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MAKING GOOD ON A BAD REPAIR

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ABRN (USPS 437970) (Print ISSN: 2166-0751, Digital ISSN: 2166-2533) is published monthly, 12 times per year by UBM 131 West 1st St., Duluth, MN 55802-2065. Periodicals Postage paid at Duluth, MN 55806 and at additional mailing offices. Subscription prices: U.S. one year, \$66; U.S. two year, \$99; one year Canada, \$74; two year Canada, \$148; one year international, \$104; two year international, \$208. For information, call (888) 527-7008 or (218) 723-9477. POSTMASTER: Send address changes to ABRN, P.O. Box 6018, Duluth, MN 55806-6018. Please address subscription mail to ABRN, P.O. Box 6018, Duluth, MN 55806-6018. Canadian G.S.T. number: R-124213133RT001. PUBLICATIONS MAIL AGREEMENT NO. 40612608. Return Undeliverable Canadian Addresses to: IMEX Global Solutions, P.O. Box 25542, London, ON N6G 6B2, CANADA. PRINTED IN U.S.A.

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INDUSTRY TRAINING

COMMITMENT TO TRAINING EVENT HOSTS 100+ INDUSTRY MEMBERS

TSCHANEN BRANDYBERRY //
Special Projects Editor

➔ ANN ARBOR, Mich. — Top instructors from both the mechanical and collision repair industries presented their classes to full rooms as the Commitment to Training initiative kicked off with free training for automotive professionals.

More than 100 technicians, estimators, owners and managers attended the first free, one-day Commitment to Training event at Washtenaw Community College in Ann Arbor, Mich. The modern facility hosted the inaugural event as part of the initiative aimed at training today's automotive professionals while providing them a network to learn from peers.

"I'm very excited by the response to the first one-day training event," said Pete

Meier, director of training for *Motor Age* and *ABRN*. "The professionals who attended the event really understand the need to continue learning about the changing technology and procedures needed to repair vehicles today. I think they all took away lessons they can use immediately in their shops around the country."

Automotive professionals from as far away as New York, New Hampshire, Virginia and Ontario, Canada, attended the Michigan event. Attendees received certificates toward continuing education credits including AMi and NATEF certifications.

Trainers were Meier, Mike Anderson, G. Jerry Truglia, Larry Montanez and Brad Mewes. They covered electrical, diagnostic, material, OEM and financial lessons.

In addition to the two educational

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BREAKING NEWS

MILITARY MEMBERS OFFER TALENT, LEADERSHIP TO YOUR TEAM

JOSE COSTA //
Contributing editor

➔ As the automotive repair industry continues to look to boost in-store staffing with qualified candidates, many companies have an opportunity to hire a vital source of trained, skilled talent — the men and women in uniform serving our country.

Each year, some 200,000 military members transition to civilian life and bring with them discipline, leadership, responsibility and skills ranging from maintenance of aircraft and combat vehicles to advanced technology, logistics and communications. However, translating those skills to civilian life and finding a job isn't always easy.

As I talk with shop owners across North America, I constantly hear how hard it is to find good team members who are ready to go to work, reliable and responsible. Collectively, as an industry, we have an opportunity to address the staffing shortage — and benefit the men and women who valiantly served the country.

We all need to expand our hiring programs for military members with our network shop owners. Several options include reaching out to local military

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bases or USO offices to participate in military job fairs, for example, or holding open house hiring events for military members at their locations.

We also have an opportunity to engage more military members as network owners. These veterans bring the management, operations and organizational skills we all need to grow our franchise networks. This is something we've done successfully at Driven Brands, and recently, both Maaco and Meineke were included on *Entrepreneur Magazine's* list of top 10 brands making it easier for veterans to become franchisees because of the 25 percent discount on initial licensing fees offered to qualifying veterans.

Finally, we should all be committed to giving back to the military members and veterans as a "thank you" for their service. From recognition programs to special discounts to recycled vehicles to support of military service

organizations, the national leaders in the collision repair industry and the shop owners around the country should all be considering programs to give back in their communities to those who serve.

We've found this is good business, as CARSTAR, Maaco and Meineke have a long history of military support, including offering discounts and programs on Memorial Day, the Fourth of July and Veterans Day for active, retired and reserved service men and women. CARSTAR's annual Military Month in November holds NABC Recycled Rides presentations, fundraisers and thank you receptions across the country. Last November, Maaco also launched Maaco's Month of Miracles, a program where Maaco franchisees donated \$10 of each service to charity. The program collected more than \$40,000, which was donated to charities, including veteran-support groups AMVETS and Hope for the

Warriors. In conjunction with Meineke, Maaco launched Cars and Stripes in 2015 and restored a vehicle for a veteran in need. Also, more than 500 Meineke shops across the United States collectively provided nearly 20,000 free oil changes for veterans on Veterans Day worth about \$500,000.

As we celebrate the Fourth of July and honor our country's military history, it's time for our industry to take a stronger role in helping today's service men and women create their own history as productive, successful members of our communities with jobs and ownership in our automotive repair facilities. We all have an opportunity to change their lives and build our businesses together. 🇺🇸



JOSE COSTA is Group President of Driven Brands' Paint & Collision Division, which includes CARSTAR, Maaco and Drive N' Style. jcosta@drivenbrands.com

YOUR REPAIRS COULD BE UNDER ATTACK

SHAWN COLLINS & DENNIS KEICHER //
3M AAD Technical Service

When asked to identify the most prevalent causes of corrosion on vehicles today, the common responses are salt and corrosive chemicals, moisture or damaged coatings from stone chips. Most people don't consider that collision repairs are commonly the cause of premature vehicle corrosion.

Consider that the minute your repairs are completed, the repaired areas are under attack by the corrosion process. If your shop is neglecting the often forgotten step of applying a cavity wax to all newly welded areas, you are inviting corrosion to attack your repairs causing lost repeat customers, or worse yet, allowing the vehicle to become unsafe as corrosion eats away at the vehicle structure. It's easy to spot

vehicles that have been poorly protected from corrosion during collision repairs.

A recent 3M survey of body shops found that a large majority of repair technicians are not using any cavity wax to prevent post repair corrosion, and many that do use it are neglecting to apply it in critical areas where they should. It is somewhat baffling that a technician will take the time to perform a meticulous repair but then neglect to spend a few minutes to protect his hard work and ensure that the repair remains free of corrosion for the remaining years the vehicle will be on the road. The cosmetic consequences of poor corrosion protection can deter return business, but more importantly, the safety implications of failing to protect structural parts can be dangerous.

The fact that the collision repair process may actually cause corrosion is understandable and often unavoidable, because necessary processes such as welding, heating, or removal of protective coatings create corrosion hot-spots during repairs. Corrosion hot-spots are areas that are exposed to moisture, air, humidity, road chemicals or other corrosive elements. Unfortunately, the collision repair shop doesn't have the same capabilities or equipment to exactly duplicate the factory corrosion protection processes. Auto manufacturers take extreme care to ensure cars and trucks have been treated with corrosion resistant materials beginning with the application of specific galvanizing treatments (zinc) applied to mill-stock steel, and continuing with the use of high-quality heat-cured primers, sealers, and coatings designed to last the life of the vehicle.


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sessions, Anderson presented the morning keynote, and representatives from the Advanced Transportation Center at Washtenaw Community College introduced attendees to the program that focuses on connected vehicles and the associated infrastructure.

But it was the training and staying on top of things for attendees that brought Matt Cerminara, who works at Penney's Auto Body Inc., in Ravenna, Ohio, to the event. "I just wanted to learn more about estimating and make sure that we're getting all of the jobs that we can get," he said. "Continuing education always en-

sure you're doing the job the right way and for us, getting paid by the insurance companies all that you are to be paid."

Joel Myers and Mike Tumanov with Screenshot Inc. say that as younger professionals, these events are a great help. "Cars and repair procedures are changing and you have to know how to repair back to pre-loss condition," said Myers. 



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At the factory, when welding is complete, the body structure is submerged in a bath of zinc phosphate which saturates all the welded seams and provides ultimate weld sealing and corrosion protection.

The collision repair shop cannot duplicate this process, so they need to use the next best process to mitigate corrosion which is applying a cavity wax after the parts are assembled and welded. Cavity waxes are designed to protect enclosed cavities like frame rails and sectioned areas, and to seep in between the welded flanges to duplicate the factory chemical dipping process as closely as possible.

3M has launched the new 3M® Cavity Wax Plus 08852, which uses a corrosion inhibiting formula that will wick into tight seams to protect welded areas and enclosed cavities with a film that will not harden and remain flowable to self-heal if scratched or abraded. When used with the 3M® Cavity Wax Plus Applicator Wand Kit 08851, 3M® Cavity Wax Plus will deliver the right amount of flow and wicking to provide consistent and uniform protection for your repair. The aerosol can eliminates the need for using antiquated and messy bulk spray technology to apply corrosion protection to a vehicle. The wands can be cleaned by inverting the can and spraying. The wand kit includes an 8-inch wand for easy to access areas such as radiator support seams, and two long wands to access enclosed areas (frame rails and rocker panels). The wands are also very small in diameter so they can be easily inserted into small holes and tightly formed structures on the car body such as door frame drain holes or inner/outer side panel structures. 

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THE PROFIT PUZZLE

Determine when saving money on materials is good, and when it is just hurting your business

JIM COMPTON // Contributing Editor

As odd as this might first sound, saving money on materials is not always a good thing. Making a decent and deserved profit on materials is vital to the success of any auto body shop, but not nearly as important as the profit dollars generated with labor.

Let's look at the math. For our discussion, we will use an average \$1,900 repair order (RO), a \$36 per hour labor rate with paint labor making up 30 percent of the labor (with body, frame and mechanical comprising the other 70 percent). We will further assume that the average RO is 40 percent labor, 46 percent parts, 9 percent paint and materials (P&M) and 5 percent sublet. Just for this example, we'll assume that labor is generating a 40 percent gross profit and P&M a 33 percent gross profit.

While these may or may not agree with your exact average RO profile, the underlying math remains.

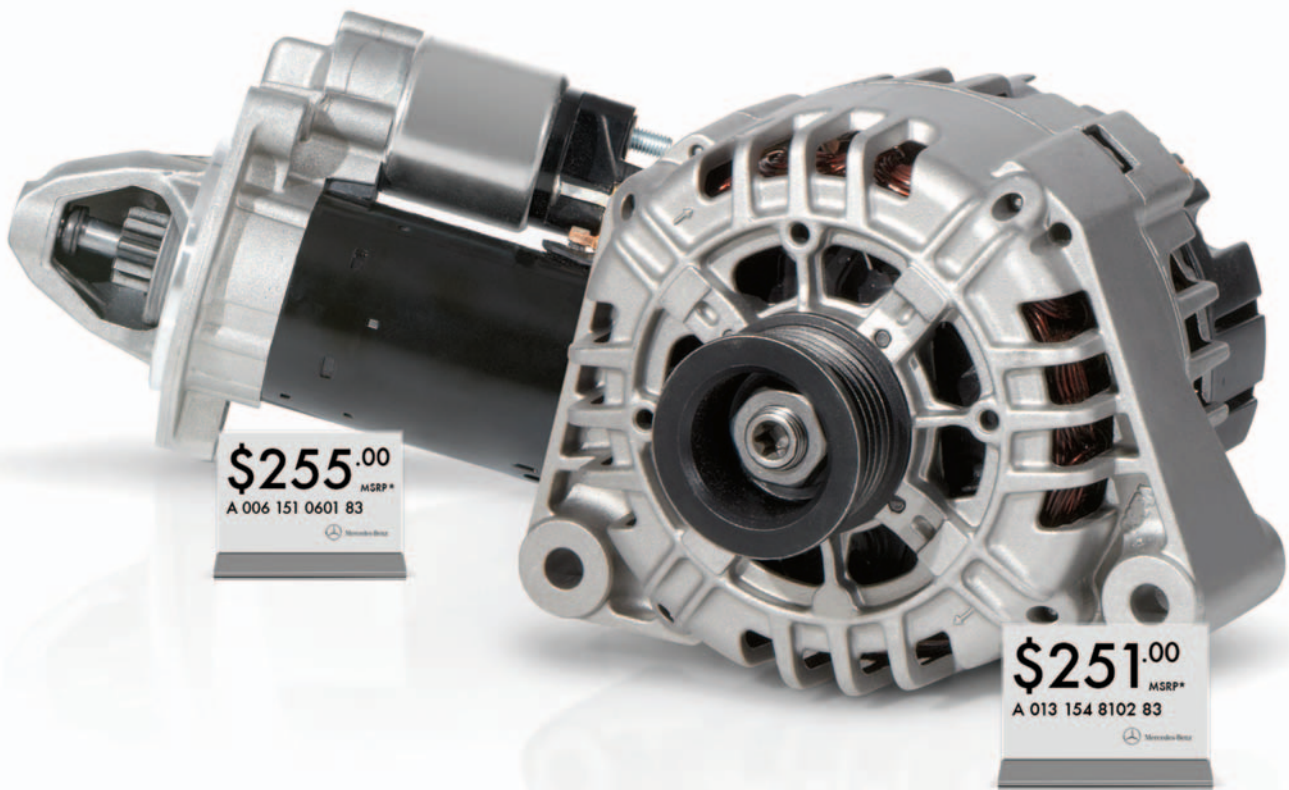
The initial calculations show that our \$1,900 RO has \$228 paint labor dollars, generating \$91 gross profit dollars ($\$1,900 \times$

$40 \text{ percent} = \$760 \times 30 \text{ percent} = \$228 \times 40 \text{ percent} = \91). Our sale of P&M is \$171 and generates \$57 of gross profit ($\$1,900 \times 9 \text{ percent} = \$171 \times 33 \text{ percent} = \57).

In other words, $\$1,900 \times 9 \text{ percent} = \$171 \times 33 \text{ percent} = \57 .

Next we need to look at the cost of materials versus the labor involved to use those materials. Everyone will agree that paint (primers, sealers, color and clear) make up the bulk of material costs, while abrasives, masking materials, buffing and miscellaneous supplies make up much less. We will use 70 percent for the liquid (primers, sealers, color and clear), leaving the remaining 30 percent of costs to be abrasives, masking, etc.

First, we will look at sanding abrasive costs. In our example, abrasives run 9 percent of total P&M costs, or \$10.26. If we were able to use cheaper abrasives and save 20 percent, we would save about \$2.05 on this job. Looking at the labor, sanding generally is one of the most time-consuming parts of paint shop



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labor, making up an average of 30 percent of the time. Using the same formula as above, we find that gross profit on the sanding portion of our paint shop labor yields approximately \$27.36. If we lose 8 percent efficiency, we lose more dollars (\$2.19) in labor than we gained in reduced abrasive costs.

While the saving on material (in this example, abrasives) may or may not be totally offset by the increased labor times, we may have other effects to consider. Are we adding time to our processes and thereby reducing touch time, increasing cycle time and affecting CSI (which seems to have a correlation to cycle time)?

Knowing where your labor and material costs are can help determine the areas to seek efficiencies in labor (possibly even with slightly higher cost materials) and areas to seek better material

cost control (where higher cost materials are involved, making material savings a higher importance).

In other words, those labor-intensive procedures need all the labor efficiencies we can muster, and material cost-intensive procedures need good, sound practices to avoid waste and over-use.

Labor-intensive areas are sanding (approximately 30 percent of actual labor time in the paint shop), masking (15 percent) and polish/detail (15 percent). In these areas, use the materials that provide the best efficiencies or labor savings.

