

COMMITMENT TO TRAINING

NOW IS THE TIME TO STEP UP AND ENACT INDUSTRY CHANGE





AUGUST 2018

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Determine if your shop needs an upgrade to an advanced inventory system

66 A 5-STEP PLAN FOR EFFECTIVE REPAIR RESEARCH

Drive proper, safe repairs and a positive ROI with a set process

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automechanika ATLANTA

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The key to understanding the difference in the scale of repair and why heavy-duty vehicles need to get back on the road ASAP **DOUGLAS CRAIG // Contributing Editor**

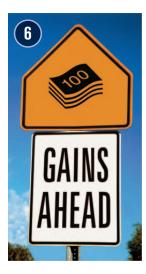
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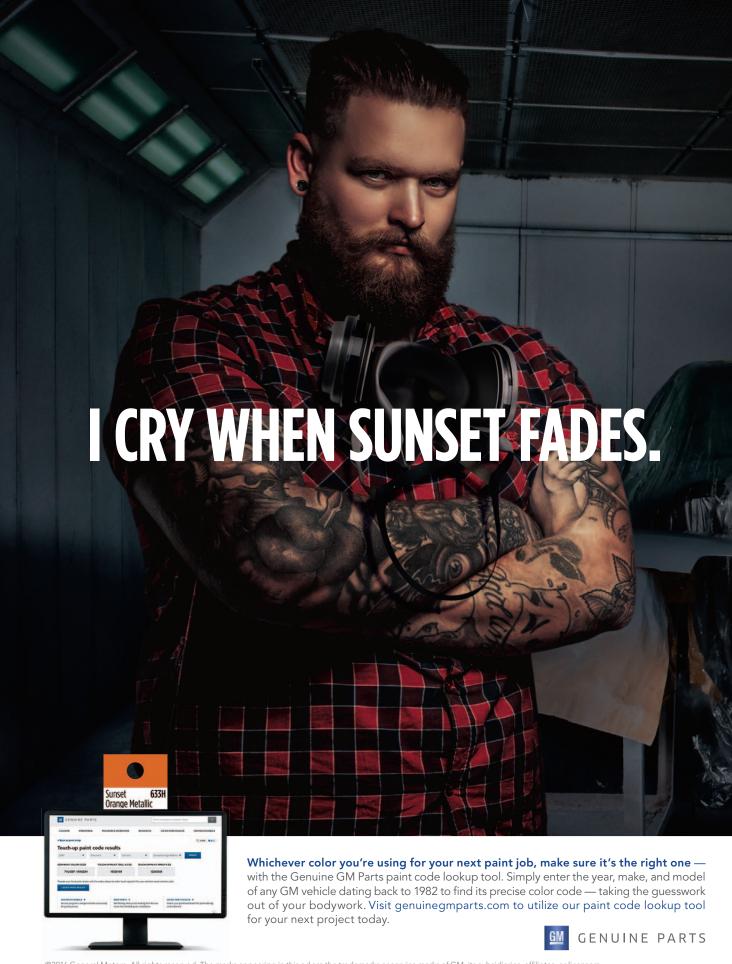
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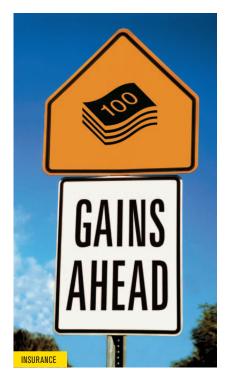
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DRIVERS LOOK FOR AUTONOMOUS VEHICLE INSURANCE DISCOUNTS

BRIAN ALBRIGHT // Contributing Editor

One of the benefits of autonomous or self-driving cars that both automakers and regulators frequently tout is the potential to reduce accidents and fatalities — self-driving cars are able to make better decisions faster in order to avoid collisions

The technology still has a long way to go — a fatality in Arizona caused by one of Uber's driverless Volvos was the result of a system failure — but drivers are interested in how these new safety capabilities could affect their insurance premiums. According to a survey conducted by J.D. Power's Property and Casualty Insurance Industry practice, 40 percent of consumers are willing to switch carriers if they get an autonomous discount. Nearly 70 percent of consumers expect insurance carriers to offer such discounts for self-driving cars.

According to Tom Super, director of the property and casualty insurance practice at J.D. Power, insurers are not prepared for the impact of automation. Right now, many OEMs already offer partial automation technologies like lane departure, but many drivers (75 percent, according to the survey) don't have them yet. As a result, insurers may be caught flat-footed as more of these technologies are adopted.

"Most do not offer incentives for customers who buy those features. There's a lack of linkage between

>> INSURE CONTINUES ON PAGE 8

BREAKING NEWS

SKILLSUSA

NITROGEN PLASTIC WELDING DEBUTS AT SKILLSUSA

This year's SkillsUSA competition, held on June 27- 28 in Louisville, Ky., featured the debut of nitrogen plastic welding in the Collision Repair Technology segment.

The Collision Repair Technology segment features four hands-on disciplines — plastic repair, metal straightening, metals joining, and structural analysis. This year, Polyvance's nitrogen plastic welders were used for the first time in the plastic repair portion, complementing two adhesive repairs using 3M two-part adhesives.

Approximately 70 contestants, both high school and college age, went through the plastic repair portion in four groups for 90 minutes each. Each contestant had to complete three different repairs on a polypropylene bumper donated to the competition by General Motors — a three-inch tear in the middle of the bumper with 3M twopart adhesive on front and back, a tab repair using 3M's super-fast

>> SKILLS CONTINUES ON PAGE 10

TRENDING

DEBEER REFINISH ADDS NEW METALLIC TONER

DeBeer Refinish® has expanded its color range with the introduction of Metallic Ultra Fine Bright Toner for both its premium WaterBase 900+ Series and BeroBase 500 Series basecoats.

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INFLUENCE CUSTOMERS IN THEIR DIGITAL HANGOUT

Mandy Pennington, Director of Internet Marketing at Net Driven, brings ideas to improve the influence you have on your customer where they interact with you in their digital world.

ABRN.COM/HANGOUT

IMPORTANCE OF SCANS BEFORE, DURING, AFTER REPAIRS

Snap-on reminds technicians of the importance of using preand post-repair scans to spot any hidden issues and make customers aware of vehicle problems.

AMERICAN HONDA UPDATES GLASS POSITION STATEMENT

American Honda updated its glass usage position statement to remind repairers of the many safety systems that are impacted and the need for proper glass materials usage.

ABRN.COM/NEWGLASS

IMPORTED AUTO PARTS Tariffs put Jobs at Risk

The Auto Care Association argued, based on a new economic study, that more than 100,000 jobs in the automotive sector could be at risk with the imposing of new tariffs.

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>> INSURE CONTINUED FROM PAGE 6

claims and product development," Super says.

Some carriers, however, are taking a more active approach so they aren't caught off guard the same way they were when ride-sharing services began to take off. "Smart carriers are actively investing in these capabilities through their venture capital divisions," Super says. "They hope to get on the potential upside of the revenues, and also to corner the market on the intellectual property that's emerging. They are also

forming partnerships."

The top three factors that would lead consumers to purchase an autonomous vehicle were fewer accidents (26 percent), less stress (24 percent) and lower insurance premiums (15 percent).

When an automated vehicle accident does occur, nearly 40 percent of consumers said that drivers would have some responsibility, while 22 percent said that OEMs or manufactures of the sensor technology should take the blame.

There is some fear in the repair industry that the increasing use of sensors and other technology on vehicles could result in both fewer collisions as well as more total losses of vehicles that do have a collision. Super says the general thinking across the industry is that the technology will decrease accident frequency; the cost issue may not be as important.

"What is interesting is that in speaking with OEMs, I'm being told that people are drastically overestimating the cost of these technologies that are being built into cars," Super says. "It is still open for debate whether or not these technologies will have a dramatic impact on the cost of replacement or repair."

The data generated by these systems can also help insurers better evaluate risk and adjust premiums accordingly. A separate J.D. Power study found that 74 percent of consumers said they were willing to share autonomous vehicle data after a collision.

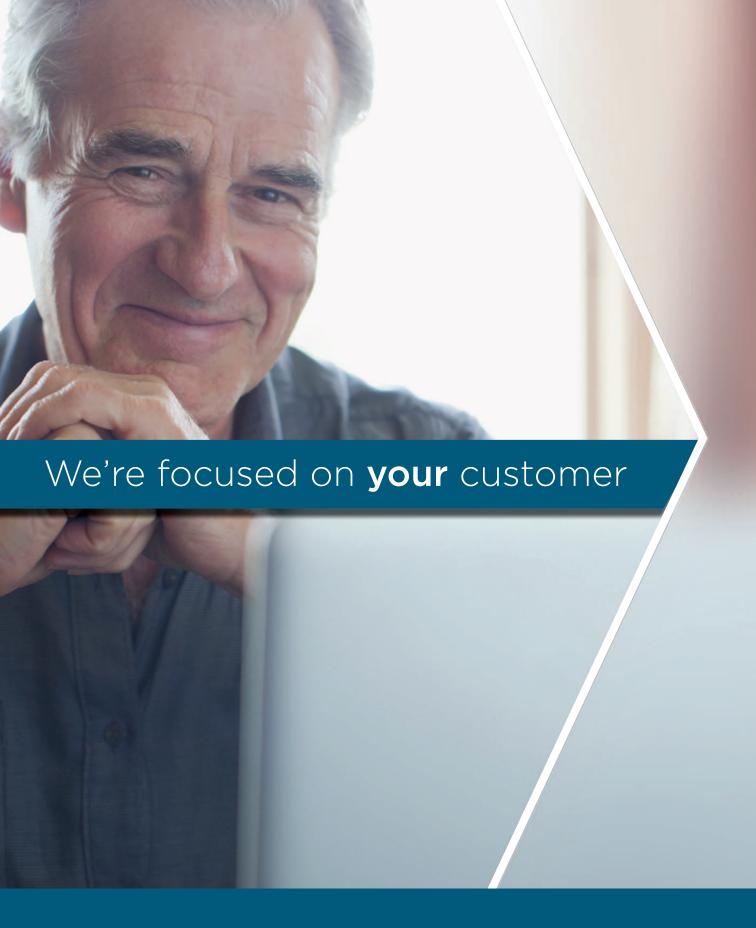
"Insurers will get much more insight into driving behaviors that are predictive, and that will help them get better at underwriting," Super says. "One of the major drivers of usage-based insurance and semi-autonomous vehicles will be the increasing trend toward bending the risk curve, so they can pursue segments of the market that are much more attractive from an underwriting perspective."

