales and development company for collision repair tools. He can be reached at (859) 240-4632 or crtools@mail.com.*

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