Material cost-intensive procedures such as painting, clear coat, primer/sealer and other liquid surface prep, which make up 24 percent to 30 percent of our paint shop labor (and approximately 70 percent of our P&M costs), need to be managed to reduce over-mixing, misuse and waste. Just 2 ounces

of over-mixed color, for example, could easily wipe out more than double the abrasive savings mentioned above. The calculations for masking materials would have similar results, with a bit less labor gross profit dollars at stake.

Reducing material expense is generally a good thing and aids in maintaining or improving gross profits on materials. Labor efficiencies cannot generally be sacrificed to save money on materials. If a product (abrasives in the above example) causes increased labor, the negative impact may be bigger than the apparent savings, especially when you weigh in other factors. ■



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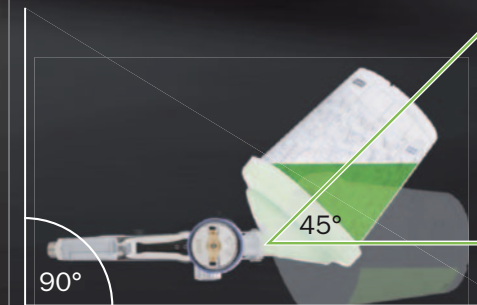
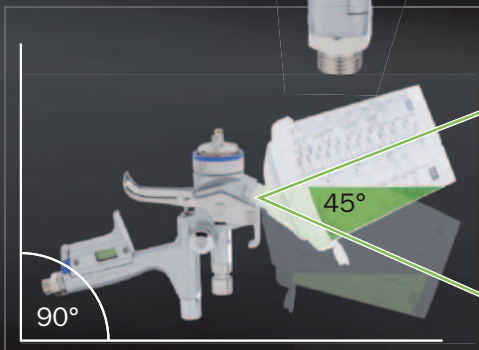
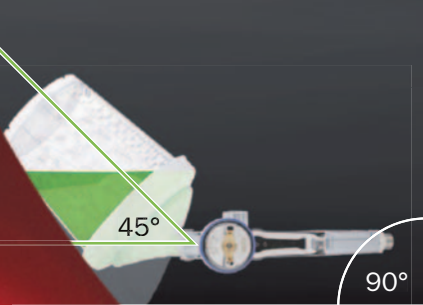
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FIGHTING THE TECHNICIAN SHORTAGE

Realistic solutions to foster people growth in the collision repair industry

STEVE TRAPP // Contributing Editor

By now, we have all thought about or perhaps even read the doom-and-gloom articles describing the coming technician shortage in the collision repair industry. This article, the first of which will be followed by a series of articles over the next several months, strives to offer realistic solutions that can be applied in any collision center to foster the growth of new people interested in the collision repair

trade. As with any complex problem, the solution will require some effort, a commitment of leaders' and mentors' time and financial support. This article provides an overview of the solutions that I will delve into in more detail in the coming months.

A technician and office staff shortage problem

The problem we face now, and will need

to address in the future, is the shortage of people interested in becoming body, prep, paint, mechanical and detail technicians, as well as a lack of people interested in becoming estimators, customer service representatives, repair planners and production and general managers. At this time, there are more people retiring or leaving the trade than there are new entrants.



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This problem is not unique to collision repair — Mike Rowe from the famed TV series “Dirty Jobs” has picked up on the North American lack of interest in following the path to become a “tradesperson.” His mikeroweWORKS Foundation reaches out to teens to encourage them to evaluate the trades as a viable career option. The focus is to get an education, but it doesn’t necessarily mean in college — a trade education can be a fit for people looking to earn a great living. A later article in this series will feature ways we, as an industry, can revitalize interest in the trades.

Current solutions are not working

The majority of collision repairers have tried to hire an entry-level person into the trade, and the learning curve has been long and hard. Some have had success, but many gave up, preferring to fill openings by soliciting vendors and others to find them a painter or body technician. The result is a game of musical chairs where someone loses — usually the consumer.

Role of collision center manager

With nearly 50 percent of collision center sales being body, frame, mechanical or paint labor, and another 15 percent to 19 percent of sales invested in overhead wages and benefits, the

collision center manager should invest nearly 70 percent of their time leading and managing people. Instead, we find they spend the bulk of their time on other issues, and the proactive growth and retention of people is merely an afterthought. This needs to change. Retaining quality staff members by becoming the “employer of choice” should be a primary role for the manager. They need to ensure retention by focusing on the development of their people.

Overview of a solution

The solutions we will be reviewing solve some of the dilemmas we face, and have three areas of focus:

1. Recruit quality people to the collision repair trade.
 - We face an uphill battle with consumers and technical schools who are hearing talk about autonomous vehicles and accident avoidance, making them hesitant to participate in or expand programs. The industry does have a bright future with plenty of opportunity.
 - Funding for technical school auto body programs has declined along with enrollment in recent years. We need to get the word out on the opportunities available.
 - Millennials have grown up with video games and computers and have been told by their parents to go to college and make money working in an office behind a desk. We need to show them a positive alternative.
 - 2. Develop the quality people we have recruited and provide incentive to stay in the trade and with your company.
 - Once we attract entry-level or technical school or college graduates, we need to convince them they are on a long but guided six-to-10-year path to the role in which they are interested, and then guide and coach them throughout their journey.
 - Provide an incentive for mentors to assist the new hires.
 - Provide a path for the new hires to earn the tools and get the training they need and provide the guidance to get them through the process.
 - 3. Retain your current quality staff members.
 - Perhaps most frustrating is seeing poor leadership squander opportunities that exist with entry-level staff and technical school or college graduates who “try” the trade by failing to provide them with enough training and direction. They become frustrated and leave. That’s a problem we can change immediately with our industry leadership’s renewed focus.

Hopefully, this article has inspired you to review how you allocate your time, and to focus your efforts to recruit and retain staff in the future. I look forward to sharing more details in this series over the coming months. 📧



STEVE TRAPP is Axalta’s North American Services Manager. He runs the Axalta Refinish Performance Management program. steve.trapp@axaltacs.com

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Working stalls, not 'waiting' stalls

Dedicating more space for parts can actually boost, not diminish, your productivity

One of the changes we've made that has helped boost our productivity will sound counter-intuitive: We actually converted four workable stalls in one of our shops into a new parts area.

Some of you will likely stop reading right there, thinking that's the craziest idea you've ever heard. If anything, you may be thinking that you need more stalls for vehicles, not fewer.

But I can assure you that it's a change that has worked out well for us.

Like many in the industry, for years we had treated parts as a bit of a "red-headed stepchild," not focusing near enough thought and attention on that department. But what I've come to realize is, given how important parts are to our business, we should be dedicating the necessary space to deal with the parts effectively.

I will admit that even as I was converting those four premium working stalls just outside our parts managers office into a parts area, I was thinking: There's just no way this is going to work. A stall needs a car in it.

But when I thought about it, I saw that we had more vehicles in stalls in the building that we were working on because many of them were just waiting: waiting for a supplement, waiting for paperwork, waiting for parts. The problem is not the technician. The problem is how we're administratively dealing with the parts and the paperwork. If you give a technician a workable car, a job that doesn't require starting and stopping but can just be worked on until it's finished, that car can be in and out of that stall very, very quickly.

So we instituted a very deliberate, consistent parts system to ensure parts are never the reason a car is just waiting in a stall. For example, our system includes carts and bins. The carts in the four converted stalls hold damaged parts that will be replaced; the bins on the adjacent walls hold parts that have been removed but will be reinstalled.



GIVEN HOW IMPORTANT PARTS ARE TO OUR BUSINESS, WE SHOULD BE DEDICATING THE NECESSARY SPACE TO DEAL WITH THE PARTS EFFECTIVELY.

The system includes a lot of what I call "safety nets," which prevent the common parts problems that can bring work on a vehicle to a halt. Humans are always going to make errors, especially in a high-variable business like ours. So we create safety nets.

For instance, when our parts personnel are checking in parts, they can "mirror-match" them against the damaged parts on the carts that they are replacing. If the new part is correct, the old part is thrown away. If only nine parts arrive but there are 10 parts on the cart, the fact that there's still a part missing immediately stands out like a sore thumb.

Now granted, maybe that's more of an issue given our location in Alaska. We can't just call and expect that missing part to show up later in the day. It may be several days away by boat. So this makes a huge difference for us, and probably for anyone without parts warehouses nearby. But a vehicle sitting delayed in a stall even for a few hours is still a vehicle just waiting. I know of shops using this same system in Long Island, N.Y., and Phoenix, Ariz.,

that say there's a benefit to doing it.

We also back-tracked a bit from our "paperless" system. We realized that color-coded folders for our parts system often can provide information more quickly in a visual way than always necessitating a look at the computer.

So does a body technician really need three stalls with a vehicle in each? No way. He just needs one stall with a great, workable car in it. He has only needed three stalls in the past because he's waiting for something on the vehicles in two of them.

Eliminate those delays, and you will likely find, as we have, that you can dedicate more space for a better, more productive parts system, which in turn can improve your shop's performance. 📧

RYAN CROPPER owns Able Body Shops, with two locations in Anchorage, Alaska, as well as Total Truck Accessory Center. Email Ryan at RCropper@ablebodyshop.com



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CHIEF

Negotiation preparation to ensure fair pay for services

Shops must cater to two customers — the insurer and the consumer

I have been developing a negotiation skills workshop for my clients, and it occurred to me that there are significant differences between the quality measurements used by the insurance companies and those used by repairers. These differences are driven by many things, with the key difference being price. What is sacrificed to accommodate pricing? How many times have you heard, “We don’t pay for that.”

Insurers often focus heavily on time and money, leaving the issue of quality to be determined by the repairer, who alone determines whether the vehicle is repaired properly. What can be challenging is that same repair professional often cannot make an independent determination about what is right for the car, and have it paid for, without input from the insurer. After all, the customer drives away in a repaired vehicle for which the repairer assumes all the liability for the repairs.

Insurers set up service menus with their direct repair (DRP) shops. So what happens within this discounted repair experience when repairing a collision-damaged car? Repairers may be pushing vehicles through their production processes, and cutting corners along the way, to meet insurance company mandated Key performance Indicators (KPIs). At the end of the day, the insurance company is a customer and one who may be paying the bill. But repairers also have a customer in the consumer, and an ultimate responsibility to this consumer, to the car and to the public in general to ensure proper repairs are completed, regardless of KPIs.

The industry mandates that a customer have the right to choose their repairer and the way in which their vehicle is fixed. But, depending on the insurer and how much you push, everything can be “negotiable” to the insurer. It is vital to support your repair work with documentation so there is no question about its necessity for a quality repair.

I speak to repairers all over the country, and it isn’t a secret that they now perform 80 percent of the administrative functions for the insurer. In addition to taking on the administrative



REPAIRERS HAVE AN ULTIMATE RESPONSIBILITY TO THE CONSUMER, THE CAR AND THE PUBLIC TO ENSURE PROPER REPAIRS ARE COMPLETED.

functions, DRP agreements also often set standard pricing and process requirements. The deck is often stacked against the repair shop. So how do you stay motivated? Preparation. Repairers control their own destiny within this process through proper identification and use of information.

The repairer must be prepared when negotiating with an insurance company. Gather information from as many sources as you can to justify, prove, validate and get paid for what you are doing. If an agreement cannot be reached, bring the customer into the discussion. Make copies and share the supporting documentation with the customer. Explain to them that if they (the customer) want their vehicle fixed correctly, that these are the steps required to make it happen.

Never forget that they are your customer, and you have an obligation to fix the car to the industry standards of repair. This sets a precedent that the repairer is prepared to justify the work necessary to return a vehicle to pre-loss condition in every way.

Now let’s look at parts. There are “standards of fit,” and each person’s interpretation of what that means could be miles apart. Once again, quality, but

most of all performance, should be considered as the “need” in the repair, not just cost.

Finally, estimating. Estimates are guesses, and some are better than others. Repair plans are the complete blueprint for repairing the vehicle. These require a complete and thorough disassembly process and damage analysis, which takes time. Repairers who don’t complete a thorough and comprehensive damage analysis and blueprinting procedure are lowering the bar, impacting expectations across the entire industry.

Knowledge and preparation will get you through. Help insurers understand what estimating, part and procedural processes are vital to the repair process to ensure a quality product is returned to the consumer. 📧

KEITH MANICH is Director, Collision Services, at the Automotive Training Institute. ATI’s 115 associates train and coach 1,400 shop owners each week. Contact him at kmanich@autotraining.net

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Golden business prospects

Entrepreneur's body shop ownership presents opportunities for success

JAMES E. GUYETTE // Contributing Editor

➔ He owns three full-service collision centers that also provide mechanical repairs, yet Tom Bemiller still contends that “I’m not a car guy. I’ve been in the business since I was 14, so I’ve been around long enough to know the business inside and out, but I have never repaired vehicles myself.”

With a Bachelor of Science degree from the University of Notre Dame and a Master of Business Administration degree from Villanova University, “my approach as a body shop owner comes strictly from a business perspective. I decided to make a career in the collision repair industry because I saw it as a great opportunity to make money,” he says.

“I do feel that my education gives me an advantage in the way that I run my business. As an owner, I don’t get caught up in the day-to-day of what’s happening in the production area. Instead, I focus my time on what can make my business more productive, efficient and marketable.”

The three shops in Pennsylvania’s lower eastern corner are in small communities in three counties — Montgomery, Chester and Delaware. Aureus Auto Body is in the borough of Ziegler-ville; Mercer Auto Body is in Kennett Square; and Ed’s Auto Body is in Brookhaven, about 15 minutes from South Philadelphia.

Measuring 9,000 square feet, Aureus has 15 bays; Mercer and Ed’s each encompass 5,000 square feet with 12 bays apiece. The workforce numbers 25, and Bemiller puts considerable efforts into ensuring employee longevity.

“I am very focused on the work environment. I believe that happy employees will make happy customers, and my shops have a really low turnover rate,” he reports. “As we grow, I do not want to become like a large organization — I want to keep it personal. I’m focused on creating an organization where I put the power in the hands of my people. I not only allow people to make decisions, I expect them to make decisions.”

Operational efficiency “is definitely our biggest strength,” according to Bemiller. Other functions are continually under development, such as enhancing the sales, marketing, finance and information technology capabilities.

“I now have an operations director on my staff, which has freed up my time to start working on the other aspects of the company. For me, it’s not as much about fixing cars; it’s about what I can do to grow my business,” he explains.



THE AUREUS GROUP

Pennsylvania // www.aureusabutobody.com



Tom Bemiller
Owner

25
No. of employees

\$2,000
Average
repair order

19,000
Total square
footage of shops

45
No. of customer
vehicles per week

3
No. of shops

39
No. of bays

\$4.68
million
annual gross
revenue

3
Years in business

6 days
Average cycle time

“I spend a lot of time looking to other industries for fresh ideas. I don’t just benchmark my company against the collision repair industry — I benchmark it against companies in all industries. For example, Apple and Enterprise are companies that do great in customer service. I look at what they do to consistently achieve high (Net Promoter Scores), and try to figure out how I can apply some of those best practices into my business.”

For Bemiller, these strategies result in a company-wide commitment to being forthright with the customers.

“Above all else, we are always honest and upfront. I know that we are not perfect, but when we do make mistakes we take responsibility and make it right,” he says.

“We treat everybody the way we want to be treated. We are going to be honest with you upfront, even when it means telling you something you don’t want to hear. Sometimes we lose jobs over that,” says Bemiller.

“There are times when we have to turn away business and tell people that we are in a backlog situation and can’t start on their car immediately,” he adds. “I don’t want to be one of those shops that lies to the customer just to get their car in the shop, and then start making excuses that we’re waiting on parts, supplies, etc. We would rather just be honest with them.