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>> SKILLS CONTINUED FROM PAGE 6

adhesive, and a two-inch tear to the edge of the bumper repaired with Polyvance's nitrogen plastic welder and polypropylene welding ribbon.

"I was impressed with how competent most of the contestants were with the nitrogen plastic welder, especially considering that this is a fairly new technology and that most schools don't have a welder yet," said Polyvance's president, Kurt Lammon. "The welding portion seemed to fit in well with the adhesive repairs — the contestants could weld while the adhesives were curing and work with the adhesives while the welds were cooling," he continued.

Polyvance congratulates the six winners of the Collision Repair Technology event, three from high school and three from college:

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- Silver, High School Noah Borer,
 Vanguard-Sentinel CTC, Tiffin, OH
- Bronze, High School Abagayle Boden, Aims Community College, Greely, CO
- Gold, College Jonathan Wolfe, Wiregrass Georgia Technical College, Valdosta, GA
- Silver, College Kyle Ray, Metropolitan Community College, Omaha, NE



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RESEARCH

SURVEY FINDS HALF OF SHOPS HAVE NOT BILLED FOR SEAT BELT INSPECTIONS

ABRN WIRE REPORTS //

The quarterly "Who Pays for What?" survey conducted this past spring found that just over 30 percent of shops that seek to be paid for inspection of seat belts when it is necessary as part of the repair process said they are paid "always" or "most of the time" for it, and 50 percent of shops have not asked for payment for this important process.

"Of the nearly 100 procedures and items we ask about over the course of four surveys each year, this is the one that most keeps me awake at night," Mike Anderson of Collision Advice, who conducts the surveys with CRASH Network, said.

He said the latest of the four 2018 "Who Pays for What?" surveys, which focuses on not-included frame and mechanical labor operations, was closed at the end of July.

The findings related to seat belt inspection are troubling, Anderson said, because every automaker has a very specific procedure for the process.

"Some even go so far as to state seatbelts must be replaced if they were in-use during a collision," he said. "Some OEMs also state that the inspection process includes using a scan tool."

Anderson said the response to the survey question "is very concerning in that it indicates to me that too few shops are researching OEM repair procedures and are thus not aware" of what the automakers call for.

"As an industry, we must accept responsibility for researching and following the requirements for this on every vehicle," Anderson said.

The survey, to which more than 1,000 shops responded, did offer some indication that the industry is becoming more aware of the need for inspection of seat belts during collision repair. The same survey two years earlier found that fewer than 1-in-4 (24 percent) shops said they were paid regularly for the procedure. That had climbed to 31 percent this year. The percentage of shops that said they'd never sought to be paid for the procedure had fallen somewhat from about 62 percent in 2016 to about 59 percent this year.

In addition to asking shops about their billing practices — and insurers'

payment practices — regarding about two dozen not-included body labor operations, the April survey asked about shops' scanning practices, estimating and electronic parts systems usage, and body labor and storage rates.

The current survey focuses on frame and mechanical labor procedures and includes some all-new questions to offer the industry even more helpful information.

Survey participants receive a report with complete survey findings at no charge, broken down by region, insurer and DRP vs. non-DRP. The report also includes analysis and resources to help shops better understand and use the information presented.

Anderson said the survey, which will take about 15-30 minutes, should be completed by the shop owner, manager or estimator who is most familiar with the shop's billing practices and the payment practices of the largest national insurers. Each shop's individual responses are held in the strictest confidence; only aggregated data is released.

The results of previous surveys are also available online (https://www.crashnetwork.com/collisionadvice).

SCRS TO DEBUT THE IDEAS COLLIDE SHOWCASE AT THE SEMA 2018 SHOW IN LAS VEGAS

ABRN WIRE REPORTS //

The Society of Collision Repair Specialists (SCRS) announced the introduction of a new event on Friday, Nov. 2 during the 2018 SEMA Show.

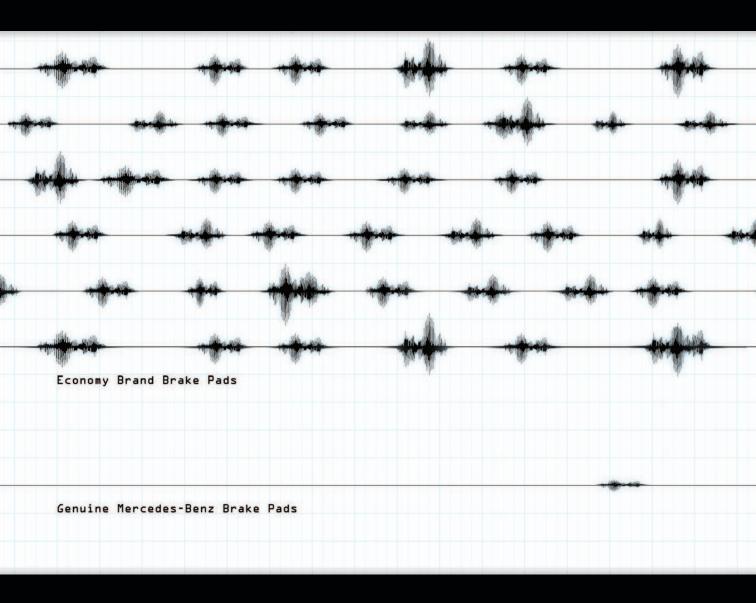
The IDEAS Collide Showcase (IDEAS Collide), Visionary Disruption and Solution in the Collision Repair Industry will be an extension of the association's

ever-evolving Repairer Driven Education series. The 2-hour long session will run from 10 a.m.-12 p.m. and feature 10 fast-paced presentations designed to stimulate thought, innovation and resolution of business challenges with brash, outspoken and thought-provoking concepts from thought leaders both in and out of the industry.

IDEAS Collide is the perfect place for

captivating individuals, concept-driven startups or tenured companies with an eye on the future to take center stage and present innovative ideas, business models and concepts that have the potential to revolutionize the future of the collision repair industry.

SCRS wants to explore concepts and business solutions that have the potential to create paradigm shifts in the businesses we serve. Proposed concepts should focus on either Industry Disruption or Industry Solution.



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LEGISLATIVE UPDATE

AFTERMARKET PARTS LIMITS LAW GOES INTO EFFECT IN RHODE ISLAND

BRIAN ALBRIGHT // Contributing Editor

A bill that puts new limits on the use of aftermarket parts in collision repair passed into law in Rhode Island without the signature of Governor Gina Raimondo.

Passed by the state's General Assembly in June, the new law dictates insurance companies cannot mandate the use of aftermarket parts without consent from the vehicle owner for cars that are less than 48 months past the date of manufacture.

Under state law, bills passed by the General Assembly automatically become law after 10 days of being sent to the governor if they aren't vetoed.

The new law updates existing legislation that had originally set the timeframe for aftermarket parts use on vehicles less than 30 months old. The Property Casualty Insurers Association of America (PCI) had lobbied for the governor to veto it.

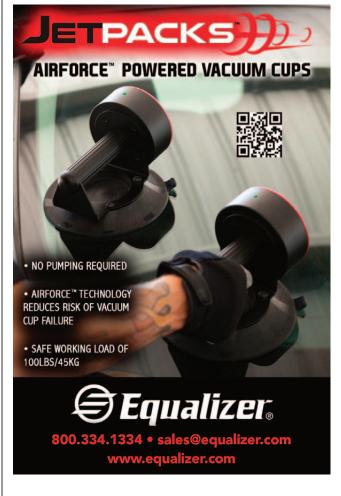
"By passing extremely narrow interest legislation to ban the use of aftermarket parts, the General Assembly has voted to raise auto repair costs for Rhode Island drivers who, as a result, could end up paying the highest auto insurance premiums in the U.S.," said Frank O'Brien, vice president of state government relations for PCI. "This legislation puts Rhode Island far outside of the national mainstream by further micromanaging the auto repair and insurance claims process. No other state bans the use of high-quality, reliable aftermarket

parts, which cost 20-30 percent less than original equipment manufacturer parts, and their use helps to keep auto repair costs down."

According to PCI, bills backed by the autobody sector — this one was supported by the Auto Body Association of Rhode Island — have increased repair costs in the state and limited the role of insurers in the claims process.

Under the law, the insurer and repair shop must provide written notice to the vehicle owner that they may require the insurer to pay for OEM parts used to repair or replace collision-damaged parts. In addition, insurers are prohibited form requiring the repairer to use repair procedures that are not in compliance with OEM recommendations.









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OPERATIONS // INCLUSIVITY



TIM SRAMCIK // Contributing Editor

hat are the two most common refrains in today's collision repair industry? Probably these:

- 1. We need more customers.
- 2. We need more quality employees. Finding responses to either can take a shop down a number of different, complex roads. Or you could stick to a single path and resolve both with one solution: focus on women.