Reducing costs

Maintaining a cooperative attitude with the various vendors has proven to be a key element in producing timely repairs, and that goal is best obtained by Bemiller’s insistence on disbursing prompt payments.

“Pay them on time! Being a businessman, I recognize the critical importance

of something so simple,” he emphasizes. “We also try to take it one step beyond that. When we work with them, we try to be conscious of their needs. If we can stay ahead of ourselves and reduce the number of orders we make each week, it will reduce the number of deliveries that they make, which will reduce their costs,” Bemiller points out.

“If I can reduce their costs, then they are going to service my account better and give us more support. If we can help them, they will help us.”

With seven direct repair program (DRP) affiliations, “when it comes to insurance providers I know that to maintain a great relationship we have to give them what they want. They make the rules and we play by them. We have to be flexible enough to adapt to their needs. Each company has different metrics; we have to know what’s important to each company and be able to deliver that to

them,” says Bemiller.

“That doesn’t mean that we agree with everything they do or ask us to do, but we maintain open communication with them, allowing us to work together to solve problems. We are not afraid to stand up for what we believe in, but by keeping all communications respectful and focused on our shared goal — serving our mutual customer — we are able to achieve very positive relationships with most insurance companies.”

Persuing goals

For someone who is not a “car guy,” Bemiller’s collision industry career began at an early age. “I started working at a body shop because it was the only business within bicycle-riding distance that would give me a job at 14. I tried convenience stores, gas stations, the neighborhood vet and more. They all turned me down. I kept trying the local body shop because that

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SHOP PROFILE

GOLDEN BUSINESS

owner was the only person that didn't say 'no.' I was finally able to wear him down and get hired to wash cars."

This employment opportunity remained steady until Bemiller, who wanted to become a doctor, went off to Notre Dame. "Halfway through my senior year, I decided that I didn't want to go to medical school." Even after earning an MBA from Villanova, "I didn't really have much of a plan. At that point I decided to go back and work at the body shop until I figured out what I wanted to do," he recounts.

"The guy I was working for, Dave Niestroy of 3D Collision Centers, had three shops at the time. He was a pretty progressive thinker and offered to teach me the business. That's when I started to do research into the business side of the industry and decided this was a good opportunity," says Bemiller.


"I was admittedly a little arrogant at first, and I definitely underestimated the challenges of what it really takes to succeed in this business, but I saw that there was great opportunity in body shop ownership so I decided to make a career out of it."

By this time Bemiller had worked with Niestroy for half his life. "I had made up my mind that I wanted to start my own shop, but I didn't want to pursue that goal while I was still working for him." Thus after leaving 3D in 2010 "it took about two years," but Bemiller was eventually able to clinch the purchase of an enterprise known as Dave's Auto Body.

"Long before I bought my first shop, I had all of the ideas of what I wanted it to look like," he recalls. "I immediately changed the name to Aureus Auto Body, changing the signage and everything right away. That ended up being one of the first lessons that I learned. I quickly found out the name change hurt the customer base," Bemiller continues.

"I got feedback from the market that I had actually lost some customers as a result of the name change. When I bought the second and the third shop, I didn't want to lose the existing customer base because these were long established businesses with good reputations in the community."

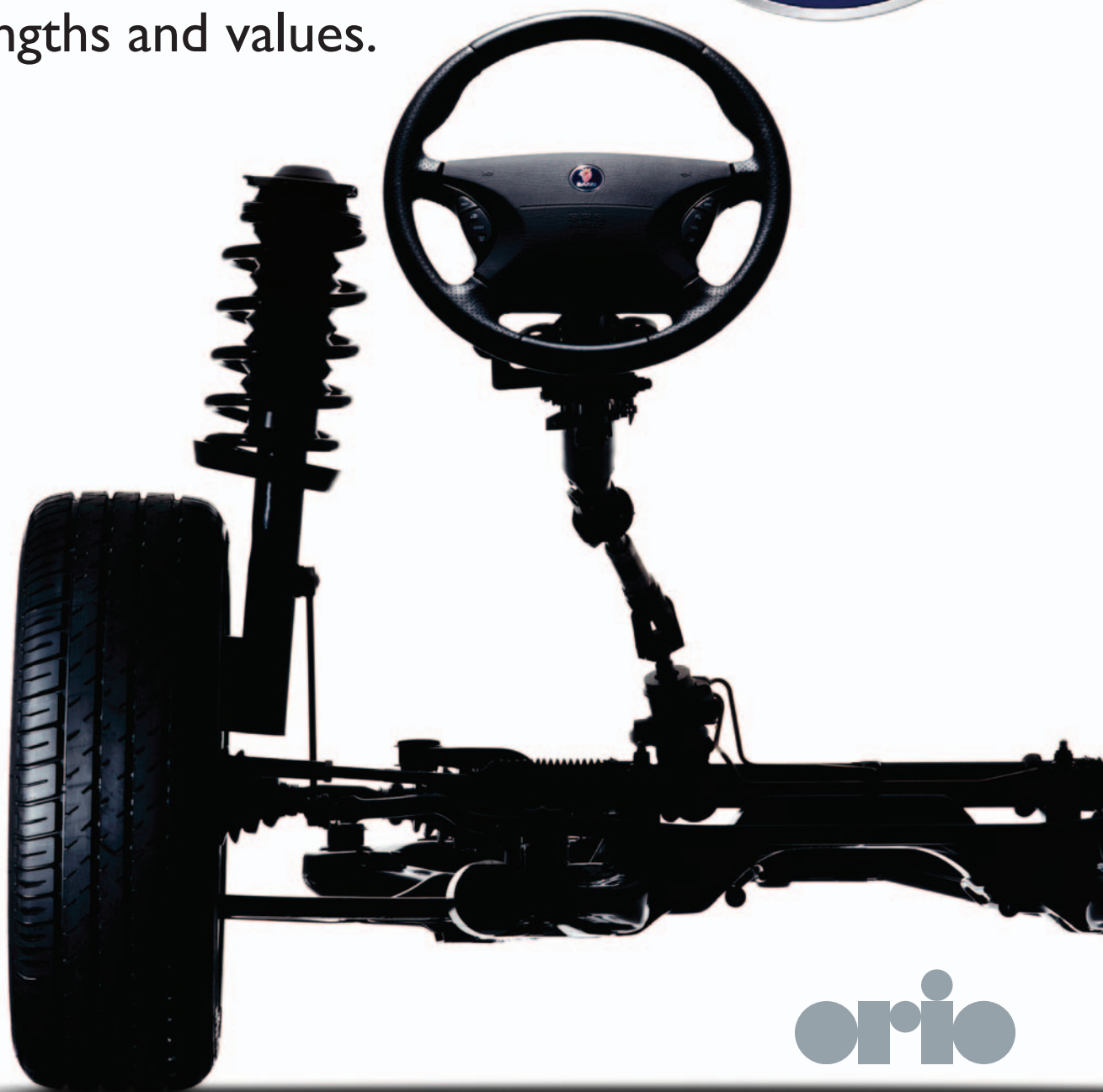
Upon buying his second and third shops, the original names were retained. "At that point I started calling my business the Aureus Group. My two new shops are still named Mercer Auto Body and Ed's Auto Body, but they now have the same logo style as my first shop. Under the logo we added the words 'An Aureus Company.'"

The moniker came from several directions. "I knew I wanted a shop name that started with the letter 'A' because I wanted to be at the top of the alphabet. I picked the colors blue and gold for my logo because I went to Notre Dame. In doing some idea research, I found out that an Aureus was a gold coin in ancient Rome. That worked to tie everything together. And, of course, anyone who starts a business wants to make money, and I figured that this will be my pot of gold." 

JAMES E. GUYETTE is a long-time contributing editor to *ABRN*, *Aftermarket Business World* and *MotorAge* magazines. JimGuyette2004@yahoo.com

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Introducing a new shop role: The learning manager

MAKE A STAFF MEMBER RESPONSIBLE FOR HELPING DRIVE YOUR TRAINING INITIATIVES

CHRIS CHESNEY // Contributing Editor

The decision to make the commitment to grow a skilled team ready to service your customers' needs before they arrive is not entirely painless, but it is a plan that will help get great results. The first step is to establish standards of performance around how your team learns new skills. Here we will discuss the first steps in creating that plan, beginning with the introduction of a new role in your organization: the learning manager.

This person could be the shop owner, a service manager or an administrator who manages human resources for the company. In a modern repair facility, the learning manager's role is to:

- Identify and/or create all job roles.
- Identify and/or create the learning plan for each job role.
- Evaluate each team member and ensure they are placed in the appropriate role.
- Assign each team member to a career path and learning plan and hold them accountable for their learning.
- Ensure the organization has the commitment of the owner in all of this.

First, make sure you clearly define job roles for everyone in the business. It is

important to create job roles that fit your business model, not just who you have on your team at the time. We could spend an infinite amount of time writing a job description and job role. I encourage you to do research on creating a job role.

A well-written job role/description will illustrate the training needed to successfully perform the duties and maintain that level of performance, especially as technologies continue to change.

Getting through the process of creating job roles should result in some traction and clarity in out your learning plan. Do your research and assign the appropriate content to each job role to ensure the success of that team member. Finally, you need to review your learning plans every year to make sure they meet the current needs of your business, team members and customers. This is an area that the aftermarket industry is beginning to address in a consolidated effort.

Next, assess the team. Technician assessments are difficult. In fact, it is one area where you need to invest some time and money in creating reporting that identifies services where team members struggle. We have available on MotorAge.com a full, in-depth process for assessments.

Once the assessment is complete, assign the learning plans to each team member. There is a good possibility that you will find you need to assign a learning plan for a job role that is beneath the existing job role for a team member.

Then hold the entire team accountable to their commitment to the process. Place timelines for completion of their initial learning plan. Don't be unreasonable in this effort, but work with the team on a realistic timeline.

Finally, the most important step is commitment by the owner and the team. Implementing a learning plan is hard work unless you bring the team together during the development phase. Identifying the responsible learning manager who takes ownership of building out the process based on input from the team is not an option; it is a requirement in your endeavor to be ready to service your customers before they arrive and to provide them with the best customer experience. ■



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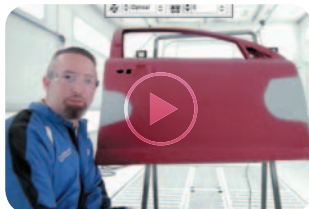


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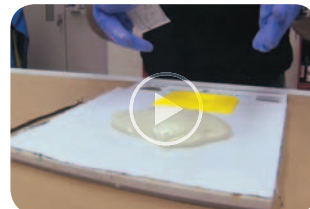
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OSHA RULE ON SILICA COULD AFFECT MANUFACTURERS, BODY SHOPS

The federal workplace safety agency denied a request from the auto body industry to exempt it from new rules limiting breathable silica in the workplace. Respirable crystalline silica can be created in a body shop as a result of the sanding and the removal of paint and/or rust from vehicles or vehicle body panels. **Continue reading here:** ABRN.com/SilicaRule

TRAINING EVENTS

AUGUST 9-13

2016 NACE/CARS Expo;
Anaheim Convention Center
Anaheim, California

SEPTEMBER 13-15

AWX Performance Plus Waterborne Painter Certification
Atlanta, Georgia

SEPTEMBER 16-18

Chicago Automotive Networking (C.A.N.) Conference;
Westin Chicago Northwest
Chicago, Illinois

OCTOBER 15

Automechanika Chicago - LIVE Training Event;
Fox Valley Technical College
Appleton, Wisconsin

OCTOBER 20

Through-Put Production Management
Dallas, Texas

OCTOBER 21-11

Service-EDU;
Universal Technical Institute
Mooresville, North Carolina

NOVEMBER 1-4

SEMA 2016;
Las Vegas Convention Center
Las Vegas, Nevada

NOVEMBER 19

Automechanika Chicago - LIVE Training Event;
Joliet Junior College
Joliet, Illinois



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CONTINUOUS TRAINING IS A NECESSITY

PRODUCT SUPPLIERS, equipment suppliers and welding tool suppliers are all excellent sources for training and education.

TODAY'S RAPIDLY CHANGING MARKET DEMANDS THAT TRAINING BECOME PART OF YOUR DAILY ROUTINE

DOUGLAS CRAIG // Contributing Editor

Change happens. It happens all around us on a continuous basis every day. And when changes occur in the workplace, it can be challenging and sometimes unnerving. In the automotive body shop industry, changes made in vehicle models by the OEMs necessitate changes in how those vehicles are repaired. Repair products also must change to keep up with new OEM

manufacturing techniques and repair requirements.

So how does a body shop technician keep up with all the changes and new repair techniques and products? The answer is training. And I'm not talking about just taking a training course every few years. To be really knowledgeable about changes in the industry, it's important to make training a continual work experience. Training is available from many

sources such as I-CAR (the Inter-industry Conference on Auto Collision Repair); OEM training centers; equipment suppliers; refinish manufacturers, repair product suppliers and third-party consulting and training companies, such as ABRN Technical Advisor Larry Montanez's P&L Consultants or former columnist Mike Anderson's Collision Advice.

Different changes

Among the advanced changes in vehicle design, OEMs are using different types of materials in car manufacture. From high-strength steels to aluminum to composites, different materials require different repair techniques. Many of these material

PHOTOS: LORD CORPORATION



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changes are occurring as manufacturers attempt to make vehicles lighter, more efficient and safer to meet government regulations and consumer demands.

There also are changes being made to the adhesives that are used to build the vehicles. Vehicle manufacturing has advanced from not using any adhesives to the use of structural adhesives and recently, the introduction of crash-durable (impact-tough-



INDUSTRY-RECOGNIZED training programs, such as welding, rivet bonding and MIG brazing, are available from I-CAR.

ened) adhesives. Accordingly, the repair technician also must learn how to use crash-durable adhesives to return a damaged vehicle to its “as new” condition. We will address this further later in this article.

Major changes are not made on most vehicle models every year. On average, new model cars are introduced into the market about every three to five years. Mid-cycle revisions, also known as “running changes,” can be made any time during a particular model’s lifetime. These changes can be cosmetic changes, such as grille work, or structural component changes to improve a vehicle’s safety rating and fuel economy.

Nevertheless, the savvy auto repair technician needs to keep up with all changes that are made to a vehicle’s design, especially those that will involve the repair process. Continual training, therefore, is necessary both for new repair procedures and supplies, and for understanding the changes in new car models.

I-CAR training

One of the biggest gaps in the industry is the time lag between new vehicle models that are introduced into the market and the training available for repairing the new models. The vast majority of training and education on new vehicle models is available

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from I-CAR. However, I-CAR's ability to provide a training program on a new vehicle model is dependent on how soon they can procure information from the vehicle manufacturer.

Many times there is a gap of six months or more from when a new car model is introduced and when the repair training program can be offered from I-CAR. The vehicle manufacturers, though, are making an attempt to feed information sooner to I-CAR, so that repair training programs can be offered as soon as, or even before, new models reach the market.

For example, recently, I-CAR introduced its repair training course for the Ford Motor Company F-150 all-aluminum truck. The course was offered well in advance of the truck's launch, and repair technicians had an opportunity to obtain training before they would ever see the vehicle in their shops. This was a benchmark for the industry, and an illustration of how things should be done in the future.

For all aspects of repair training, I-CAR is an excellent resource for repair technicians. I-CAR is an international, not-for-profit organization dedicated to providing the information, knowledge and skills required to perform complete, safe and quality repairs. It offers access to high-quality, industry-recognized training solutions. Courses cover topics such as welding, rivet bonding and MIG brazing, and there are also OEM programs covering 16 vehicle manufacturers. The I-CAR Industry Training Alliance awards credit hours that can be applied toward I-CAR Gold Class Professionals and Platinum Individual designations.

ETI services

Another organization that is very proactive in providing information to the automotive repair industry is the Equipment and Tool Institute (ETI). ETI's mission is to advance the vehicle service industry by providing technical data and open dialog between the manufacturers of transportation products, government regulators and the providers of tools, equipment and service information.

Twice a year, ETI representatives visit the major OEMs to learn about new vehicle models and changes needed in repair techniques. ETI also surveys automotive repair facilities to understand their familiarity with and use of tools, equipment, services and technology. Members of ETI use this research to provide aftermarket shops with new and improved tools, equipment and services. ETI sponsors equipment and tool industry events that provide information on new technologies, products and services, and offer an opportunity for networking with industry leaders.

OEM training

Most OEMs create training programs and documentation for repair procedures, and most OEMs — including Cadillac, Corvette, Nissan GT-R, Toyota and Tesla — have excellent programs. Repair information for most OEMs is available on their websites, through I-CAR's website or on ALLDATA. Some manufacturers have been

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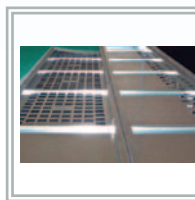
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very proactive in making information accessible; Toyota's Collision Repair & Refinish Training program only requires that your local Toyota/Lexus dealer "sponsor" you. Many others follow this method. Call your local OEM parts or service managers and ask about these programs.

OEMs, though, are starting to take more interest in developing repair programs. It really is in their best interest to have repairs done properly. A badly executed repair not only reflects poorly on the repair shop, but also has an adverse effect on the customer's perception of the car model.

Supplier training

Another excellent source of training and education are the suppliers of repair products and tools. Suppliers must keep up with the latest OEM vehicle design changes in order to develop products both for production methods and repair procedures. Equipment suppliers, frame rack suppliers, welding tool suppliers — all have some type of training available for their customers. Check with your suppliers to see what programs they offer to repair technicians.

For example, LORD Corporation offers I-CAR Training Alliance courses. These training sessions cover the specifics of how to use repair adhesives. The courses are not vehicle specific, but rather general knowledge training on how adhesives work and how to use them. Courses can be conducted right at the shop — any time throughout the day or in the evening, making it convenient to schedule training for a shop's employees. Other manufacturers, including 3M, Valvoline and SEM, have also partnered with I-CAR on training courses.

Industry trade, training shows

Industry trade and training shows across the country also offer great opportunities for education. The inaugural Auto-mechanika Chicago took place in April 2015 and trained — for free — 2,000 collision and service repair technicians during its three-day training course offerings that covered both technical and shop management topics.

The annual NACE show, coming in August to Anaheim, Calif., provides a series of courses from presenters including I-CAR, the Automotive Management Institute and manufacturers. SEMA, which takes place in Las Vegas in early November, will again host the Society for Collision Repair Specialists' Repairer Driven Education Series. Events like these all offer not only education for shop owners and techs, but also feature a trade show component that allows access to exhibi-



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Product developments

OEM changes affect repair changes. With more aluminum being used in car design, the auto repair technician is faced with joining dissimilar materials, such as steel and aluminum. There are potential corrosion problems to consider when attaching dissimilar materials, and the right adhesive or joining method must be used to ensure a proper repair.

Among the newest repair products are two-component, crash-durable adhesives, specifically formulated to replace all OEM one-component crash-durable adhesives. These impact-toughened adhesives are ideal for repairing aluminum-bodied vehicles. Crash-durable adhesives offer the strength of structural adhesives, along with maximum flexibil-


ity. They also act as a sealant to the vehicle's body structure. Applications include panel bonding, weld bonding and rivet bonding on aluminum panels.

Another fastening technology that is coming to the forefront is the self-piercing rivet. While this is not a new technology, it is becoming more widely used as a welding alternative, especially in all-aluminum vehicles. Self-piercing rivets (SPRs) look like "pellets" and are attached with a special tool that presses the rivets through multiple layers of metal. The panels are clinched together and the SPR becomes almost unnoticeable. SPRs are extremely strong and eliminate the visibility and interference inherent with traditional "pull" or "pop" rivets.

Training is key

There are always new things to be learned in the auto repair business —

new products, new assembly techniques, new tools and new materials. How to work with different substrates, how repairs are made, what tools are required all are changes on which the savvy technician needs to keep up-to-date.

Knowing how to repair a vehicle properly is a good business proposition, both for old and new car models. A good business strategy for a shop should center on training and education and the power of knowledge. Knowledge gives you the power to fix a car properly, to negotiate the repairs appropriately and to have the best opportunity for a successful result. 



DOUGLAS CRAIG is Technical Application Engineer and Collision Industry Liaison, Structural Tech Service, LORD Corporation.
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MAKING GOOD ON A BAD REPAIR

MISALIGNED
strut mounting bolts

A LOOK AT POST REPAIR INSPECTIONS AND QUALITY OF REPAIR ASSESSMENTS

LARRY MONTANEZ // Technical Advisor

Post-Repair Inspection (PRI) has become a catchphrase in the collision repair industry over the past three to four years.

Although PRIs have been around for decades, this term has gained prominence in recent times for a variety of reasons. For one, the advanced steels used in late-model vehicle construction are generally unrepairable, yet pressure from insurers, unrealistic cycle times, a lack of technician training, antiquated equipment

and/or greed have led to these structural components being repaired. This has resulted in noticeable imperfections. And social media has added to the expansion and the drama along with it.

Almost all collision repair professionals have experienced a poorly repaired vehicle in their shop at least once. In some cases, they were horrified by what was done; in many cases, they were unsure of what to do about it or who was going to pay for it. (Note: We're not giving legal advice in this article. Please check

with your lawyer regarding the laws in your state.)

Good and bad situations

When a car is poorly repaired by a direct repair program (DRP) facility, a good situation would be that the insurance company will cover the re-repairs and rectify things quickly for the vehicle owner. A bad situation is when a non-DRP shop (with no ties to an insurer) repairs the vehicle incorrectly. The insurer might say to the vehicle owner, "You chose the facility,

and we will not cover the re-repairs.” In this situation, the consumer most likely will need to hire a lawyer to sue the repair facility. This whole process could take months or even years. Even if the consumer wins the case, he or she might not get paid because the shop could go out of business, change names or ownership to avoid paying for the vehicle repairs or a replacement vehicle. You — as the shop trying to rectify a poor repair — must inform the vehicle owner up front what his or her situation is and what the choices are. We will break this discussion up into the following several categories.

Good — DRP facility repair

- First party is always good.
 - Third party can be even better because there is no contractual agreement, but it must have been repaired at the insurer DRP shop.
 - Options for settlement:

- The vehicle is repairable and you can come to an agreement with the insurer.
 - You and the insurer agree that the vehicle is a total loss.
 - You come to an agreement directly with the shop that repaired the vehicle.
 - When the insurer and/or shop disagree:
 - The insured can sue the original repair facility and insurer on first party. On third party, they would sue the insurer and the driver and/or owner of the negligent vehicle.
 - Have the vehicle owner pay for the repairs and sign an Assignment of Proceeds (AOP), if allowed in that state, so that you (as the shop) can sue the insurer and repair facility.

Bad — Non-DRP facility repair

- A lawsuit against the repair facility is the only way to right the incorrect repairs. It may take a long time to get restitution, if ever. This is the worst-case scenario.



MISALIGNED strut mounting bolts

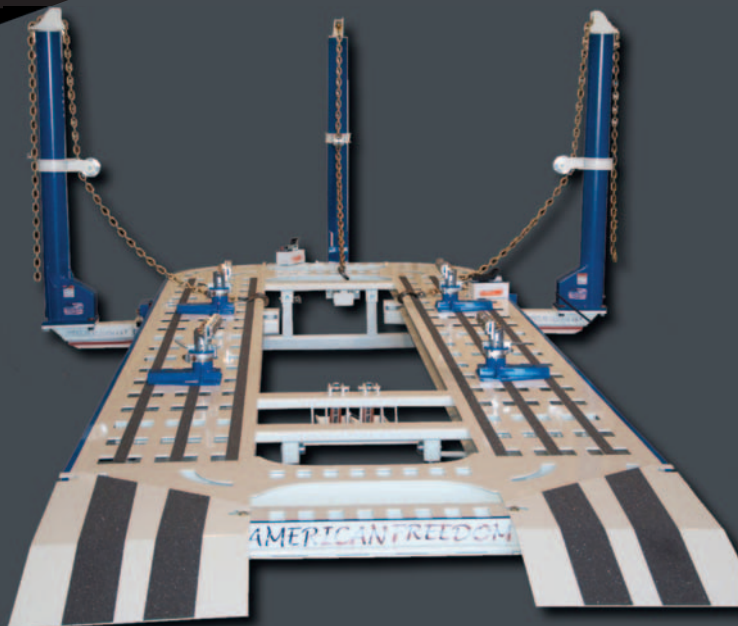
- This is true for insurer-pay or customer-pay repairs. You chose the shop and the insurer does not have to cover the re-repairs.

Inspection types

- Collision repair inspection (CRI) — This type of inspection is the most common and the least scientific. Generally, the vehicle owner will bring a repaired vehicle to a shop of his or her choice to review the repairs. This is usually from a low-speed cosmetic or minor collision event. In most

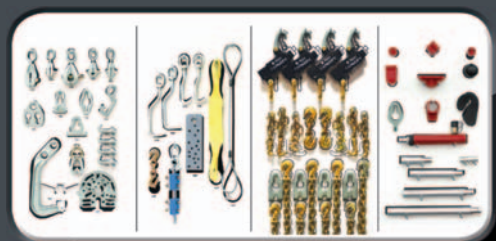
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instances, the re-repair will need only slight adjustment, new clips, extra buffing and polishing or (at worst) a sand and refinish to name a few issues. This may be a free-of-charge service, a customer-paid job or (in some cases) the original repair facility will pay for the re-repairs. The insurance company is generally not involved in these types of cases.

• Post-repair inspection (PRI) — This type of inspection usually is due to notice-



PANEL GAP ISSUES on vehicle with misaligned strut tower

ably incorrect repairs and/or drivability and operational issues with the vehicle. This is a very extensive inspection where the following generally will be required:

- Hundreds of photographs
- Three-dimensional measurements
- Paint film thickness measurements
- Some destructive testing (disassembly, sanding or grinding)
- Borescope inspection
- Visual weld inspection

Generally, these inspections will uncover enough evidence to suggest that extensive re-repairs are required. Many times the PRI expert will negotiate the re-repair for the consumer and repair facility. Generally the PRI expert can rectify the re-repairs in a few days or within two weeks, as they have been involved in numerous cases and know the players and the rules.

Quality of repair assessment (QRA) — What happens if the PRI expert discov-



QUARTER PANEL, WAVY PANEL back-side with excessive burns and no corrosion protection applied

ers significant damage, significant safety issues or a complete abomination? Well, in some cases the PRI expert will need to get an expert, because this case is most likely going to court. Additionally, the client attorney might require an independent third party to assist in proving the issues uncovered. A QRA is a type of inspection that is the most scientific and requires extensive knowledge of vehicle repair protocols, vehicle design, metallurgy and engineering principles.

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An engineer or collision damage analyst (CDA) generally performs QRAs. A CDA is usually a collision repair expert who possesses extensive training on OEM repair protocols and materials, engineering principles, metallurgy, vehicle design, applied collision impact forces cause and effect, welding, structural repair procedures, root cause of how the damage occurred and mathematics.

A QRA requires these types of experts because they will need to prove what is wrong, why it is wrong, how it is wrong and why these repairs are required. Oftentimes, the expert will be required to go through a Daubert or Frye hearing prior to the trial. In a body shop, you can easily explain what repairs must be done and why. In a court situation, you will be required to have scientific evidentiary proof of the facts you are presenting. These examinations will require extensive and in-depth evidence, including the following:

- OEM-specific repair protocols and procedures
- Hundreds of photographs (in specific numerical order and geographical location)
- Three-dimensional measurements (with calibration reports)
- Paint film thickness measurements (with calibration reports and measurement analysis)
- Visual weld inspection as well as measurement
- Destructive testing (disassembly, destructive strength tests of components' welds and bonding) and in some cases tensile strength and lap shear strength, magnafluxing and X-raying.
- Macroscopic and microscopic paint material evaluation
- Borescope inspection

Training

To become successful at anything, you will need to train and practice (and obviously fail a few times). Your experience in collision repair is extremely helpful, but you will also need to build your résumé,



RIGHT APRON BAFFLE with excessive corrosion and body filler

professionally called a CV (Curriculum Vitae). Here is a list of training you will need to assist in your goal of being a PRI technician:

- Experience as a technician
- Current and ongoing structural repair training/certification from multiple companies (Celette, Car-O-Liner, Chief, CarBench, Global-Jig)
- Current and ongoing welding certifications from companies like ISO and AWS
- Current and ongoing OEM training certifications
- Current and ongoing estimating system database usage and Procedural Pages (P-Pages) logic from Audatex, CCC, Mitchell
- Current and ongoing engineering education

- Current and ongoing professional association membership
- Peer-reviewed articles
- Speaking engagements
- Training engagements as the instructor

This will not happen overnight. It takes time to build your knowledge, experience and recognition in this field. One thing to remember is not to make such a big mistake that it ruins your career. Integrity is everything. Everyone makes a mistake or two, but don't be so off-base that it could prevent you from ever being hired again. Always remember that we are a small community and news travels fast.

If you want to get involved in becoming a PRI technician or rising up the ladder to a CDA, take it slow and study. Practice makes perfect. You will need to be proficient at photography, documentation, measuring (three dimensional, film thickness, tensile strength, etc.) and note-taking. All of these things will be used in the expert reports you will need to write.

PRIs will grow in prevalence as more and more vehicles with advanced high-strength steel (AHSS), aluminum or mixed material vehicles are produced. This is because many collision repairers are not investing in proper equipment and training, causing a rise in incorrectly repaired vehicles. PRIs are exposing the main issues in our industry, but they cannot address the solutions to ensure safe and proper repairs. Training, education and adhering to standard operating procedures (SOPs) are some places to start to ensure that proper repairs are being performed. ☐



LARRY MONTANEZ

is co-owner of P&L Consultants, which works with collision shops on estimating, production and proper repair procedures.

He is also a certified technician for multiple OEM collision repair programs.

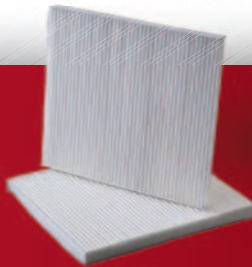
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Repairing Supplemental Restraint Systems (SRS)

When it comes to SRS, components must be replaced, not repaired

As a collision repair professional, you probably know that when a seatbelt is damaged, it must be replaced — it cannot be repaired. But, did you know that Toyota also recommends replacing any wire harnesses or connectors of the Supplemental Restraint Systems (SRS) that are damaged during a collision? During a collision repair, it is important to focus on safety when handling these components.

What is an SRS?

A Supplement Restraint System is a restraint system in a vehicle that acts in addition to a seatbelt. Airbags are the most common example of an SRS. The systems are often highly sophisticated, with electrical components that help them function properly. For the airbags to deploy properly, precision timing during a collision is vital. None of the SRS components can be damaged. They must be in good working order at all times for the communication from the collision sensors to the airbags to provide that “just in time” deployment.

The wire harnesses and connectors of the SRS cannot be damaged and unfortunately, they cannot be repaired.*



THE WIRE HARNESSES AND CONNECTORS OF THE SRS MUST BE REPLACED TO ENSURE THE ELECTRICAL CIRCUIT'S CONTINUITY AND PERFORMANCE AND MOST OF ALL, PROVIDE THE SAFETY OUR OWNERS EXPECT.