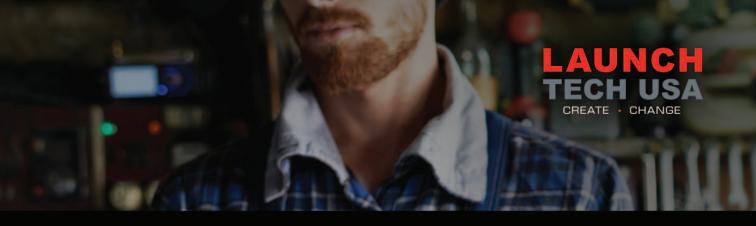
Want more business? Women account for 62 percent of all new car buyers and make 85 percent of all car buying decision (according to Edmunds). They also spend more than \$300 billion annually on vehicle repairs. Looking for great hires? Studies show female employees bring huge returns in two particular areas: productivity and innovation.

A recent study by the International Finance Corporation detailed the benefits of incorporating more women in a workforce:

- Better access to required skillsets, from entry levels to senior positions.
- Improved team dynamics. Women tend to focus more on cooperation and drawing employees together.

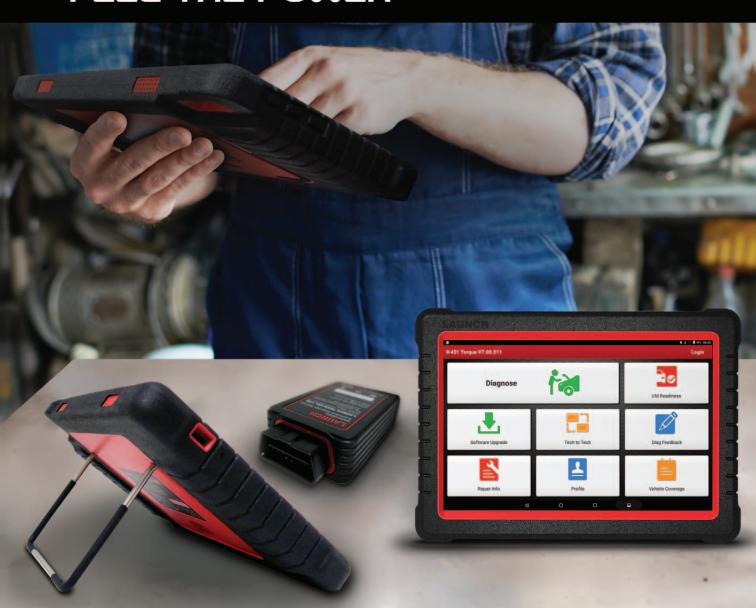
- Long-term employees. Female employees tend to multi-task and multifocus better and thus are more willing to take over other positions, reducing the need to bring in additional hires.
- Upgraded work environments. Women can provide greater empathy, allowing them to focus more on individual needs. They also tend to communicate more effectively. (Could your management and customer service areas use a significant upgrade here?)

The really good news: Women want to bring you their business and employment skills.



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LOOKING FOR WAYS TO IMPROVE WORK LIFE and reach out to female customers? Reach out to your female staff members who can provide valuable insights and directions.

So why isn't an army of women beating down your doors right now to make your business better?

Possibly because you haven't taken the necessary steps to draw them in. Collision repair has long been a man's world. Unfortunately, that's sometimes meant too often overlooking the contributions women make and their potential to transform the repair industry for the better. Turn that around, and you could be writing your shop a ticket to a better tomorrow.

Here are some steps, provided by experts, you can take to make your shop the kind of business and workplace that draws in more women and ultimately men as well.

Learn and live the basics

When it comes to gender relations, what might your shop be doing wrong that needs to be fixed? Start by considering the input of a successful woman who knows the industry inside and out.

Angi Semler-Welch has more than 20 years' experience working in and around automotive service businesses. She graduated from tech school and holds a BA degree in Journalism and an MBA. She's written and edited articles for both ABRN and Motor Age (ABRN's sister publication for the service repair industry) and served as both a customer service rep and operations manager for nearly a decade at an extremely success-



OUTREACH EFFORTS SUCH AS WOMEN'S CAR CLINICS and child safety seat assistance can be great ways to bring in more female customers and potential hires.

ful Chicago-area shop. Most recently, she founded and serves as president of Jumpdog Marketing, which provides digital marketing solutions for auto repairers and other industries.

Semler-Welch says that as shops ramp up efforts to be more female friendly, some honest self-evaluation is in order. Specifically, does anyone at your shop commit any of the following:

- · Use terms of endearment-e.g. dear, babe, sweetheart, honey. Someone saying these (including female employees) might mean well, but in today's world these words are patronizing and, as such, unprofessional. Would you say them to a male customer or coworker?
- · Use crude language. This means anywhere in a shop. If your estimator is up front trying to converse with a client and your crew is in the back swearing or carrying on like a rowdy bunch of school kids, it's not going to send a good message.
- · Talking down to customers or staff members. Would you do business with anyone who questioned your intelligence or treated you like a child?
- · Act or respond to questions/comments impatiently. This includes interrupting others when they're trying to speak (even if you think finishing someone's sentences is the quickest way to resolve an issue). Want to come off as uncaring and untrustworthy? This is just the trick. There probably isn't a faster way

to chase off business.

- · Be careless with jokes. Everyone wants an enjoyable workplace, and an injection of humor can work wonders with customers and staff. It also can be risky. Humor is all about being subversive, turning logic and popular notions on their heads. What one person thinks is innocent fun can be entirely offensive to another. Does your staff say things in jest that could easily turn off someone else?
- · Post calendars, screen savers or posters of scantily clad women. A shop is a business, not a fraternity house. Remove anything like this immediately.
- · Roaming eyes. This may seem crass, but keep all looks at eve level. Making eye contact while speaking to someone is central to being a professional. Anything less is unacceptable (along with potentially being offensive).

There's a good chance your shop isn't guilty of any of these. But if you feel there might be areas that need to be addressed, they need to be taken care of now. Set rules against this behavior, and make sure they're adhered to strictly.

Act today

After acknowledging the behaviors that need to stop, your next step is taking proactive measures to ensure your shop is a great place for female customers and staff. Where do you start here?

According to Bogi Lateiner, owner of

180 Degrees Automotive in Phoenix and host of the TV program "All Girls Garage," your goal is to make your business a great place for everyone — women and men.

Lateiner has experienced first-hand the negative attitudes and environments women face in the auto services industry. After graduating from Oberlin College with the intent to attend law school, she took a detour to Arizona to enroll in a technical college. Her interest in auto repair grew from her teenage years that she spent repairing a Volkswagen Beetle. Lateiner performed much of her own work after encountering off-putting, dismissive behavior from local shops. She went on to earn both the ASE Master Tech rating and the prestigious status of being a BMW technician, but still had difficulty finding employment since shops were reluctant to hire her. Today, she's a shop owner on a mission to make the industry a great place in large part by making it a great place for women.

That begins at the ground level, with shops raising their professional standards — something the industry needs to do if it has any hope of attracting sufficient numbers of workers. Lateiner says it comes down to reputation. "We can't expect people to recommend an automotive career for their sons and daughters if they have low regard for this industry," she says. "You aren't going to draw people in if they aren't convinced this is a terrific place to be."

For her part, Lateiner is drawing in more women and nontraditional workers with an apprentice program that actively engages female hires (men are welcome, too). Her shop also holds Under the Hood Car Care Classes designed to introduce women to the concept of basic care and handling of automotive vehicles. On the national level, she created the Chevy Montage project for SEMA where she and more than 70 women restored a '57 Chevy truck and paired it with a BMW engine. The all-women team consists of both experts in the automotive field and newbies.

Lateiner encourages fellow shop owners looking for new hires to similarly consider women of all experience levels who show strong interest in the work. "Attitude and interest are really the strongest predictors of whether someone is going to succeed," she says.

Keeping an open mind on new hires is something you can do as well, along with investing in an apprentice system that puts a premium on enthusiasm and openly welcomes women and men. Car care classes also are a great idea to attract female customers and potential hires. In fact, a number of other shops already host them. There are plenty of other steps you can take.

Semler-Welch recommends reaching out to current female staff members and clients for ideas. She suggests asking, "What can we do to save them time, money or effort?" She adds, "We are all busy these days, but women tend to feel more taxed than their male counterparts and assume they have no downtime if they're a working parent. Time, lack of hassles and convenience



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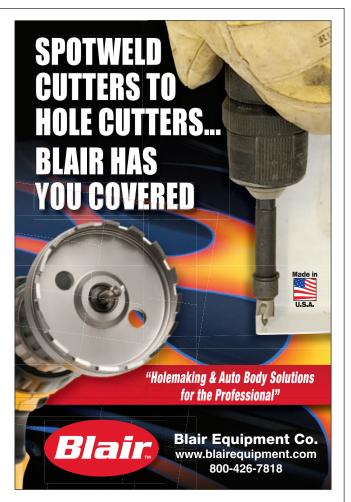
are everything to them. Look for ways you can modify your processes or service experience to make it incredibly easy to do business with them."

She also recommends reaching out to women's community organizations. "Go to mom groups, professional groups, business owner groups, local schools, etc. Get out there and be visible so they think of you when they're in an accident," she says.

In the shop

As you bring in female workers and attempt to retain those on staff, take some additional steps to continue transforming your workplace. Kathy Gilbert, Founding Board member of Women in Automotive and Director of Sales and Business Development at CDK Global, gives this advice:

• Encourage involvement in networking. The Women's Industry Network (WIN) is a prime place for networking and support (and accepts both female and male members). There are plenty of other professional women's groups with members from inside and outside automotive services. Consider Women in Automotive (WIA), Automotive News Leading Women Network, AWAF! (Automotive Women's Alliance Foundation) and Women in Auto Care. Keep in mind that you'll need to free up employee schedules so they can take part in these groups.