They must be replaced to ensure the electrical circuit's continuity and performance and most of all, provide the safety our owners expect.


Part numbers for SRS connectors and pins to repair them can be found in parts systems and wiring diagrams. However, just because part numbers are available, if damage is evident, these components should be replaced and not repaired.

*Unless the repair procedure is specified and published by Toyota, such as in T-SB-0069-12.

Look for clues

SRS components should be inspected thoroughly to determine if they have sustained any damage. Often, the damage will be visible. It is still very important to perform a comprehensive inspection to ensure the system is intact. Visual damage is not the only determining factor that SRS components need to be replaced. When you perform the Techstream vehicle health check

(also commonly known as a diagnostic scan) diagnostic trouble codes may appear and those need to be addressed.

For additional information, reference Collision Repair Information Bulletin (CRIB) No. 156, SRS & HV Wiring Repairs. The Collision Repair & Refinish training website (crrtraining.com) also offers more information and resources about performing these repairs. 



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PREPPING FOR THE FUTURE

EXPERTS WEIGH IN ON HOW TO CREATE A SHOP THAT CAN HANDLE ADVANCED MATERIALS

BOB KEITH // Contributing Editor

When I first sought to tackle this article topic, I thought the subject would be easy! Since the assignment is predicting the future, I thought I could just MSU (make stuff up). The more I pondered the subject and watched current headlines on rapidly changing technologies that we are facing as repairers, I changed my mind. This is a very serious subject for the industry to consider. I truly believe that the changes in automotive design, material usage, electronics and crash avoidance technologies are going to drive a “correction” in the collision industry.

I reached out to several industry colleagues who have their

fingers on the pulse of an industry that is in a state of rapid change. I think you will truly enjoy their insight into this subject.

I will now introduce my panel of experts:

- Mark T. Allen, Manager, Collision & Equipment with Audi of America, Inc.
- Jason Bartanen, Director — Industry Technical Relations with I-CAR
- Mark Woirol, Senior Manager with Tech-Cor Applied Research/Collision Repair Center
- Richard Perry, OEM and Strategic Account Sales Manager with Chief Automotive Technologies
- Rick Miller, owner of Wadsworth International

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Read on to hear their input on the future of materials, what is to come and what we need to do in order to be adequately prepared.

What can the industry expect in terms of vehicle design and material usage?

Bartanen: “We won’t be working on steel vehicles or aluminum-intensive vehicles in the upcoming years. We’ll see a lot more mixed-material vehicles, similar to the Cadillac CT6. Design engineers will choose the best material type for each application, based on design, safety and strength requirements. Additionally, higher-strength materials won’t likely be confined to the area directly around the passenger compartments; we’ll see higher-strength materials in the front and rear of the vehicles. The 1,500 MPa rear rails on the new Civic is an example of this.”

Allen: “The way that we, as manufacturers, are going to produce vehicles will be lighter, stronger and more decisive in controlling collision energy. This means many things. There will most likely be many different materials, different types of those materials, joined in as many different ways.”



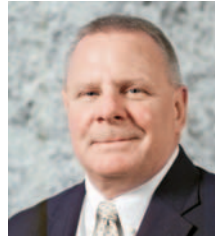
JASON BARTANEN

more mixed-material vehicles, similar to the Cadillac CT6. Design engineers will choose the best material type for each application, based on design, safety and strength requirements. Additionally, higher-strength materials won’t likely be confined to the area directly around the passenger compartments; we’ll see higher-strength materials in the front and

Miller: “We believed aluminum and carbon fiber was for the exotics and niche brands and models. However, what is experienced in these vehicles is finding its way into the everyday vehicle that will impact every shop in the collision industry.”

Woirol: “We are all well aware of the lack of repairability options for current advanced high strength steels. The next generation of AHSS is already in development. As vehicle manufacturers are tasked with producing more fuel-efficient vehicles, they will likely require new materials to further reduce weight while improving occupant safety. Metallurgists are now developing a ‘3rd Generation’ of AHSS. These steels are said to provide improved strength-ductility combinations while offering more efficient joining capabilities, in comparison to current high strength steels.”

Miller: “The increase in AHSS shows the lack of repair to the point where manufacturers need to look deeper at the repairability. Constructing a vehicle that is ‘easy’ to repair while keeping the insurance rates low and not totaling out is critical. To this end, the need to have modular-based repairs may come sooner than we think where a manufacturer creates collision im-



MARK WOIROL

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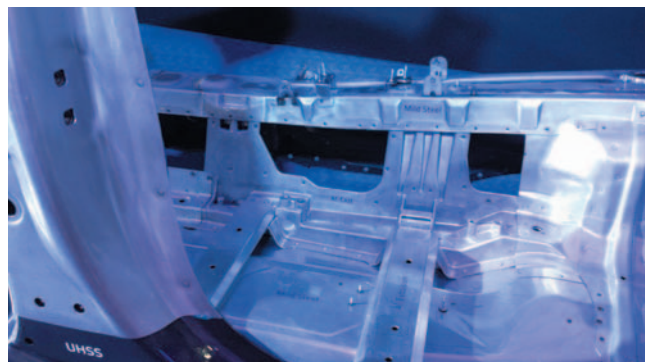
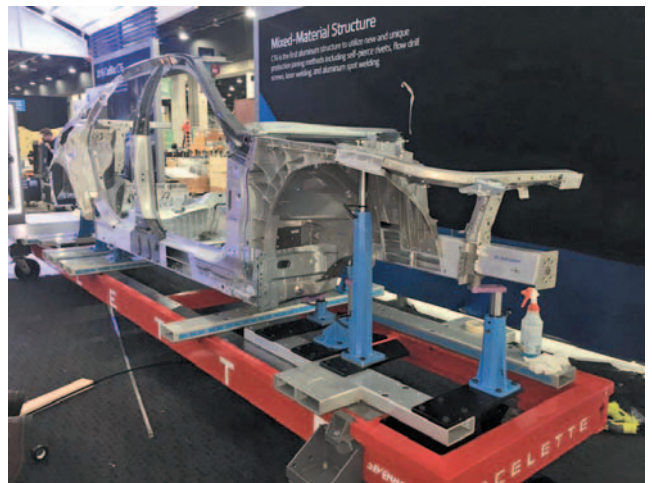
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THE CADILLAC CT6 structure

PHOTOS: LARRY MONTANEZ

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RICK MILLER

pact modules that will be joined (rivets, bonding, flow forms etc.) in sections. This approach will require a different skill set when removing and replacing the damaged area. Simply unbolt or remove the joining material set up on a jig and slide the new module into place (front, rear, side, corner, etc.). As long as the integrity of the safety cell is intact, the rest is a simple plumbing and electrical switch.”

Bartanen: “From a repair standpoint, we’ll be doing far less straightening — even more so than today’s limited straightening — and will be replacing a lot more parts than we have in the past. We’ll also be moving away from conventional GMA (MIG) welding, opting for spot welding, MIG brazing and rivet bonding (or other mechanical fasteners). This will require new tools, techniques and training for collision repair technicians.”

Allen: “Pulling will become less prevalent since controlled deformation of materials will not be able to be unwound; instead it will be replacement at the straightest/squarest point near a factory joint. Material identification by major type and



MARK ALLEN

subtype is essential. Because the materials being used will require more specific/designed ways of joining, there will be a higher need for special tools/equipment, adhesives and corrosion protection. Planning to use a welder, frame machine and hammer from the start of your career or business was a thing of the past in the late ’80s and will not be

an option. Instead, planning to replace tools/equipment on a regular cycle of every five to seven years is necessary.”

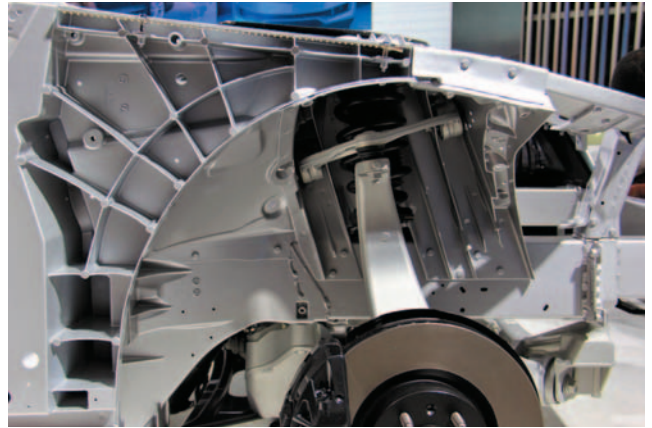
Woirol: “Besides tooling, infrastructure becomes extremely important and a continual process of upgrades.”

What repair needs exist around the electronic components that are on board today and advancing at a rapid pace?

Bartanen: “I believe the biggest change we’ll see is around the advanced vehicle safety and driver assist systems. Lane-keep, collision mitigation, adaptive cruise control, etc. systems will become the new norm on late-model vehicles. The collision repair diagnostics world is going to change dramatically and collision repair diagnostic technicians are going to be in demand. A scan tool will become an essential tool for collision repair facilities; in fact, it probably is already.”

Allen: “Collision avoidance, safety systems, infotainment and the connected car will also add to the complexity of repair and highlight the need to pre- and post-scan the vehicle.”

Perry: “Shops of the future will have more of this with maybe a clean room not just for aluminum repairs or carbon fiber, but also for electrical diagnostics and component repair or replacement.”



THE CADILLAC CT6 structure

PHOTO: LARRY MONTANEZ

Miller: “Electrical is where the constant elevated challenge rises with the ever-evolving need to cram the vehicle with safety and ergonomic technology. The sensitivity of this technology with zero-tolerance calibration (think collision avoidance) is in today’s vehicles and is set to increase with every model release.”

Woirol: “Crash avoidance and infotainment systems, vehicle connectivity equipment and the proliferation of sensor-based technologies may require advanced vehicle knowledge and sophisticated re-programming skills to be restored to proper working condition. Many OEMs are suggesting a requirement to complete pre- and post-repair diagnostic scans to determine the status of all vehicle systems. Is the current collision repair technician workforce adequately trained to perform these vital tasks and what knowledge base will be required in the future?”

What do you feel the challenges will be in ensuring an adequately trained technician workforce?

Bartanen: “Career and technical schools and colleges nationwide should be taking a serious look at incorporating diagnostics into their programs. Those that do will have great placement numbers in the upcoming years as proactive repair facilities add a role for this work.”

Allen: “Foundational, advanced and continued training will be imperative. Design and materials will put the tech back into technician.”

Woirol: “The industry is already experiencing a shortage of skilled technicians. What will happen to an already lean talent pool as the job demands workers with a higher level of education and technical proficiency? In a recent article, ‘U.S. News & World Report’ listed the top 100 jobs in the country based on specific criteria. As you might expect, collision repair technician did not make the list. An overriding concern for the future of the repair industry is how it will attract and retain knowledgeable, highly-skilled and qualified candidates in what is viewed as a blue collar profession.”

Perry: "Training for that technician would be direct from OEM training facilities or from industry-recognized groups that would meet OEM mandates."

The panelists provided some final comments on the industry and their expectations for the future.

Perry: "I see shops further moving into the direction of specialized repairs. Today we really do not see an estimator who is also the body tech, painter and detail person all in one. Most shops have gone to some degree of specialization

with a separation of repair techs and painters. Some have even gone further in separation of a paint prep person and a painter, a body tech and a

structural tech and even an aluminum tech. This is being done because of the advanced changes taking place, and no one person can keep up with the changes and be efficient at all of them, so we now have specialized technicians. You have specific areas within the shop or other buildings where these specialized repairs are taking place. You might have a tech/engineer in a room with a 3D printer making replacement parts off of an OEM cad sheet for trim pieces, emblems or who knows where we are headed."

Woirol: "Future concerns aside, the current lack of specific OEM repair procedures is becoming increasingly problematic. Many repairers are reluctant to perform structural repairs on a collision-damaged vehicle without a published OEM repair process in hand. In effect, the vehicle becomes non-repairable,

leaving insurers with no option other than to declare the vehicle a total loss. This situation obviously has financial implications for the repairer, but also has a negative impact on the vehicle owner, parts wholesaler and insurer."

In order to stay alive, today's shop is going to have to invest in equipment advances and upgrades, continuous learning and people on a consistent basis. We are truly engaged in an evolution in collision repair, and I believe that the shop that keeps its head in the sand and assumes that they can do business as usual will be extinct in the near future. ❏



RICHARD PERRY



BOB KEITH is AAM Senior Director — Operations Training for CARSTAR Franchise Systems, Inc., and a co-owner of two CARSTAR franchises in Kansas. bkeith@carstar.com

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TIM SRAMCIK // Contributing Editor

Doors might be the Rodney Dangerfield of the automotive industry — they get no respect.

Turn the clock back a decade or two and motorists were complaining about cheap, tinny doors on many economy vehicles. Others bemoaned the way-too-heavy doors on some domestic coupes and luxury sedans that were difficult to open and close. When they were damaged in a collision, doors regularly had to be replaced wholesale, driving up repair costs greatly.

Engineers set to work on resolving these issues with some pretty significant results. Gone are most of the complaints about fit and weight. Today, even the doors on many economy vehicles resound with the satisfying thump, once reserved for only more

expensive models. Doors also provide even better passenger protection and, though more technologically complex, survive collisions in better shape and are both easier and less expensive to repair. Yet, with all the upgrades, automakers rarely sing praises about these advances. Repairers have naturally moved on to more pressing repair challenges.

It's time to pay doors their due. Here's a look at the most updated repair instructions for some of the most common door damage issues, including skin and glass replacement and scratch repairs.

Door skin replacement

The following steps, supplied by 3M, outline a general door skin removal and installation. This can vary from one vehicle model to another, so always refer to the OEM instructions first.

Removing the door skin

Step 1. Pre-wash/clean the vehicle before disassembly. This should include power washing the undercarriage area near the repair. Cleaning before disassembly prevents contaminants from spreading to the inside of the door.

Step 2. Remove the associated trim and other parts. Use a

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PHOTO: GM

AUTOMAKERS TEST DOORS coming off factory lines to ensure proper fit and function. Doors have become more sophisticated over the past two decades, but remain durable.

molding removal tool to detach the side moldings and emblems. Set them aside in a safe place so that they can be reattached later.

Step 3. Grind the hem flange. Use a grade 60 fiber-backed abrasive disc to grind the outer edge and separate door skin from door frame.

Step 4. Remove the spot welds from the hem flange. Use a grade 36 file belt to remove the spot welds attaching hem flange to door frame. Be careful to grind only the top panel. Avoid cutting into the host/interior panel. Next, separate the hem flange material from the backside of the door.

Step 5. Remove spot welds from the door skin. Use a grade 36 file belt to remove any spot welds attaching the door skin to the door frame. Again, be careful to only grind top panel. Avoid cutting into the host/interior panel.

Step 6. Remove the door skin. Separate the door skin from the door frame. Use a putty knife to help separate skin from adhesive and NVH material on the intrusion beam. You might need to apply heat to soften the NVH. Try to maintain the original NVH material as much as possible.

Installing the new door skin

Step 1. Prepare the door frame. Use a grade 80 abrasive belt to remove the remaining weld nugget material from the door frame. Clean and prep remaining mating flanges on door frame with a coarse abrasive belt.

Step 2. Clean the door frame and replace the panel mating flange areas with a VOC compliant surface cleaner. Scuff the replacement skin mating flange areas using an abrasive pad.

Step 3. Dry fit the replacement panel. Complete any necessary metal straightening at the flange areas. Remove the door

skin to prepare the adhesive application.