WOMEN HAVE COMPLAINED FOR DECADES of being made to feel intimidated and uncomfortable in auto service centers. Help change these perceptions with customer areas that are warm and welcoming. Make sure your staff adopts these same qualities as well.

- As part of your community outreach, consider working with a charity that promotes women's causes, such as Every Mother Counts or women's scholarships.
- Reassess your benefits. Look for a benefits program that reflects what women want. Also look into professional development programs and paid time-off for volunteering at local charitable events.
- Provide a path. Gilbert says businesses must commit to balanced, fair hiring and employment opportunities. From there, set and enforce professional standards that protect employees.
 Petra Schroeder, Immediate Past Chair of WIN, says shops need to set expectations.

One more piece of direction: Carolyn Hosna, senior corporate director of marketing of White Lodging and founder of WL Women, says put your initiative in writing. She also says businesses must take the time to ensure all employees always feel appreciated and welcomed.

Looking at these recommendations, you might think they'd be good ideas for your male workers as well — that's just the point. When creating a female-friendly operation, you're embracing new ideas that will help your business succeed. Look back just 10 years, and you'd see a collision repair industry full of gloom and doom, with many repairers wishing they'd gone into a different line of work. Today, the industry is vibrant and growing. What changed was the infusion of new ideas and ways of thinking and doing business.

Making the industry more welcoming to women is just one more step in that process. Taking it will make your business a far better one, and one that should be thriving for some time to come.



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OPERATIONS // INVENTORY



JIM COMPTON // Contributing Editor

here's an app for that. It seems that for just about every aspect of our lives there is an app to make it simpler or better. Our industry is no different. Is it time to consider one of the several body shop inventory control programs?

There are several good apps or programs to aid in managing materials, including Nuventory, PMCLogic and Leantec. All three of these top companies have good programs and can be a benefit for many shops. Several of the paint manufacturers have programs included with their color tool offerings. There are also a few distributors/jobbers that have apps/programs to help shops better manage materials. There are far too many independent programs or apps to cover them

all individually here, so for now we will cover some general concepts.

Before choosing a program to work with there are a few key questions to ask yourself:

- What aspect of my shop's paint and materials (P&M) margins has the most opportunity for improvement?
- Is P&M management a priority for my shop (at this time)? Is it worth the added time to improve this area of my business? With P&M making up a potential 10 percent of the shop's overall revenue, there is surely some benefit to working to make this segment of your shops sales mix profitable.
- How will this impact my shop's workflow and culture? Does this fit?
 - Am I and my staff willing to devote

some amount of time to best utilize one of these programs?

- Do I really need a program?
- And if so, which program is best for my shop?
- What aspect of my shop's P&M margins has the most opportunity for improvement? Is there more opportunity to enhance sales of P&M or to reduce costs? (Obviously doing both will have a positive impact on margins).

A good rule of thumb would be to take a look at a couple key performance indicators of overall P&M sales and P&M costs. If P&M costs and sales are substantially "off" industry standards or averages, that would be a good indicator of where to start.

For example, if P&M sales are less than 10 percent of gross sales there is

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probably a sales opportunity. There are plenty of sources for benchmarking, including Mitchell, CCC, *ABRN* and other trade magazines, and 20 groups. This is generally a fairly easy method to determine if P&M sales are lackluster.

The other side of the coin is P&M costs. These same benchmarking sources suggest that P&M costs above 6 percent indicate a high P&M CGS (Cost of Goods Sold). We do need to validate what is included in the P&M CGS and be sure it only includes the actual costs of materials sold, not necessarily all purchases from jobbers/distributors. These purchases almost always include other items that are not part of P&M CGS, such as safety supplies, shop maintenance or other billable items (not included items).

Once we have determined which side — sales or costs — offers the best opportunity for improvement, we can then evaluate which program is best for our needs. Some of these advanced inventory programs are geared more towards cost recovery or detailed line item billing of materials and some are geared more towards inventory control. The three programs reviewed and mentioned above all are very capable in both areas.

Is an inventory control program the right fit for your shop? Is this a priority right now? Being efficient and effective in all operations in and around the repair is essential. With all the potential areas that seem to demand management involvement, is P&M a top priority for everyone? The answer is no, not for everyone, not all the time. Yes, it's important and in the top 10 of areas to work to improve, and improvements in P&M performance should be on everyone's to-do list.

There are some things that these programs cannot help with directly, such as re-dos. If you suffer from re-dos or repaints in or back into the booth, this is best corrected with other tools, such as

training, quality control steps (handoffs) and SOPs.

Keep in mind there are generally three ways materials (once purchased) leave a shop:

- On the vehicle, hopefully not either over-applied (excess cost) or under-applied (potential future defect)
- In the waste stream (HM Drum or trash)
 - Out the door (side jobs, theft?)

If you haven't established SOPs, that would also be a required prerequisite. These SOPs would also include an authorized stock list. Shop organization, or having a place for everything is another good prerequisite. A couple of these programs, when implemented, can help with this and include these steps in their implementation process.

If you want to make improvements, but you're not quite ready for an advanced inventory system, there are some steps to get things moving in that direction. You can look to get assistance from your jobber/supplier (several of these systems are very good) or use some of the capabilities already included in several of the paint manufacturers' color tools (formula computers).

Does this fit with your shop culture? How and by whom are these tasks (inventory control, ordering etc.) handled right now? Will these changes have a cascading effect on other areas? In other words, can an advanced inventory system fit into your existing SOPs and can you get employee buy-in? How much time and effort is involved in implementation and then day-to-day operations of these potential programs?

While each program has different attributes, some of the best attributes with these programs include:

- Cloud-based, allowing the program(s) to be updated, improved and accessed easily from anywhere and anytime
- Ability to keep up with current prices/costs of materials. (With as little

user intervention as possible)

- Ability to create invoices for actual P&M to present for reimbursement
- Accessible to the front-end or management systems and the ability to use these with your business partners and clients. (This may or may not be a priority depending on other factors with business partners.)
- Ability to generate restocking orders (purchase order to jobbers/distributors). Link to jobber systems to send/ receive stock orders (beyond printed or faxed orders)
- Direct link to estimating systems to gather RO-specific data. And pull back in actual P&M costs
- Direct link to paint manufacturer color tool system to gather actual mixed/ sprayed paint costs
- Storage systems (inventory control point) where materials are "checked out" and costs are assigned to a technician, RO, department or team
- Real-time reporting of materials lists, inventory and financial inputs (General Ledger)

Just as we used to order parts with a phone call and later a fax, electronic parts ordering is now common place. There will likely be a time when virtually all paint and materials are ordered in a similar fashion, with the press of a button. For now, the choice of if or which system is best for your shop depends more on your particular shop and your priorities. After reviewing each of the three systems highlighted here (Nuventory, PMCLogic and Leantec) I can safely say the technology, the logic and the abilities of these systems are ready to help with your P&M needs. The bigger question is are you ready for these systems? ₹



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OPERATIONS // APPRAISERS



Vague repair orders lead to the chance for different interpretations throughout your shop

JOHN SHOEMAKER // Contributing Editor

hen I visit shops, I look at a damage appraisal or two to see how the writer explained the repair. What I find is that they often don't — and those damage appraisals generate more questions than answers. These damage appraisals leave a lot of room for interpretation. That is dangerous. Ve-

hicles are too complex for people to create their own understanding of what the writer intended. Someone needs to take responsibility for repair clarity and that must start in the front office.

So, what do I mean by re-programming the damage appraisers?

I was at a shop last week working with a writer on some damage apprais-

als and saw "Body pull" written on the bottom line. The writer explained to me that what he meant was that they were replacing the rear body panel and he knew the tech was going to have to pull it some first. I asked, "That two-word line explains all that?" He responded that the technicians understand what the writers want them to do.



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CALMING CHAIN CHATTER

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WHEN A HYDRAULIC RACK WON'T TRACK

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Testing his theory, I took the damage appraisal to the tech and asked him. He said, "When I see that, I figure it is time to pull what I need to do the job." I then took the damage appraisal to the customer service representative and asked her what it meant. She told me, "I have no idea." My last stop was with the manager, whose response was, "Doesn't tell me much."

When it came down to it, the tech not only had to pull the rear body panel, but the left frame rail had a little kink, and the floor had a slight bend at the bottom that he also needed to correct.

As our industry and the vehicles we repair continue to change, along with the way repairs are scrutinized at every level, it is important to identify through a damage appraisal exactly what is being repaired on a vehicle. Think for a minute of the number of people who come in contact with a damage appraisal to get information about the repair. It's many more than just the writer and the technician. All the people involved need to completely understand what is being repaired and how the repair is to be accomplished. In the scenario above there were three different areas to be repaired under one very vague line entry, which did not communicate anything to anybody, leaving everyone in the repair process an opportunity to interpret the repair differently.

Estimating platforms give several ways to communicate a repair process. The most useful are the repair line and line notes. When coupled with a line note, repair lines are the best way to explain the repair process.

A better way to describe the "Body pull" example above is to select "Body panel" as the part being repaired, choose "Align" as the operation and input a line note stating, "Align rear body panel prior to replacement to correct panel positioning." Since the floor and left rear frame rail also needed alignment, which require multiple steps to correct, the process would be repeated for those two separate operations.

Estimate writers are also known to be less than clear regarding corrosion protection, seam sealers and foams. These items are generally found at the bottom lines of a damage appraisal simply stating, "corrosion protection" or "seam sealer." It is left up to interpretation what type of product should be used and where it should be applied. For example, according to 3M's SOP, a door skin replacement requires a minimum of three different products to complete the repair; if you add the cavity wax mentioned in their corrosion protection SOP, that brings the number up to four. All four of these products have very specific purposes, and substituting one product for another could have disastrous results. Identifying which product you want the technician to use in either the repair line or a line note will ensure the right products are used in the right places.

Re-programming a damage appraiser is accomplished by training them to:

- 1. Describe the repair operations as they expect them to be completed;
- 2. Take charge of the repair process by identifying each step required in the repair; and
- 3. Ensure the damage appraisal communicates effectively to all parties connected to the repair.

I will be covering this and more during my SCRS: Repairer Driven Education Seminar, "Damage Assessment Documentation; Key Steps for Maximum Reimbursement" at SEMA in October 2018.



JOHN SHOEMAKER is a business development manager for BASF North America Automotive Refinish Division and the former owner of JSE Consulting.

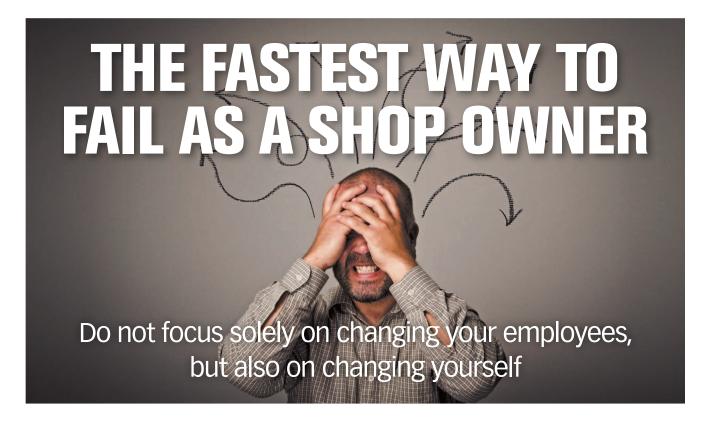
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CHRIS "CHUBBY" FREDERICK // Contributing Editor

then I started coaching and training shop owners decades ago, I learned a valuable lesson about something that was slowing down my effectiveness in driving profits and dreams home to these owners. I would teach them all the same techniques and strategies, but I never understood why some just wouldn't drink the water. I was recently listening to one of our ATI Senior Coaches, Eric Twiggs, tell a story to one of his 20 groups, and I thought you might like to hear what he told them.

The story is of an eight-year-old boy named Mitch who was out of control. He would do the opposite of whatever his mother, Molly, told him to do.

When she said "sit down," he would stand up. When she said "be quiet," he would talk louder. When she said "stop running," he would run even faster.

Molly knew that Mitch liked to work with puzzles, so as a last-ditch effort to settle him down, she gave him a puzzle of the world globe to put together.

She gave him this advanced, adult-level puzzle, figuring that it would occupy his time and give her some much needed peace and quiet. To her surprise, Mitch returned to her side five minutes later having solved the puzzle.

"How did you put that together so fast?" Molly asked.

Mitch responded, "It was easy. On the other side of the globe puzzle pieces was the picture of a man. I turned the pieces over and focused on fixing the man. Once I put the man together, I could put the world together!"

Most shop owners are seeking an external solution to an internal problem. The fastest way to fail as a shop owner is to blame everything and everyone except yourself for your problems.

Are you like most shop owners? Stay with me to learn how to change your world, so you can avoid the fastest way to fail.

Start with yourself

The best way to change your world is to assume that everything that happens is your fault!

If there is a puzzling problem like low car count, the natural impulse for the average shop owner is to point the finger at the customers, the economy and the employees.

The top shops, on the other hand, start by focusing on themselves. When you encounter a problem in your world, ask yourself the following questions:

- What is my desired outcome? (Be specific!)
- · What are my actual results?
- What role did I play in the actual results?
- What can I do differently to achieve the desired outcome?

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"It's easy to use and you can have a car on and off of it in a matter of minutes..."

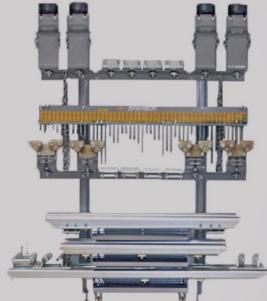
- Greg Cline

Hear more of Greg's comments at http://tinyurl.com/yagfp42r





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www.spanesi.com www.facebook.com/spanesigroup Let's use car count as the example as we apply the previously mentioned questions. I will play the role of the shop owner.

- 1. My desired car count outcome is 45 cars per week.
- 2. My actual weekly car count result is 37 cars per week.
- 3. I contributed to the actual result by not listening to and coaching incoming phone calls, failing to do my Google Plus and Google My Business posts, and by not holding my writers accountable to scheduling exit appointments.
- 4. Starting this week, I will coach incoming phone calls, post on Google+ and Google My Business, and hold my writers accountable to scheduling exit appointments.

The bottom line is that you won't be motivated to fix something that you don't believe to be your fault! For example, why would you listen to incoming calls if you believe your employees are your real problem? Why would you bother posting on Google if you believe that your customers are all broke because of the local economy?

The starting point of your success is taking ownership of your failures. When you start with yourself, you will be motivated to take the actions that produce a successful outcome.

Finding the right "birds"

When I was growing up, there was this kid in my fifth-grade class named Matt. He was cool and popular. My mother would always warn me to stay away from him. She would always say, "Birds of a feather flock together."

My teacher would pull me to the side and warn me to stay away from Matt. When I met with the school's guidance counselor, her only advice was to "stay away from Matt."

My response to all of this guidance was to continue to hang out with him. Our friendship abruptly ended the following semester, as he transferred to another school. Recently, while watching the news, I learned that my old friend Matt is currently in prison serving a life sentence.

My mother, teacher and guidance counselor knew the following truth: Birds that flock together end up flying to the same destination.

In order to change your world, it's critical that you "fly" with world changers. There's a "bird" in an upcoming ATI shop owner's class at a location near you, who is changing his car count world in spite of the vendors saying "everybody in the area is slow!"

There's a bird among your acquaintances who has changed her hiring world, by hiring her replacement, even though "it's hard to find good people in her town."

There's a bird with a shop in your area who has high margins in a low-income market.

Keep in mind the fact that you won't be motivated to find the right bird until you take the first step of owning the problem. I challenge you to assume full ownership, so you can fly into action!

Now, fix your world!

As I conclude, I'm reminded of the following poem, written by an unknown monk, that ties everything together:

When I was a young man, I wanted to change the world.

I found it was difficult to change the world, so I tried to change my nation.

When I found I couldn't change the nation, I began to focus on my town. I couldn't change the town, and as an older man, I tried to change my family.

Now, as an old man, I realize the only thing I can change is myself, and suddenly I realize that if long ago I had changed myself, I could have made an impact on my family.

My family and I could have made an impact on our town. Their impact could have changed the nation, and I could indeed have changed the world.



CHRIS "CHUBBY" FREDERICK is the CEO and founder of the Automotive Training Institute. ATI's 130 full-time associates train and coach more than 1,500 shop owners every week across North America to drive profits and dreams home to their families. Our full-

time coaches have helped our members earn over one billion dollars in a return on their coaching investment since ATI was founded. This month's article was written with the help of ATI Coach Eric Twiggs. chubby@autotraining.net



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OPERATIONS // SOFT SKILLS



Soft skills need to be taught in just the same way as technical skills

KYLE HOLT // Contributing Editor

eaching an employee to replace a transmission is a systematic process with defined steps that should be taken. Success can be measured if all the steps are followed and the car performs as it should.

But does your business have a process in place to train employees how to have positive interactions with customers, resolve problems with fellow employees or successfully lead a team? Nobody is born with these "soft skills." Just like technical skills, soft skills must be learned. A person must understand soft skills and put them into practice in real life — and continue to refine those skills through experience and ongoing learning.

In the automotive industry, soft skills are all too often overlooked and undertrained. Both hard and soft skills are essential to operating a successful business, but many employers do not train in areas such as soft skills or human resources because they expect employees to know how to behave on the job. Because soft skills are important to every employee and ultimately your business, it's important to take the time and resources necessary to get your employees up to speed on these important skills. Whether part time or full time, new to their career or approaching retirement, everyone can use a refresher on their soft skills.

PHOTO: SHUTTERSTOCK / MONKEY BUSINESS IMAGES

But what are soft skills?

Soft skills can be defined as the personal qualities that enable an employee to interact effectively and in harmony with staff, coworkers and customers in the workplace.

Some of the most important soft skills in the workplace include:

Communication. Probably the most important soft skill anyone can possess is good communication. In very simple terms, communication is the relaying of information from a source to a recipient. Communication comes in many forms, including spoken/verbal (face-to-face, phone, web chat), non-verbal (body language, facial expressions, posture, attire, appearance), written (letters, email, text), or visual (maps, signage, logos).

Ideally, the desired outcome of any form of communication should always be mutual understanding. It is the job of the communicator to deliver a clear message, but it is also the receiver's responsibility to receive and interpret the message accurately. Employees can improve their communication skills by becoming better listeners. Communication means working up and down the chain of command in your workplace, speaking with everyone in the same respectful manner.

Problem solving/Critical thinking. A very important soft skill in the workplace is being able to analyze a situation and make an informed decision. In automotive service, employees need to be able to think on their feet, determine problems, and strategize solutions quickly. This skill also requires being adaptable and flexible to changing situations, such as filling in for an employee who is on vacation or taking on extra work during busy times. Critical thinkers express a desire and willingness to learn new skills and abilities.

Collaboration/Teamwork. Employees should be able to work effectively with the people around them, as well as the customer who walks in the door—even when there is a conflict. When

people work as a team, the business is more successful. An employee who says, "That's not my job," on a regular basis isn't going to be a valuable member of any team. Training your employees to work well together fosters respect, which creates unity and loyalty, and lifts morale.