Step 4. Apply replacement NVH material at original locations on intrusion beam.

Step 5. Apply the bonding adhesive. Re-clean the bonding surfaces with a VOC compliant surface cleaner. Apply adhesive to the door frame, covering all bare metal areas. Apply an additional bead of adhesive at mating flange areas to ensure proper bond line thickness.

Step 6. Install the replacement door skin onto the door frame. Use a hammer and dolly to crimp the hem flange. Clamp as necessary. (For aluminum panels, follow the OEM recommended flanging procedures.)

Step 7. Follow the recommended adhesive clamp and cure times. Use a VOC compliant cleaner to remove any adhesive squeeze-out from hem flange area.

Step 8. Seal the seams. Re-apply seam

sealer to the hem flange as required using general seam sealing guidelines.

Glass replacement

Even if you outsource windshield repairs, there's a good chance your shop still replaces door windows. General guidelines for glass replacement are listed here. Always refer to OEM instructions and take extra care to be on the lookout for hard-to-spot screws and clips and to store them properly so they won't be lost. Also, be sure to wear gloves throughout this work. You could be removing broken glass shards and handling existing and new glass that could shatter in your hands.

Step 1. Remove the inner door panel. This is one area for which you will particularly need to refer to manufacturer guidelines. This step often begins with the removal of trim surrounding electronic controls, possibly along with armrests and other trim. From there, disconnect any electronic plugs. Most late-model cars with power windows will require you to unhook the quick-disconnect plugs delivering power to and from the window switches mounted to the inner door panels. (Note: If you will be disconnecting electronics, you may need to disconnect the battery at some point.) Pull the panel off and set it to the side.

Step 2. Carefully peel back the plastic air and vapor shield. It will need to be re-installed later.

Step 3. Remove any glass remaining in the window. Remove the screws or bolts connected to the bracket(s) holding the glass in the window channel of the lifter assembly.

If much of the existing glass remains, carefully slide it upward until it clears the channel of the lifter assembly. Then, slowly slide the glass through the bottom of the door frame at an angle. Ask for assistance, if necessary, particularly for larger windows.

Examine the area for any remaining shards of broken glass, particularly in the glass running track. Remove any shards you can reach. Vacuum out the remain-



PHOTO: GM

THE DOOR SKIN HAS BEEN removed here to reveal inner working of the power windows. Note how the glass is bracketed in place. During glass replacement, screws/bolts in the bracket will need loosened to free the old glass and fit the new.



PHOTO: CAPITAL SHINE

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der of the door interior.

Step 3. Adjust the window-height-regulator mechanism to the service position by either raising or lowering it. At the correct height, the screws or bolts holding the glass to the regulator will align with the access holes in the steel. Once again, examine the area for any broken glass and remove any.

Step 4. Install the replacement glass.

Slide the glass down into the door channel. Tilting it forward will provide clearance allowing the glass to slip into the run channels. If you're having difficulty, try dropping the shorter side in first at nearly a 90-degree angle. From there, attempt to catch the long side of the glass in its track and then rotate the short side up. This may take a few attempts. You also might need to ask another tech for assistance.

Warning: Never attempt to force the glass into place. Doing so could shatter it. In addition, having to force the glass is a sign you're not performing this step correctly. If you continue having problems, re-examine the OEM repair steps for more information.

When the glass does fit into place, attach it to the brackets with the screws or bolts and tighten.

Step 5. Test the window operation, making sure it moves smoothly from one stop to another. You may need to adjust the front run channel position until the window operates properly.

Step 6. Put the air and vapor shield back into place. Reinstall the inner door panel, making certain to use all the screws, bolts and any clips that were removed.

Scuffs and scratches

Because of their location, doors often receive the bulk of ugly scratches and

scuffs — sometimes even more than bumpers. Damage that extends beneath the clearcoat can require some significant repair work. More common is paint damage your detailing department can handle, usually at a cost attractive to many motorists and with some worthwhile revenue for your business.

New aftermarket products have greatly sped up this work. The following steps from 3M outline a scratch removal service that your detailers could be performing today.

Step 1. Clean the repair area with car wash soap and water. Dry completely with a clean, dry cloth. Place masking tape over any adjacent door handles, mirrors, molding, decals, bumpers and panels.

Step 2. Spray water on the repair area and on a 3,000 grit abrasive square. Sand the immediate area of the scratch, confining the work to a 4" x 4" area around the scratch. Next, gently sand the scratch

area by hand with light-to-medium pressure using the opposite side of the square. Note that a white slurry or light foam will appear, indicating the abrasive is reducing the scratch.

Step 3. Frequently wipe the sanded area with a paper towel, approximately once every 10 seconds of sanding, to determine if the scratch has been removed. If the scratch is still visible, spray the area and abrasive square again with water and continue sanding. Note that the area being sanded will become dull during this step. The gloss will be restored during compounding and polishing steps.

Step 4. Examine the repair area from multiple angles to ensure the original scratch has been removed completely. Once the scratch is no longer visible, wipe the area with a clean, dry towel.

Step 5. Attach and center a compounding pad to an orbital sander or the disc pad holder on a drill (some scratch removal

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kits feature pads meant for a drill). Place a quarter-sized amount of rubbing compound onto the pad. Also smear the rubbing compound with the pad over the sanded area. This reduces splatter.

Caution: Do not continuously compound in one place. Doing so builds up excessive heat that will lead to product smearing, handling issues and paint damage.

Also, be careful around door handles, mirrors, bumpers, and adjacent panels. The side of the disc pad holder and the edge of the loop material on a compound pad can scratch or damage paint.

Step 6. Buff the repair area, extending beyond repair by approximately the width of the compounding pad. This ensures all scratches are removed from the surface.

Use light-to-medium pressure at a comfortable speed, with just enough pressure to compress surface of the com-

pounding pad. While buffing, hold the pad flat against the surface and buff using up/down and side-to-side motions to ensure all sanded areas are compounded.

Reduce pressure as the compound dries and the shine is partially restored. Repeat application if any scratches or hazy/dull areas remain visible.


Step 7. Use a clean, dry cloth to remove any remaining rubbing compound from the surface. If any compound smears or sticks on the surface, spray with water and wipe with a cloth.

Step 8. Apply a scratch remover polish. The application steps will differ by vendor, but often you can repeat the compounding steps, this time using an application pad and the remover polish.

Smear the scratch remover over the repair area to reduce splatter. Use care around door handles, mirrors, bumpers and adjacent panels. Polish beyond the

repair area by approximately the width of the pad to remove all scratches from the surface. Reduce application pressure as the scratch remover dries and the desired shine is achieved. Repeat application if necessary.

Buff the repair area by hand with a clean, dry microfiber cloth to remove any remaining remover left on the surface. Complete the repair with a coat of wax.

Doors take a beating during the life of a vehicle. The fact that they're a movable part is a testament to their durability. With the right care and proper repairs, they can keep looking good and doing their job trouble-free during the long haul. 



TIM SRAMCIK has written for *ABRN* and sister publications *Motor Age* and *Aftermarket Business World* for more than a decade.
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Let Us Protect Your Most Important Tools – YOUR HANDS®

When Andy Cohen and his talented crew, from popular TV show Junkyard Empire, are hunting for valuable parts and restoring vintage classics, they rely on Adenna Inc.'s synthetic and rubber latex gloves to protect their hands.

"My guys LOVE Adenna gloves, they have tons of choices, and they're very durable. We worked on our newest build for two hours working with fiberglass and not one of us were itching or scratching the next day. I'd recommend these to anybody!"

- Andy Cohen, TV Host of Junkyard Empire

Adenna Inc. offers over 20 different styles of disposable gloves manufactured to the highest quality standards to ensure exceptional performance, protection, fit and comfort for automotive professionals. Our synthetic and latex gloves are the superior choice when protecting

against solvents, acetone, paints, chemicals, and other hazardous materials.

Adenna Gloves also minimize cuts, burns, and abrasions on your hands, while keeping them healthy and clean.

Watch actors / models Sarah Schreiber and Casey O'Keefe introduce Adenna gloves and discuss hand protection in our professionally film video series on Youtube.com and Vimeo.com at <https://vimeo.com/adenna>

Our gloves are available from distributors nationwide including Matco Tools, Interstate Batteries, Basics Etc., Crest Industries, dealers of National Oak Distributors, Inc., Harley Automotive, Fastenals, etc.



Come visit us at the upcoming NACE | CARS and SEMA trade shows. We are also a proud member of SEMA and SEMA Co-Op.

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Transforming the future.

AkzoNobel creates everyday essentials to make people's lives more liveable and inspiring.

As a leading global paints and coatings company and a major producer of specialty chemicals, we supply essential ingredients, essential protection and essential color to industries and consumers worldwide. Backed by a pioneering heritage, our innovative products and sustainable technologies are designed to meet the growing demands of our fast-changing planet, while making life easier.

When it comes to vehicle refinishes, we are a leading supplier of products, color technology and state-of-the-art business services for the automotive and commercial vehicle repair industry. Our portfolio of well-known brands includes; Sikkens, Lesonal, Wanda, Sikkens Auto-coat BT, and U-TECH.

We realize paint has to be more than

just paint. That's why we develop market-leading products and technologies that not only offer world-class functionality and performance, but also provide customers with products and services that help reduce waste and energy use and maximize productivity.

When it comes to color matching, we have been revolutionizing the industry since the 1970s. In the 90s, we led the Vehicle Refinish world in digital color matching with the launch of the industry-first, award winning spectrophotometer, Automatchic. Since it is a never-ending evolution of discovery and innovation.

Today, we use industry-leading digital tools to revolutionize our customer's businesses and the way they work. By "going digital," we are helping our cus-

tomers evolve; delivering greater color accuracy, better color results faster, reduced repair cycle times and greater efficiencies all-round.

Consistently ranked as a leader in sustainability, we are dedicated to energizing cities and communities while creating a protected, colorful world where life is improved by what we do.



AkzoNobel

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Driven by passion, built to be faster, tougher and brighter

Built for Performance.

At Axalta Coating Systems, we're driven by the belief that singular focus is the key to exceptional performance. That's why we're dedicated to the science and technology behind coatings. In every measure and every way, our goal is to be faster, tougher, brighter.

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From start to finish, the people of Axalta are driven by something bigger. We're engineers and scientists who specialize in discovery — constantly working to advance coatings, tools and training designed to drive better performance for all of the customers we serve.

We're also manufacturers who uphold the highest quality and sustainability standards to create brilliant products for a new era.

And we're experts in the field who will

always go one step further to support our customers. At Axalta, our passion for coatings truly colors everything we do.

You can have any color you like. So long as it's brilliant.

Axalta's goal is to be a valuable and trusted source for automobile color design and for the products and application tools that can help reduce the time it takes to apply paint. Our relationship with the industry remains steadfast.

Every day, around the world, Axalta develops and delivers coating systems for leading light vehicle OEMs and thousands of collision and repair refinish shops. Our goal is simple — to deliver performance that exceeds expectations. We strive to create consistently high-quality products that keep operations moving smoothly and application procedures simple. Our Cromax[®], Spies

Hecker[®] and Standox[®] product lines, among other brands, are formulated to enable our customers to succeed.

Axalta is finding sustainable solutions. Always.

We know our customers care about the environment and so do we. Our products, the results they deliver and the way we make them are designed with the environment in mind. But we're not stopping there. Every day, we look toward the future with renewed energy and optimism because we are built for performance.



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QuickJack portable lift great addition to body shops

Make paint booth operation and detailing easier with QuickJack!

Body shop paint booths tend to be tight on space. Luckily, QuickJack can service your shop in a way that has been impossible — until now! With a low 3" collapsed profile and frames only 62" - 72.5" long, QuickJack can be easily rolled into virtually any paint booth. Stop bending, straining and crouching to get to the bottom of vehicle chassis.

QuickJack's power supply is external,



which means you can leave the power supply outside the paint booth, safe from paint and connected by leak-proof hydraulic hoses with a range of 150'. QuickJack doesn't spark during operation, so there's ZERO risk of igniting volatile paint fumes while you raise and lower it.

Until now, getting a lift in and out of most paint booth areas has been impossible. QuickJack lifts to 20" in just 30 seconds, so you can get it into your work area, finish your work and stow QuickJack with no hassle. This means a more efficient, more profitable shop.

Additionally, QuickJack is great for detailing work. It's super-portable and can be set up faster than virtually any lift available today. Small and big jobs alike are no hassle. And of course, if there's any other maintenance you need to get



done, QuickJack has no cross beams and boasts a clear undercarriage for you to work under. QuickJack is an amazing tool that every body shop can use daily.

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If you use a spray booth, prep station or mix room... stop now. Read this.

Technology equals productivity

"The Air Speed System helps our paint come out cleaner and faster; our production is up over 50 percent," says Dave Clark, owner, Downtown Autobody, Maryville, Tenn.

Energy efficiency saves money

"We were sold on the Heat Recuperation and Air Speed/Waterborne, Hi-Solid Flash-Off systems. No extra fans or blowers needed," says Dave Olender, owner, Olender's Body Shop, Vernon, Conn.

Quality construction

"We chose Blowtherm based on product, service and quality; and their footprint as the premier manufacturer of spray booth systems," says Christian Nogueiras, president, Red Hill Collision, Costa Mesa, Calif.



Longevity

"Twenty five years later and still performing like the day I bought it," says John Roper, owner, Cutters Auto Body, Tewksbury, Mass.

Performance means profitability

"My painter is getting more production and up to 50 percent more efficiency out of the Blowtherm booths. Our cure time and energy use are down considerably," says Scott McDaniel, owner, Scott's Custom Colors Inc., Terre Haute, Ind.

Protect your company's good name

"We have to deliver a first-rate product. Blowtherm spray

booths make that happen," says Larry Newman, body shop manager, Land Rover of Dallas, Texas.

Do the research. Make a smart decision.

"I looked at every spray booth around; Blowtherm was the best decision," says Mark Kowalski, president/owner, Marksmen Auto Body, Brunswick, Ohio.

You've read what Blowtherm-USA can do. Now it's up to you. We look forward to helping your business grow.



BLOWTHERM USA

(855) 463-9872

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CAPA: Helping you locate quality crash parts

Poor fit, incorrect materials, lack of galvanizing, missing or misplaced welds, failure to meet federal safety standards — there's no end to the shortcomings of inferior crash parts. Or the problems they can cause

That's why over 29 years ago CAPA invented the testing of crash parts for the auto industry.

Serving in the public interest

Thoroughly independent, non-profit, with no vested interest, CAPA is uniquely qualified to provide the reliable, objective evaluation auto body professionals, insurance adjusters and vehicle owners need to identify and assure the suitability of high quality replacement parts. Parts that fit, perform, wear, and are every bit as safe as the parts they replace.

Science doesn't lie

CAPA's comprehensive testing program

includes more than 50 rigorously applied scientific tests, from Optical Emission Spectroscopy and Inductively Coupled Plasma for metals to Differential Scanning Calorimetry Testing for plastic and foam, even Crash Testing for bumpers. Science separates fact from marketing.



Only the fittest survive

Only parts that survive this battery of tests earn the distinctive yellow and blue CAPA Quality Seal that identifies them as CAPA Certified. The result is true comparability to the car company brand part in virtually every category from hoods to weatherstripping, from bumpers to headlamp assemblies. To date, over 66 million replacement parts have earned CAPA Certification by meeting or exceeding CAPA's stringent quality standards.