Attitude/Positivity. Attitude and positivity can boost your entire company or cast a negative air about the workplace. An important soft skill is being friendly toward others and pleasant to be around. This doesn't mean everyone is smiling all day and humming a cheery tune; rather, it means a general attitude of positivity. People who walk around with a negative attitude are not approachable by other employees or customers and leave a lasting negative impression on everyone they meet.

Work ethic. A strong work ethic means that employees are focused, organized and complete tasks on time. They follow direction, are dependable, and dedicated to the work. They also don't distract others while they are working. Time management is an important component of a strong work ethic. Unless they are sick or have a scheduled vacation day, employees with a strong work ethic show up to work on time every day. They communicate if they are sick or running late.

The professionalism an employee displays is the culmination of all the above soft skills being put to use in front of customers, vendors and others. The perception others have when they interact with your staff dictates how people view your company and your brand.

Most people learn their soft skills from parents, friends, family and peers, and that can sometimes mean they are learning bad habits, poor communication skills and a disregard for those around them. When that is the case, it is even more important that the business invests in training the staff member on proper soft skills, because each employee is an ambassador of your company's brand.

Who needs HR skills?

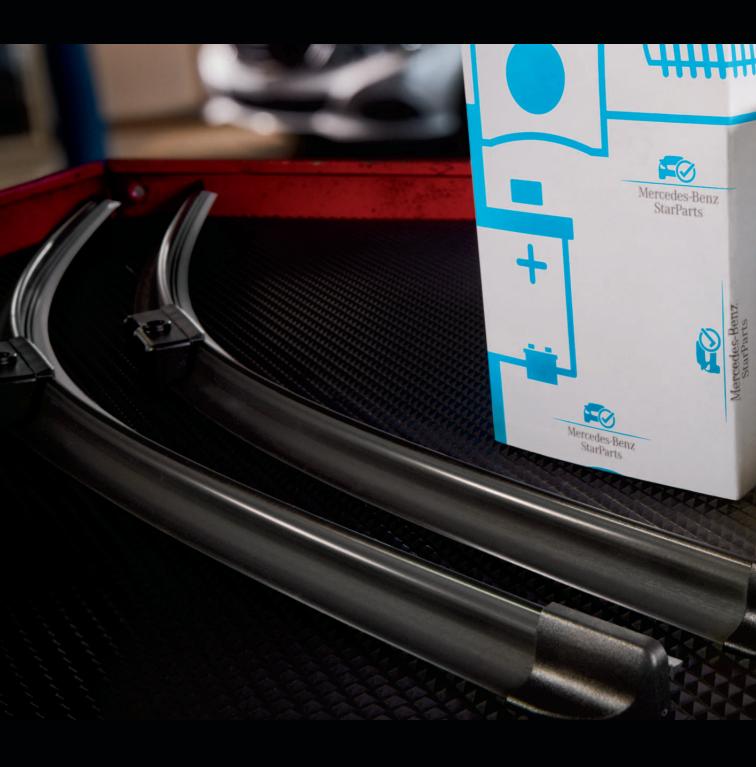
In addition to the many soft skills necessary to run a successful business, there are many skills associated with human resources that are essential to the workplace. You don't need to be in a specifically titled "HR" position to learn these valuable skills. Here are some:

Leadership/People Management. Not every job includes leading or supervising other employees, but every employee can emulate the leadership qualities that good leaders possess. Important leadership qualities include effective and efficient decision making, as well as being able to handle the people in your workplace effectively. By getting to know your co-workers, you can make use of their strengths and accommodate their challenges. It is very motivating for employees when they think someone "has their back" or is watching out for them.

In the automotive industry, there are countless opportunities for mentoring. Whether through a formal mentoring program or during everyday interactions among employees, there are numerous ways that employers can "grow their own" and demonstrate leadership by example. One way to motivate employees is to give them access to training; you can demonstrate that you are making an investment in them and their career.

Conflict management/resolution. Every employee will benefit from training that improves their ability to solve problems, mediate conflicts, and resolve issues in respectful and appropriate ways. In a workplace, differing personalities can lead to disaster if they are not managed. Poor reactions to everyday situations in the workplace tend to build walls rather than bridge communication between people.

Ethics. For those who work in human resources, ethics in the workplace includes everything from using discretion regarding an employee's personal information to following laws regarding hiring and firing. For all employees, though, ethics is something they encounter every





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day. From being responsible with tools and customer vehicles to stopping gossip when it happens in the shop, employees can be trained to reach higher levels in their career.

Taking a look in the mirror

In your shop, can you relate to any of these scenarios?

- Your shop receives negative reviews that aren't related to your technical expertise.
- You have a low percentage of repeat customers.
- You're losing employees who say the work environment is hostile.
- You have employees who are great at their jobs, but other employees can't stand to be around them.

In the workplace, these scenarios are a detriment to the bottom line. A customer service representative at the front desk may have the skills required to answer the phone but will lose customers if he or she is always texting on a cell phone while customers are waiting to interact. A technician who can fix a car at lightning speed will leave a negative impression if he speaks to a customer in a disrespectful way. A manager will lose good employees if she belittles them.

Customers have so many choices for service. In the competitive automotive industry, soft skills may be the difference between customers and potential employees choosing you or the shop down the block. All things being equal, price and location aren't necessarily what people look for these days.

Training is a benefit to all

Soft skills come naturally to some, but most people need guidance in taking these valuable skills to the next level. As part of a customer-centered strategy, businesses should recognize that training their employees is a proactive way to serve their customers, and part of an overall winning strategy.

The good news is that there is training

FOLLOW THESE 4 TIPS TO GENERATE MORE REPEAT BUSINESS FOR YOUR SHOP

BOB COOPER // Contributing Editor

In the world of auto repair, one thing is for certain: Every shop in your community has their eye on your customers. So in order to keep your customers, there are a number of things you will need to do. Here are four tips that will bring you amazing results:

#1. Make sure that you deliver on the customer's expectations, and whenever possible, that you exceed those expectations. Simply put, fix the car right the first time, make the experience as pleasant as possible, help your customers see the value in your services, and over-deliver at every opportunity.

#2. At the point of car delivery, go well beyond what your competitors do. You need to resell the customer on their decision, assure them that their problem has been solved, and review their repair order in detail. During the "sales process" you need to put the focus on the benefits of the service rather than the price, but at time of car delivery you need to ensure that they understand what they bought, and how much they paid for the services. You then need to offer them the opportunity to inspect their

old parts (or return their old parts back to them), review the warranty, discuss anything they will need to monitor or do once they leave and thank them for their trust in you.

#3. Build relationships. Regardless of how well you build value in their next visit, customers will be far more prone to returning to your shop if they feel there is someone there they will enjoy seeing again. Remember this rule: When people buy a product, they will always remember the product, but when they buy a service, they will always remember the people that provided the service.

#4. Stay in touch. Beyond a customer follow-up program, you need to ensure your customers are exposed to your brand on a continual basis. This means you need to invest in your brand building campaigns and be integrated into your community in every way that you can.

All the reward programs and marketing gimmicks will always pale in comparison to one simple business philosophy: Provide a great service at a competitive price, build relationships with every customer, and live by the principle of never putting money ahead of people.

available for all aspects of soft skills. Online training, for example, can help your employees learn valuable soft skills in as little as 15-20 minutes. When offering ongoing training for hard skills, technical updates or safety, don't forget the soft skills. Raising the level of soft skills in your employees takes time, practice and effort from employees, and a commitment from management, but you'll see the results both in your interactions at work and the bottom line.



KYLE HOLT is president of S/P2, which provides online training to more than 175,000 workers and students nationwide annually on industry-

specific safety and pollution prevention, ethics, soft skills and human resources topics, as well as an online workplace mentoring program for the automotive industry. S/P2 serves the automotive service, collision repair, heavy-duty/diesel, welding, construction, cosmetology and culinary trades. kyle.holt@sp2.org

Evolving job descriptions drive process changes

Everyone's work has changed, but one position has transformed the most

hat employee role in the body shop has changed the most over the last decade? The painter, who has changed with waterborne and UV-cured refinish products? The body tech, working with new substrates, joining methods and vehicle electronics? Maybe the shop owner who has seen margins shrink while competition from MSOs increases?

I would argue that while everyone in the shop has seen change, it's the role of the estimator that has been most dramatically overhauled in recent years.

Ten years ago, your company's estimators spent the majority of their time in the front office, meeting with customers and adjusters. Having some experience actually repairing cars could be helpful, but it wasn't required to prepare an acceptable estimate. Their role was as much sales and customer service. Sure, they made notes about vehicle damage and wrote a "visual estimate" based on their best professional judgment. But they also sold the customer on choosing your shop, may have ordered parts, negotiated the claim with the insurer, and kept the customer informed throughout the repair process.

Today, the estimator, whether called a blueprinter or a repair planner, has a dramatically different job description and required skillset. They may never interact with a customer or adjuster. Their work is primarily in the shop production area, right at the vehicle, not in the office. An ability to research needed information is among the chief requirements for success, and if they are not personally conducting the first phases of the repair process – tear-down, preliminary measurement, scanning – they are likely overseeing those doing these tasks.

A number of factors are driving that change. First, the changes body technicians are seeing – mixed substrates, multiple joining systems, zero millimeter frame tolerances – all need to be understood upfront if the repair process is going to be correct, efficient and profitable. Starting a job without an accurate estimate and complete information is a recipe for costly errors and unnecessary delays.



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Technicians can no longer be expected to know how to repair "Car B" based on their experience with "Car A." They need OEM repair procedures, because those can vary dramatically from vehicle to vehicle – and can even change for the same vehicle over time.

Vehicle repair increasingly has to begin with pre-repair scanning and three-dimensional measuring. I was in a shop recently with a late-model compact vehicle with minor damage. It needed a bumper cover and had a little damage on the fender. The technician said he didn't think measuring was necessary given the minor damage.

But automaker efforts to lighten vehicle weight while maintaining zero tolerances have made measurement a necessary step any time there's more than a key scratch. To protect occupants, vehicles are designed to move collision forces around the vehicle cabin. To do that, they respond differently than older, heavier vehicles once did.

The technician in that shop came over to me a few minutes later to show me the print-out of the frame measurements.

"I can't believe it," he told me. "That frame rail is down 8 millimeters. I would never have believed that it moved from the frame specs with that minor damage."

Similarly, pre-repair scanning helps everyone in the shop understand what will be necessary in terms of post-repair resets and calibrations, enabling the shop to determine what can be done in-house and what may require outside help.

The good news is that the shift in the estimator's role also makes a shop more efficient. The vehicle leaves the repair planning area completely disassembled, with a complete parts list, with repair procedure documentation and initial measurement already completed. Shops that have adopted this new role for the estimator or repair planner are seeing a positive impact on cycle time and delivery dates being met.

STEVE FELTOVICH of SJF Business Consulting, LLC, works with dealers, MSOs and independent collision repair businesses to make improvements and achieve performace goals. **sjfeltovich@gmail.com**



Protecting your shop with bulletproof records

Here are the steps your shop should be taking to fully document your processes

n "Building a bulletproof file for every repair shop," (July 2018), I discussed why it's critically important to build a "bulletproof file" on every job you complete to defend yourself against lawsuits or any claims that could potentially arise.

The good news is that there are fairly simple ways to build that file. Here are some of the steps I recommend.

- Understand your agreement with your estimating system provider. How long will your estimating system provider maintain all estimates, photos and other job documentation for you? Ask what happens to it if you are no longer doing business with that provider and if you have access to the stored data even if you are no longer using their system.
- If your shop holds one or more OEM certifications administered by the Assured Performance Network, that includes a benefit called dataSafe that allows you to maintain storage in the cloud of your own repair

file data. It isn't an additional cost to use; all you have to do is set it up.

 Even better, shops should develop their own storage system for their repair data files that are not in any way connected with your agreements with other third parties that you may choose to no longer do business with. Cloud storage is not expensive, and it can be configured to make data back-up an automatic and seamless part of your process.

However, having securely stored files isn't going to help you if those files aren't complete and bulletproof. They should be able to demonstrate to anyone looking at them what was done to the vehicle and why. That's why for every job, you should be recording and storing the following:

 Notes about intake conversations with the customer about what led to the damage, along with notes on communication with the customer throughout the repair.

Copies of:



DEVELOP YOUR OWN
STORAGE SYSTEM FOR
REPAIR DATA FILES THAT
ARE NOT IN ANY WAY
CONNECTED TO THIRD
PARTIES THAT YOU MAY
ONE DAY CHOOSE TO NO
LONGER WORK WITH.

- Every version of the estimate along with the final invoice for the job
- Documentation from pre- and post-repair scanning of the vehicle
- Notes processed internally about supplement items or changes to repair procedures
- Quality control forms regarding the vehicle
- OEM repair procedure information downloaded and used for the job
- Images of the vehicle pre- and postrepair, along with in-process steps such as welds, destructive weld testing completed, color match let-down or spray-out panels, damaged parts, etc.
- Documentation about safety checks performed, whether or not they were billed, such as inspection of seat belts
- Documentation of interactions with the insurer involved. If an adjuster says, "We're not going to pay for that," make a note of it. (You still need to do

whatever it is they aren't paying for, if it's a required part of a quality repair, but note their decision in your file.)

- Documentation of internal conversations about the job, such as between the parts department or technicians and estimators
- The estimating systems offer one option for maintaining some of these records. But I know shops that also just maintain a Microsoft Word file for each job, in which they document by date any communications they have with anyone regarding that job.

Completing these steps will help you create a file that will clearly document your process, helping protect yourself should a "bullet" ever come your direction.

MARK OLSON is the founder of Vehicle Collision Experts, LLC (VECO Experts), a consulting firm that takes a holistic approach to working with shops on repair quality and business performance. mark@vecoexperts.com



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Change the conversation for vehicle safety inspections

Repairers, consumers have to engage with new messaging to stop current trends

hemorrhage of state vehicle safety inspection programs for a number of years. These programs go back to 1926 and increased to 31 states plus the District of Columbia in 1975. In addition to voluntary programs and mandatory state programs, the federal government, through the Highway Safety Act of 1966, mandated that the U.S. Department of Transportation prescribe uniform standards for state highway safety programs.

The 1990 Clean Air Amendments encouraged states to establish emissions inspection and maintenance programs to improve air quality. These programs were regularly attacked by the media, political pundits and even some in the auto industry. Unfortunately, a number of policymakers in safety inspection states took advantage of this movement and compared safety inspection to problems with emissions inspection and maintenance. Arguments against vehicle safety inspection programs included costs to the consumer, inconvenience of the inspection, little evidence that inspection prevented accidents, injuries and deaths, just another tax, etc.

Although some state programs survived frequent attacks, the industry saw inspection programs in other states eliminated. As of this writing, we have 15 state programs.

The Automotive Service Association (ASA), along with the American Association of Motor Vehicle Administrators and other members of the automotive aftermarket held numerous conferences during CARS each year in Las Vegas. Of late, ASA held Vehicle Safety Inspection Forums in Pennsylvania and Missouri. Although well attended with excellent program content, these forums have not prevented the onslaught of attacks on state inspection programs in those states.

This past legislative session in Texas, the inspection program came close to ending after an aggressive legislative push. It is anticipated that we will see legislation to terminate the Texas program again in this next session. In Missouri, the authorizing



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committee approved legislation to end the inspection program. Missouri's program has been the template offered to states to demonstrate how a successful program is structured. ASA testified against the bill and initiated a grassroots effort to stop it. Other aftermarket associations joined the fight to protect Missouri's program. The legislature adjourned without passing the legislation, and the bill is dead for the year.

So how can we change the conversation about vehicle safety inspections? As repairers, we have to work closer with the aftermarket and other industry colleagues to educate members of the industry, consumers and policymakers about the value of these programs. The last sessions' industry efforts in Texas and Missouri demonstrate that we can stop these very harmful bills when we join together.

In addition, we have to make a better case as to why these programs should be in all 50 states. The National Highway Traffic Safety Administration (NHTSA) has not been an encourager of these programs despite the U.S. Government Accountability Office (GAO) report references to the need for more NHTSA involvement. At a

minimum, NHTSA should pursue data relative to programs' protecting the motoring public from accidents, injuries and deaths.

Whether it's providing consumers with important information about recall efforts or becoming part of the vehicle safety firewall as new technologies are deployed (i.e. autonomous vehicles), the arguments for these programs need updating. NHTSA has an opportunity to be part of this movement. It's not too late.

Unless we take a more aggressive view as to the importance of these programs for safety, they will continue to be at risk and will likely miss an opportunity to be part of the revolution in automotive technology. \blacksquare

ROBERT REDDING is the Automotive Service Association's Washington, D.C. representative. He has served as a member of several federal and state advisory committees involved in the automotive industry. *rlredding@reddingfirm.com*





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OPERATIONS // CALIBRATION



BRAM PARIS // Contributing Editor

utomobiles produced today are some of the most advanced equipment that the average person will encounter on a regular basis. Our society has become reliant on technology and we expect no less of the vehicles we drive. The vehicles of today and tomorrow are coming equipped with standard equipment to help protect us such as automatic emergency braking (AEB), blind spot monitoring (BSM), lane keep assist (LKA) and so on.

Technology in the area of these Advanced Driver Assist Systems, commonly referred to as ADAS, is growing at an accelerated rate and repair centers of today and tomorrow must be able to

keep up with the proper repair of these high-tech vehicles or be left behind. There are millions of vehicles on the road already equipped and only a fraction of them being properly calibrated after the repair. The safety of customers will hinge on the quality and attention to detail in the repairs performed. The days of "good enough" will no longer suffice, and it's imperative that repairers perform accurate repairs including the calibration of ADAS equipment.

When a vehicle is delivered back to a customer, they expect it will perform as designed. Most vehicle owners are unaware of what it takes to ensure that these systems are in proper working order following an accident. Repair centers have the responsibility to ensure that the correct processes are followed on every vehicle no matter the severity of the damage. Even simple repairs such as a windshield replacement or bumper repair invoke the need for sensitive ADAS equipment to be calibrated. The consequences of not performing a calibration when needed could lead to something as drastic as a loss of life!

Systems that require calibration could be as simple as cameras or ultrasonic sensors used to aid parking or as advanced as cameras and radar sensors capable of stopping or steering the vehicle. Knowing when a vehicle requires calibration requires repair shops to follow OEM repair procedures issued

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by the automotive manufacturers. Currently the best way to access updated OEM procedures is directly via the OE repair information sites. Repair facilities performing calibrations will need to meet certain OEM requirements to ensure the results are correct; these requirements can be found in the repair procedures or links within them. Some of the requirements include having the vehicle parked on a level surface, correct lighting, sufficient space around the vehicle and prohibits some items within the space. For instance, some vehicles require more than 1,500 sq. ft. of open space with no other vehicles, tool boxes, lifts or other metal items within that space. The vehicle will also have to meet certain requirements to ensure a proper calibration such as 4 wheel alignment, vehicle load, a full tank of gas and properly inflated tires. Also, the vehicle wheels, tires and suspension would need to be the original spec.