CERTIFIED AUTOMOTIVE PARTS ASSOCIATION

1000 Vermont Avenue NW, Suite 1010

Washington, DC 20005

Phone: 202-737-2212, Fax: 202-737-2214

CAPAcertified.org

ChemSpec USA, LLC. Next generation paint and coatings

ChemSpec USA, LLC. is a global manufacturer of premium coatings for the automotive, fleet and industrial markets. The company is centrally located in Orrville, Ohio and was established in 1976. Their business is built around understanding their customers' needs and delivering high quality, performance products without the high price tag.

Brands

ChemSpec offers a wide array of brands ranging from their METALUX[®] Premium Automotive Coatings System, to MONTANA[®] BIG SKY[®] Specialty Refinish products, to their METACRYL[®] High Performance Topcoat System. Metalux[®] is their flagship automotive range and offers a compact set of toners with the capability

of matching over 170,000 colors. This basecoat system features the highest quality primers, basecoats, clears, hardeners and accessories for an accurate match and finish every time.

Color support and 4LIFE warranty

The Professional Color Selector[™] includes over 14,000 sprayed-out, painted chips making it one of the world's largest color swatch collections. Coupled with the EasiMix Professional[™] color software, they're making it easy for refinishers to find and match color with a higher level of accuracy. ChemSpec stands behind their product with the 4LIFE lifetime warranty ensuring their customer's trust and confidence in their branded products.

New mindset — new results

ChemSpec USA's belief in building close relationships with their customers is the key to their success. Realizing their purpose through their customers in everything that they do — their products, service and training. This philosophy is making long lasting relationships easier and more profitable for their customers and their business.

With ChemSpec USA, you get Unyielding Performance and Unbeatable Value — The Winning Combination!



CHEMSPEC USA

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Your local resource for structural repair solutions

When it comes to total structural repair solutions — equipment, installation, training, vehicle repair data, technical support and plain no-nonsense advice — look no further than your local Chief distributor. With more than 40 distributors in North America, there's one near you. They can supply you with equipment, upper and lower body data specifications and instruction on how to properly identify collision damage. Your Chief distributor can also provide the tools to repair structural damage through pulling the frame, sectioning, replacing parts, and various joining methods, as well as the computerized measuring systems that let you document damage and repairs.

All tools of the trade you need

Through its distributor network, Chief offers the most extensive line of OEM-approved collision repair equipment,

including frame racks and benches, Live Mapping[™] computerized measuring systems, holding and anchoring systems, joining equipment and fume/dust extractors. Safely join and separate advanced materials with Chief welders, plasma cutters, rivet guns and debonding equipment. If you need equipment for any structural repair, and you want the most sophisticated equipment available, your Chief distributor can get it for you — and fast.

In collision repair, there's no substitute for knowledge

Your Chief distributor can put the best vehicle dimensional data in the business at your fingertips with Chief's Thunderbolt[™] Specs. You will have upper and lower body data for thousands of domestic and import vehicles, increasing the accuracy, reliability and profitability of every repair. And only Chief offers the most up-to-date



hands-on training in the industry through its Chief University collision repair school.

All over North America, from the smallest shop to the largest multi-shop operator, for all your structural repair needs, your local Chief distributor has your back.



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A damaged reputation is hard to repair

MoparRepairConnection.com provides complimentary online collision repair technical reference publications for professional technicians. Featuring a library of body repair manuals, FCA US LLC position statements and technical publications, the website helps your shop get the job done right the first time.

Body repair manuals

Body repair manuals for Chrysler, Dodge, Jeep®, Ram, SRT®, and FIAT® vehicles are viewable online and cover complete panel removal and installation procedures, weld locations, the types of welds for each panel and proper sealers.

Position statements

FCA US LLC Position Statements are posted on the site. They are great resourc-

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es to use in discussions with insurance adjusters, covering structural repair parts usage, salvaged air bags or other salvaged restraint system component usage, use of heat during repair, replacement seat covers and seat cover repairs, reconditioned wheel usage and more. Check out the latest position statement covering scan tool use for proper collision repair on MoparRepairConnection.com.

Technical references

Not sure where to cut? Refer to the Structural Sectioning Procedure Guide containing frame dimensions, a weld chart and

more. The Nonstructural Sheet Metal Guide sets in motion the groundwork for repairing body panels, and the Weld Bonding Guide outlines materials, procedures and technology to help you restore the vehicle to its original OEM condition.

When dealing with paint bleeding, blistering, chipping, clearcoat erosion, cracking and rust, refer to the Paint Condition Guide for an overview on how to address these adverse conditions. A list of approved refinish paint suppliers, materials and systems to be used is published in the Refinish Paint Suppliers and Paint Materials/Systems Guide.



MOPAR

www.MoparRepairConnection.com

Join us in supporting the industry's future

Industry donations help us in supporting high school/college collision students

The Collision Repair Education Foundation is the industry's exclusive 501c3 charitable organization and through monetary and in-kind donations, we support high school and college collision school programs, students and instructors across the country. Since 2009 the industry has gone from providing \$300,000 in donations to over \$50 million since then, while returning 90+ cents of every dollar donated back to the schools. Through this support we are able to provide collision student scholarships, tool/equipment grants, instructor training, school grants, and much more.



To complement the monetary and product donations, the Education Foundation is now helping to bridge the gap from the student's technical education and industry employment by scheduling collision career fairs around the country and facilitating a collision student resume database. Upcoming initiatives include helping to ensure students are proficient in collision repair entry-level tasks and promoting this industry as a viable career option to parents and school counselors/administration.

High school and college collision school instructors around the country

continue to face limited program budgets and low enrollment. Now more than ever is additional industry support needed to ensure productive entry-level students are graduating from these technical programs. If you aren't already supporting local collision school programs through the Collision Repair Education Foundation, please contact us to learn more.

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www.CollisionEducationFoundation.org
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The next generation abrasives for today's paint technology

Eagle Abrasives, Inc by Kovax offers a wide selection of top quality coated abrasive products for refinishing in autobody repair, woodworking and industrial fields.

Since its inception in 1930, Kovax Corporation has played a leading role in the abrasives manufacturing industry. By adhering to rigid quality control standards and research, Kovax is now recognized as one of the most respected and reliable specialists in the industry.

As finishing technology continues to advance, quality demands in coated abrasives are higher than ever before, especially in the fine sanding area. Besides the longevity and cutting speed in sanding products, a uniform finish with shallow scratches is essential for today's New Generation painting technology. Introducing...

Super Assilex - DRY

A dry sanding medium that provides



speed, uniform coverage and an extremely shallow sanding pattern. It prevents irregular scratches that can be caused by non-woven products or the risk of over-sanding by standard abrasive sheets.

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The most advanced system for removing dust nibs on topcoat finishing. Utilizes state of the art Dry Lube technology to prevent loading. Speedy and extremely uniform fine finish can be removed easily by

Bulex or micro finishing compounds. Instant scratch monitoring is possible thanks to a completely dry application. Ideal for Waterborne and High Solid paint systems.

Super Bulex - DRY

An innovative dry sanding and polishing system that cuts long buffing time by 50% or more and removes topcoat-sanding scratches effectively and efficiently. The finish left behind by Bulex can be polished easier than grit P3000. Bulex has proven that compound polishing processes can be largely reduced, thus achieving the best finish in the shortest time.



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High-quality, proven solutions for improving your paint shop

More than 130 years in the industry

Global Finishing Solutions (GFS) was formed with the merging of some of North America's most prominent paint booth manufacturers, including Binks, DeVilbiss, JBI and Team Blowtherm. With roots in the automotive collision repair industry dating back over 130 years, GFS has decades of experience in designing and manufacturing some of the most technologically advanced finishing environments in the world.

Design & engineering capabilities

GFS has an expansive design and engineering staff unlike any other paint booth manufacturer. An in-house engineering



team — consisting of electrical, mechanical and structural engineers; code compliance specialists; software developers and systems designers — has the ability to design standard and custom equipment that exceed customer expectations.

Innovation and continuous improvement

Dedicated to innovation, Global Finishing Solutions continues to improve its current product line and develop new products to meet the market's ever-changing needs. GFS' newest offering, REVO Accelerated Curing Systems were developed to meet the market's need for a faster, high-quality cure in the paint shop. To continue to bring

high quality, proven innovations quickly to market, GFS invested in a new Center for Excellence facility. The 80,000 sq. ft. facility will house a state-of-the-art training and product R&D center.

A vertically integrated manufacturer

All of GFS' products are fully designed and manufactured in its Osseo, Wisconsin facility. With more than 200,000 square feet of manufacturing space and state-of-the-art equipment, GFS has the capacity and talent to build booths from scratch. Virtually every part of the product line is built in-house, including the cabins, control panels, ductwork and lights.



GLOBAL FINISHING SOLUTIONS

800-848-8738

www.globalfinishing.com

Quality performance built to last

UniCure has been providing the collision repair industry with a dependable product since 1980. Located, in Nashville, Tennessee, we offer standard spraybooths from crossdrafts to super-downdrafts.

We also build a complete line of truck booths, prep stations and paint mix rooms, all American Made. UniCure will custom design a system to your special

needs and specifications. We offer a full parts and service department to take care of any situation.

What we do

The UniCure line of Spraybooths, Prep Station, Mixing Room, and Custom build booths are designed with the latest technology. Through extensive research and development, UniCure has designed these products with the flexibility to meet your installation requirements.

We at UniCure have an extensive line of products available but can custom build to suit your specific needs. We stay on the cutting edge of technology but ensure our products are de-

signed with the ease of serviceability to minimize downtime if an issue occurs. We understand what downtime means to you and your customers. We have a full staff of company trained installers and a fully stocked service department at the ready if such an issue arises.

We look forward for an opportunity to earn your business. Call a name you can trust to stand behind their product prior, during, and after installation.



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A single source for all your automotive refinishing needs

In 1928 The Martin Senour Company became the exclusive supplier of refinish products to the National Automotive Parts Association (NAPA). The Martin Senour Company provides a complete line of advanced technology paint and coatings systems for automotive and fleet refinishing, industrial and manufacturing customers.

Distribution

- 6,100+ NAPA AUTO PARTS Stores nationwide
- 60+ strategically located distribution centers servicing all 50 states
- Over 465,000 parts and accessories for automotive and industrial applications, which is the most extensive inventory in the industry

Paint Store in a Parts Store

- Your trusted parts



store is now your trusted paint store

- NAPA is your single-source for ALL your automotive needs

Products

- Vortex[®] Premium Waterborne Refinish system is an easy to apply, fast-drying system designed to perform like a traditional solvent system.
- Tec/BASE[®] Premium Refinish System is formulated to achieve superior performance, excellent color match and high productivity.
- PRO//BASE[™] Refinish System is a mid-tier solvent borne basecoat color system that fulfills a unique position in the marketplace by providing both National Rule and 3.5 VOC options.

Services & Programs

- Business Consulting

offers custom tailored analysis and business solutions to help optimize collision repair operations.

- Collision Repair Design Service (CRDS) assists collision facilities in workflow efficiency and space utilization.
- Best Demonstrated Practices (BDP) provide instructions to illustrate recommended usage of Martin Senour products.
- NAPA AutoCare Collision Center Program provides access to the largest network of independent mechanics and the tools to build a best in class repair facility.



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Orio: providing Saab Original Parts

For 70 years, Orio has been the sole distributor of Saab Original Parts. No other company can say that.

When a customer comes to your business, they expect great service and reliable, warranty backed parts. By aligning with Orio, you provide the promise and commitment to the Saab community that they've come to expect as a proud Saab owner.



Orio provides service centers, repairers and workshops with the parts they need to keep more than a million Saab cars worldwide in excellent condition. Our state of the art logistics and parts distribution center is based in Bethlehem, Pennsylvania. We stock over 50,000 genuine and aftermarket spare parts and accessories while providing supporting services for our service center network. And as always, all Saab Original parts we sell are covered by a 24-month/24,000 mile limited warranty.

At Orio, we have built many strong relationships with our manufacturers, and as a result have strengthened our buying power. This allows us to share these preferential margins with excellent terms and conditions directly with you. Your customers will appreciate that they can get original factory parts without pay-

ing a premium for it. And you'll appreciate that customers will continue to come back.

With Orio at your side, you'll have the advantage over the competition; easy access to genuine parts, competitive pricing, technical support and a streamlined digital fulfillment system all working together to give your service center the upper hand. To register, visit orioautoparts.com



ORIO
www.orioautoparts.com

Productive solutions for every need

Under a guiding mission to continue to be the world leader in coatings, PPG has served the automotive refinish community for over 111 years, with a complete range of products, services and expertise. Today, PPG continues to play an indispensable role in serving collision centers worldwide.

Technology, training & color support

PPG offers a results-driven portfolio of refinish technologies to help customers meet high expectations for color matching accuracy and throughput performance. As the industry moves forward with environmentally progressive refinish systems, PPG's innovative waterborne technology leads the way. The AQUABASE[®] Plus and ENVIROBASE[®] High Performance brands, featuring anti-settle toners, have become the systems of choice for 10,000 shops across North

America, and some 31,000 worldwide.

Technician training and collision center operational improvement are also important components of their mission. Last year PPG trained over 16,000 painters and shop personnel in the latest application techniques and coatings technology. The PPG MVP Business Solutions team has educated thousands of owners and managers on how to effectively increase their shop productivity and profitability, and leads the way in the practical application of Lean Six Sigma for collision repair.

To ensure accurate color matching across all product lines, the PPG color network manages a color documentation program spanning four continents. Each year over 40,000 entries are added to their database that already contains more than 2,000,000 prime and variant formulas. Supporting this robust color database, PPG is



continually advancing its paint management and color tools, such as the comprehensive PAINTMANAGER[®] software.

Investing in tomorrow

With performance coatings as its core business, PPG is committed to ongoing investment in coatings research and development to ensure the long-term success of its refinish partners.



PPG
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Quality Collision Repair Products

Pro Spot International specializes in quality welding and repair products for the collision repair industry. Pro Spot owns three patents for special welding equipment and works with the majority of the largest auto manufacturers in the world. Pro Spot is a proud MADE IN THE USA manufacturer in Carlsbad, CA. The turn-key facility includes Engineering, Machine & Sheet Metal Shops, Powder Coating, As-



sembly, Training and Technical Support.

Pro Spot Training and Service

Pro Spot provides on-going training to all of our distributors and their technicians, therefore, all owners of Pro Spot products receive complete training firsthand. Pro Spot has two ASE certified training programs that are I-CAR alliance approved. Pro Spot also has a training facility at its

headquarters in Carlsbad, CA for groups to train on any and all products. Pro Spot also offers their unique My.ProSpot.com, which includes interactive training courses for shops and technicians to access online, and is an ongoing source of information on the industry.

Pro Spot Products:

- Resistance Spot Welders (STRSW)
- Battery Operated Spot Welders
- Aluminum Repair Equipment
- Dent Repair Tools & Equipment
- Weld Stations
- MIG Welders
- TIG Welders
- Self-Piercing Rivet Guns
- Plasma Cutters
- Plastic Welders
- Fume Extractors
- and more...

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Your partner in service, support and products

When you choose a paint supplier, you are not just selecting the source for your paint and material needs. You are choosing a PARTNER that should provide the best service, support and products. With nearly 100 years of refinish coatings experience, Sherwin-Williams is the right partner for you. What sets us apart from other paint companies is that we service your shop directly with company trained experts through over 190 company owned branches.

With both the AWX Performance Plus™



waterborne and Ultra 7000® solventborne premium basecoat systems, we have the right solution for your productivity, equipment and climate needs. When you combine our premium basecoats with our patented, HP Process™ primers and clearcoats, you will not only be able to meet customer and insurance expectations, you will be able to exceed them.

The HP Process™ primers and clearcoats have Air-Dry Technology that allow them to dry in 15 minutes at 75° F. That means you get fast results without even having to turn on the bake cycle, saving you time and money. When used with one of our premium basecoat systems, you can complete 1-3 panel repairs, from "Prime to Shine" in 40 minutes or less.

In addition to our highly productive paint products, we also distribute all the equipment and associated products that

OFFICIAL AUTOMOTIVE PAINT OF



your shop needs to get the job done right. This unique approach is particularly valuable if you have multiple locations. Through our distribution model, you will receive premium, standardized service (e.g. billing, replenishment, product offering, training) for all your locations, delivering a consistent, repeatable and reliable experience.



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NASCAR® Inc. is a registered trademark of the National Association for Stock Car Auto Racing, Inc.

Spanesi is your one-stop solution for collision repair equipment

Spanesi is your one-stop solution for collision repair equipment, including:

- Structural Repair Benches
- Spanesi TOUCH Measuring System
- Fixture Measuring System
- Dent Repair Tools
- Dust collection systems
- MIG And Resistance Welders
- Nitrogen Plastic Welders
- Aluminum Repair Tools
- Aluminum Repair Bays
- Aluminum Dust Extraction System
- Rivet Guns
- Complete Line Of Spray Booths And Prep Stations.

Our complete line of products are



designed to make collision repair businesses and technicians as efficient as possible while repairing the most current vehicle technology.

The global collision repair industry benefits from Spanesi research and development

There are no secrets behind Spanesi's success, just one rule behind every choice: be a technician, think like a technician, and gear your production to technicians. Equipment designed by technicians for use by technicians.

Being on the customer's side is not just a slogan for Spanesi but a fact of daily life demonstrated by the company's decision to keep a real body shop in operation alongside its production plant where each new prototype is tested. This is the site of the real "field testing" that guarantees the exceptional Spanesi per-

formance and continuous innovation. Take a look at the Spanesi TOUCH measuring system and TOUCH VIRTUAL glasses and you'll quickly see quality, performance and innovation.

For some companies, the only thing that counts is business; others give more attention to the smiles on the faces of their customers and partners. Quality is a direct extension of their happiness.

Call us today at 1.224.SPANESI (772.6374) or by email at sales@spanesi-america.com to schedule a Spanesi Touch in-shop demo or for more details about other Spanesi products and solutions from a local representative near you.



SPANESI
www.spanesi.com

Matrix[®] Automotive Finishes

For over three decades, Matrix[®] Automotive Finishes has delivered complete re-finish systems and excellent color match, customer-focused service and award-winning clearcoats to collision repair centers of all sizes.

Born in the Motor City, Matrix is the American brand that delivers increased productivity and easy-to-use refinish coatings at a value that returns profitability to your shop. It's also supported by a broad lineup of color tools, software and mobile app, field technical support, I-CAR approved training, and a comprehensive warranty.

"We use Matrix in our shop every day. It's our only paint brand. After hands-on training, it was an easy switch. With Matrix, we stand above and beyond our competition to give our customers a better product. The reason a shop would want

to switch is for the ease of use, the technical help, the warranty and the durability." Mike Lumpkins, Owner, Dick Lumpkins Autobody (former OE paint brand user for 37 years)

One mix bank. Three systems.

Gone are the days of multiple mix banks and walls of inventory. Matrix is changing the game with a three-tiered system that removes the complexity. The new basecoat system delivers results for every collision repair need. Plus, it will give proven profitable to your shop by reducing inventory, improving costs, simplifying ordering, providing consistent color match, improving your competitive position against all other paint lines and giving you a universal software solution – AccuShade[®]. Visit matrixsystem.com/ basecoats for more.



Custom color: FX[®] Series

From loud to mellow, old to radical, the Matrix FX[®] Series custom paints are used by award-winning custom painters, pin strippers and airbrush artists around the world. That's why Ryan Evans of the *History Channel's Counting Cars*, *American Chopper's* Nub, Josh Culver (Culver Customs) and more trust Matrix to create their originals.



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ProSpray® Finishes

Our story begins nearly three decades ago in Cambridgeshire, England, when the elite minds of European automotive refinishing technology partnered with the world's foremost pigment and resin manufacturers and asked, "If we could create the perfect paint line, what would it look like?"

The answer: ProSpray® Finishes. Supremely refined, profitable and streamlined automotive refinishing systems with precise colour match and high performance products and tools.

Instruments for mastery.

The ProSpray name adorns only the best, most uncompromising coatings. Our colour and automotive finish systems serve as instruments for collision repair professionals that believe in mastery. Our complete line of compliant refinishing

products, from surface prep and undercoats to colour and clearcoats, deliver the ultimate stand-alone systems for shops to attain stunning results time after time.

Confident and sophisticated, our universal activators and thinners create an intelligently optimized system for any condition. When it comes to peace-of-mind and performance, ProSpray's comprehensive warranty and I-CAR approved training delivers focused service and customer support.

Uncompromising colour.

Precise colour match and invisible repairs begin and end with ProSpray. Globally-conscious and compliant, we've developed systems used by discerning painters worldwide. Water or solvent, high or mid-solids, single-stage or basecoat, ProSpray offers perfect refinish so-



lutions and outstanding colour within a fully-integrated system. Our consistently accurate colour delivers a finish with exceptional hiding power so complete that large collision repair shops and MSOs rate ProSpray as an accepted alternative to OE paint brands.

PRO SPRAY

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U.S. Chemical & Plastics

With over six decades of product expertise, U.S. Chemical & Plastics sets the standard for high performance body repair, refinishing and accessory products. Professionals depend on USC for premium fillers, putties, fiberglass repair and masking products, refinish coatings, truck bed liners, abrasives, aerosols and more.

An advanced line-up.

USC recently introduced a streamlined system consisting of four new repair products: AU47® Advanced Lightweight Filler, WG55® White Gold Super Smooth Filler (lower viscosity), AG47® Lightweight GRIP Filler, and Icing® Lite Gold Finishing Glaze.

These power repair products feature INVISX® Micro-perfecting Surface Technology for an ultra-smooth, pin-hole free finish and Z-Tek® Adhesion Boosters for

maximum substrate grip and a tough, durable bond.

Nothing is better for aluminum repair.

AG47® Lightweight Grip Filler and Icing® Lite Gold Finishing Glaze is a power aluminum repair duo. In a technical and laboratory study, where fillers and putties were applied to actual Ford military grade aluminum alloy, AG47 and Icing Lite outperformed leading competitive fillers and putties by up to 34 percent with stronger adhesion, durability, better cure and sanding.

The golden standard in paperbacked abrasives.

GOLD PRO's multi-layer construction combines sharp, precise grains with ultra-durable backing and a specialized coating to consistently achieve the fast,



uniform finish body shops want and customers demand at an unbeatable value.

Shake, spray, Dominate.

Dominator, a urethane-based truck bed liner, delivers superior coverage, outstanding chalking resistance, easy application, and a tintable formula option. Newly introduced, Dominator sets a new standard in resin technology for unmatched toughness, solvent resistance and durability.



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COLLISION PRODUCT GUIDE

AIR FILTER

Air Filtration Co., Inc. is now an importer of Speritex 6/65 HT diffusion media serving North America. Speritex 6/65 HT is a synthetic air filter media designed for final filtration and air diffusion in paint booths. For more information about Air Filtration Co., Inc., Speritex 6/65 HT or any the company's other products, please contact Air Filtration Co., Inc. at (800) 848-5859.

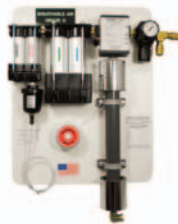
WWW.AFCFILTERS.COM



WATERBORNE BREATHABLE AIR COMBO SYSTEM

The Model 50-WB is designed to work with your existing compressed air source to properly filter and monitor the compressed air for Grade "D" Breathable Air, plus this system also provides Ultra Clean & Ultra Dry Air for use in spraying waterborne or solvent based paints. The Model 50-WB can process up to 50 SCFM of Breathable Air or 35 SCFM of Ultra Clean & Ultra Dry Air, or any combination within those parameters.

WWW.BREATHINGSYSTEMS.COM



CUSTOM REELS

Coxreels is pleased to offer our customers thousands of standard products to choose from; however, in the event that a customer cannot locate the perfect reel for a specific application, Coxreels has the capability to custom build any product to your exact specification. Coxreels custom built products offer a complete solution to any of your hose, cord and cable reel needs.

WWW.COXREELS.COM



VARIABLE SPEED POLISHER

At more than 1 pound lighter than corded, and the ability to deliver total control through a variable speed dial and trigger, the new M18 FUEL™ 7-inch Variable Speed Polisher frees users from the need to deal with cords. With nearly 2,200 rpm to tackle even the most demanding jobs, this is the world's first cordless solution with the power to polish a full-size car on one charge.

WWW.MILWAUKEETOOL.COM



AIR COMPRESSORS

BendPak's V-Max Elite series of air compressors feature the rugged V-Max extreme-duty, four-cylinder pump designed and manufactured to operate with maximum efficiency under all load conditions. These rugged two-stage lubricated, reciprocating compressors with 100 percent cast-iron pumps provide the quality performance needed for heavy-use applications like automotive and body repair.

WWW.BENDPAK.COM



LEATHER BALM

Meguiar's® announced its launch of Ultimate Leather Balm, a new product into its line of Ultimate car care products for all leather surfaces. This premium balm cleans, conditions and protects leather surfaces to offer a one-step solution for complete leather care. Meguiar's Ultimate Leather Balm contains the very best ingredients, including natural botanicals, to provide the ultimate hydration and conditioning for leather seats and other leather interior surfaces.

WWW.MEGUIARS.COM



ULTRA GLOSS CLEARCOAT

The Automotive Refinish business unit of PPG has launched EC550 En-V® Ultra Gloss Clearcoat, a new production-friendly clearcoat formulated specifically for use with ENVIROBASE® High Performance waterborne basecoat. The new clearcoat is designed for outstanding gloss and ease of use. It is intended for overalls and multi-panel applications and is the latest addition to the popular Envirobase High Performance clearcoat lineup.

WWW.PPG.COM



ANGLE GRINDER

The new CP75XX series is one of the most powerful angle grinders on the market. Ideal for body panel cutting, surface preparation, weld seam removal and frame grinding, the CP75XX series boasts a powerful 1.1HP (840W) governed motor, providing high material removal rate enabling users to reduce the time taken to complete their tasks. The new series is available in 4-, 4.5- and 5-inch grinding wheels, cutting wheels and flap wheels, providing users with added versatility to best suit their application.

WWW.CP.COM



COLLISION PRODUCT GUIDE

LARGE GRAPPLE

The Large Grapple, developed and patented by WeschTools, gives the body shop an opportunity to provide high quality repairs in an effective manner. Specifically, the clamp is designed to pull depressed body panel surfaces to their original contour with minimal surface disruption. Simply drill a 3/4-inch diameter hole at the desired location, insert and expand the three prongs of the clamp and pull until the panel is in its original shape.

WWW.WESCHTOOLS.COM



TIRE WELL CLEANER

One of the newest Black Magic products is the Wheel Well Cleaner. It has a two-in-one formula that not only cleans but shines. It makes getting to those hard-to-reach places a breeze and helps clean road grime, dirt and mud and will leave you with a durable shine.

WWW.BLACKMAGICSHINE.COM



RUST REMOVER

CRP Automotive offers its new FERTAN Rust Remover as a quick and cost-effective solution for rust on all types of metals. FERTAN Rust Remover is a water-based, non-toxic and non-flammable rust treatment that quickly dissolves rust from all types of metals and leaves a clean metal surface that is ready for a protective coating application. It is ideal for rustproofing and maintenance on any material that is susceptible to rust.

WWW.FERTAN.COM



GENERAL PURPOSE CLEARCOAT

R-M automotive refinish recently introduced RMC5000, a clear coat from BASF, that is easy to apply and provides exceptional gloss. It is available for National Rule markets and is priced to compete with alternative clearcoats, while maintaining R-M's lifetime warranty. RMC5000 is a medium solids, two component acrylic urethane clear developed to topcoat Diamond or ONYX HD basecoats.

WWW.BASFREFINISH.COM



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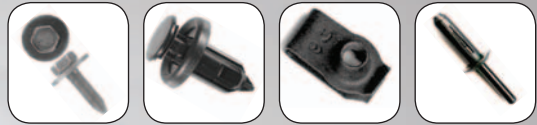


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The most valuable asset in your shop

How often do you go to your entire team for shop-related challenges?

If you're a devotee of lean principles in your business (like we are here at DCR Systems), you're no doubt familiar with the seven key forms of waste that are commonly found in a process-centered environment. That list focuses on issues pertaining to transportation, inventory, motion, waiting, over-production, over-processing and defects. (You'll find an article on this topic in the May 2016 issue of *ABRN* or at ABRN.com/eliminatewaste.)

Recently, an eighth form of waste was added to the list that deals with skill sets, or being able to take advantage of what's arguably the most important part of your business: The untapped potential of your people.

As part of a management team that is constantly striving for success, one of the struggles I sometimes deal with is taking it upon myself to develop solutions to the everyday challenges in the shop. Our management team often finds itself huddled around a conference table, spending hours in heated discussion on a certain issue, hoping that we can come up with a workable solution. And many times we fail to realize that the most effective solution is sitting right outside the conference room door — in the creative minds of our team members.

How often do you go to your entire team for assistance in shop-related challenges? How often do you engage and listen to the folks doing the work, who are intently involved in the process on a daily basis?

If you're not utilizing the inherent creativity of those who work on the floor, you're missing out on opportunities that could potentially make significant improvements to the business and could save you a boatload of time and resources.

Here's an example: Some time ago, our team was struggling with the idea of standardizing the setup of our front-office customer service desks. The intent was to make it easy to pick up a phone at any desk and have all of the tools necessary at the point of use and in the same place at each desk. After hours of discussion and testing out new ideas, which included a laminated layout map to stick on each desk, we were about to scrap the entire project because of costs constraints associated with what we wanted to do.

That was until one of our team members got involved and simply took a digital photo of the desired desk set-up and converted the photo into a screensaver, which was installed on the monitor at every front office workstation.

After literally a year of debate at the highest level over this issue, the solution was so beautifully simple. Furthermore, it cost absolutely nothing to implement and came from the creative mind of one of our team members.



THE SKILLED CRAFTSMEN WHO REPAIR VEHICLES AREN'T LIMITED TO PERFORMING MAGIC SOLELY UNDER THE HOOD.

In his insightful book, *The People Principle*, Ron Willingham discusses how much productivity is left on the table because of the lack of engagement with staff outside the main management team. When workers are being directed without being allowed to contribute to the process, they limit their output or, even worse, simply shut down. When team members aren't recognized for their input or feedback, they tend to become just employees and drop out of the engagement in the process.

The key is to engage your people and to allow them to make a difference. Challenge them on a regular basis and listen to what they have to say. The skilled craftsmen who repair vehicles aren't limited to performing magic solely under the hood. Since they touch the product all day long, shouldn't they be looked upon as the most qualified resource for problem-solving and driving continuous improvement? Let those team members in on your process discussions about the business issues and watch how they respond.

You can do this through a variety of methods. Lunch-and-learns, team focus groups and roundtable discussions are fantastic venues to talk through what you're trying to accomplish. Since they're part of the process, they have the right and responsibility to make that process better not only for themselves but for the customer and the organization as a whole. And when you regularly make those team members feel part of the organization (as they should), you'll start to nurture great ideas on an increasingly more frequent basis. ■

MICHAEL GIARRIZZO, JR. is founder and president of DCR Systems (www.DCRsystems.net) and a pioneer in the utilization of lean production principles on the shop floor. Questions or comments can be sent to Michael at mggiarrizzo@dcrsystems.net



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