The procedures to perform ADAS calibrations require very close attention to detail. It's important to know that if the measurements are done incorrectly it will not necessarily mean the calibration will fail. Most OEM calibration procedures call for creating a centerline and placement lines using string and plumb bobs, which seems very low-tech, but when done correctly and in a good environment, it provides a very precise result.

When you perform a calibration, it is basically adjusting where the vehicle is looking, so an improper calibration could easily lead to significant variation in how these systems are designed to operate and subsequently result in a second accident. Again, "good enough" or "close enough" is a recipe for disaster when it comes to the fine tuning of ADAS sensors. Repair centers looking to perform calibrations will need to have access to OEM procedures, tools and diagnostic equipment or partner with a company that does to provide the service.

Just as proper welds and structural

EDUCATING INSURERS, CUSTOMERS KEY TO GETTING PAID FOR DIAGNOSTIC REPAIRS

Proving the value in diagnostic and vehicle electronic repairs to insurance companies and customers involves building a process. Vehicles have many electronic parts and diagnostic systems, and OEMs recommend scanning vehicles. When those parts and systems are damaged in a collision, they must be repaired properly, or the vehicle will not be returned to pre-accident condition.

The electronic complexity of modern vehicles requires different tools and technology. Performing a diagnostic scan with an OEM-recommended device must be done to properly determine which parts, and/or systems will require repairs or replacement. A diagnostic scan after the work has been completed is also needed to verify there is no remaining damage or unresolved issues. To better educate your customers and insurers, try emphasizing these benefits of diagnostic scanning for electronic vehicle repairs:

1. Diagnostic scans help facilitate claim approvals. Pre-repair diagnostic scans help identify all the damage done to a vehicle during the accident. Pre-scans can reduce repair cycle times, lower rental costs, improve the ability to meet guaran-

teed completion dates and improve overall customer satisfaction. Many types of electronic damage are difficult to identify until the repair work has already begun, making a pre-scan necessary.

- 2. Scans prove the vehicle is restored. A post-repair scan verifies that all systems on the vehicle are working as the OEM intended after the repairs have been completed. In fact, most of the OEMs require it. A post-scan will reduce customer comebacks, one of the leading causes of poor customer satisfaction scores and reduced policy holder retention.
- 3. Proper diagnostics eliminate unnecessary repairs. Performing a proper diagnostic scan provides a fully transparent process for every customer. Scanning vehicles eliminates the guesswork and the need to "throw" parts at the issue, which can quickly become an expensive proposition.
- 4. A proper diagnostic repair process can shorten cycle time and prevent repair delays. A proper diagnostic repair system at the repair facility will save time, money and improve the efficiency of the repair facility.

repairs take expert technicians, calibration of these sensitive systems will take trained personnel who specialize in such systems. The accurate repair and calibration of these systems is vital to the safety of the customer. It's important to know that there will not always be a fault code that indicates when a vehicle needs calibration, and damage anywhere on the vehicle could be enough to trigger the need for calibration. In the case of these sensitive systems it's better to err on the side of caution. The responsibility falls on the repairer to verify

when the vehicle needs calibration and what that entails. Current and future automotive repair facilities should embrace the need for ensuring a complete repair, which includes calibrations. As repairers of today's high-tech vehicles, we must approach every repair as if the customer's life depends on it, because ultimately, it does! \$\textstyle{s}\$



BRAM PARIS is the Director of Calibration at asTech. He has more than 20 years of automotive electronic

experience serving most makes and models.

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Now is the time to step up and help enact industry change

FIVE WAYS TO EMBRACE SUSTAINABLE CHANGE IN YOUR LIFE AND YOUR SHOPS

MIKE JONES // Contributing Editor

he collision industry is experiencing massive change. This change is creating an enormous amount of stress and undesirable circumstances for shop owners, insurance companies and everyone in between.

As these circumstances continue to change the landscape of the industry, we cannot focus on taking the path of least resistance around the circumstances and changes. That path will not allow us to arrive at the place we need to be in order to remain successful and moving forward.

NOW is the time you must be willing to step up and embrace change. NOW is the time to push through circumstances you cannot control to get to what you want. Did you get that?

Quite often in our programs at Discover Leadership Training, we deliberately push people outside of their comfort zone to get them to recognize there are ways to produce even better results when you step up and thrive in the midst of undesirable circumstances.

Think about this: if you see the change or circumstance you are experiencing as negative, wrong or unfair, then your assessment of the situation will determine the energy with which you approach the circumstance. In this instance, it will drive you to mere survival. If you are in survival mode, you will only do just enough to stay alive.

When most people get pushed out of their comfort zone, they will do everything in their power to get their situation back to normal. Let's pause for a moment. Your normal is what got you into the circumstance you did not want in the first place. Returning to normal means you are moving backward. Going back to normal also means that you are susceptible to repeating the circumstance and experiencing the pain again.

Why is change so scary for most people? In your comfort zone, you are less likely to fail. When you are in your comfort zone you feel self-confident and in control.

In order to step up, you must be willing to step out. I feel that change and circumstances are gifts to an individual who is focused on living and not just existing. When a circumstance occurs, you can either get bitter or you can get better. You can either move forward or you can move backward.

I don't care who you are, there will

be circumstances that occur in your life that you have no control over. When you step up and embrace the opportunity to change, you create a new possibility to experience something you have never experienced in your life.

Here are my top five ways you can step up and embrace sustainable change in your life and in your shops:

- 5. Rather than looking for the best practice, create the next practice. Shop owners often ask me about best practices. My coaching has been to create the next practice and stop focusing on the best practice. Every shop has its own culture and the "best" practice you are looking to implement was developed in an environment that is different from yours. You may have some success using it; however, unless you make it fit your culture, it will likely not produce the same results for you as it did the person who created it.
- 4. What you resist will persist. The changes that are occurring in the industry and in your life will not just "go away." Lean into the changes, embrace them and begin focusing on going beyond just doing "good enough" to survive the change that is occurring.

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SUPPORTERS









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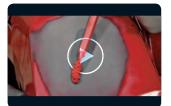


WATCH + LEARN



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SERVICE REPAIR PROBLEMS AND SOLUTIONS THAT JUST MIGHT BENEFIT YOUR SHOP TECHNICIANS

NEW HEADLAMP ON MERCEDES-BENZ NEEDS PROGRAMMING

VEHICLE: 2010 Mercedes-Benz C 300, 4MATIC, V6-3.0L

MILEAGE: 98,220

PROBLEM: The customer complained that the right low beam headlight was burnt out. He replaced it, but the headlamp is still inoperative.

DETAILS: The tech verified the fuses were okay and replaced the right headlamp bulb again, but the headlamp is still inoperative.

CONFIRMED REPAIR: After talking with the Tech-Assist consultant, the tech used a scan tool to reprogram the SAM module for the new bulb replacement. The headlamps worked normally again.

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AUGUST 7

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AUGUST 7-8

Collision Industry Conference Georgia World Congress Center Atlanta, Georgia

AUGUST 8-10

NACE Automechanika 2018 Georgia World Congress Center Atlanta, Georgia

SEPTEMBER 13

I-CAR: Adhesive Bonding

Manhattan Area Technical College

Manhattan, Kansas

SEPTEMBER 18

I-CAR: Steering and Suspension Damage Analysis Kent Career Technical Center Grand Rapids, Michigan

OCTOBER :

I-CAR: Aluminum Exterior Panel Repair and Replacement Stuart Career Center

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OCTOBER 30

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OCTOBER 30-NOVEMBER 2

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>> CONTINUED FROM PAGE 44

3. Rather than reacting to industry standards, create standards with your team that exceed expectations. After working with leaders for more than 30 years, I have heard people say you should "under-promise and over-deliver". I see that as an inauthentic, play not-to-lose approach. My coaching is to tell people exactly what you will do and do it. My coaching is to identify where you and your team are and commit to deliberately besting your best every day.

2. Become comfortable with being uncomfortable. When you are out of your comfort zone, you are vulnerable. You do not have the same level of self confidence, and you do not feel in control. My coaching is to embrace this feeling with the understanding that being vulnerable does not mean you are weak. Allowing yourself to be vulnerable will allow you to grow and learn new things.

1. Be aware that no matter how long you have been doing what you have been doing, you still have blind spots. When you open your heart and mind to change, you will become aware that you don't know what you don't know, until you know that you don't know. Simply put, old dogs can absolutely learn new tricks when they allow themselves to embrace change and thrive in the circumstances.

If you want to improve your shop's CSI and cycle time; if you want to get the job right the first time and get paid for a quality, safe repair, if you want your team to be loyal and have a great culture, stop looking for the "best practice."

You must understand that if you resist the inevitable changes that are occurring, you will fail. My coaching to you is to step up and have the courage to embrace the change and play full out.

Your comfort zone is overrated. Stop playing like a veteran and start playing like a rookie. Veterans are complacent; they feel they have already arrived. Veterans feel they have the answers and they are in control. Rookies are hungry. They listen with the intent to be influenced; they want to learn new things and are open to new possibilities. Make the choice to step up and out of your comfort zone. Play like a rookie today. ■



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ADAS CALIBRATION

ADJUSTABLE - ACCURATE - AFFORDABLE COMPONENTS CALIBRATION COVERAGE





















THE KEY TO UNDERSTANDING THE DIFFERENCE IN THE SCALE OF REPAIR AND WHY HEAVY-DUTY VEHICLES NEED TO GET BACK ON THE ROAD ASAP

DOUGLAS CRAIG // Contributing Editor

Ithough there are many similarities between heavy-duty truck and passenger autobody composite repair and bonding procedures, it's important to understand that the scale of the repair is markedly different to ensure it's done properly.

The procedures and adhesive products used are alike, but the size of the repairs and panels are significantly larger so they require different space considerations and the amount of repair material to be used.

On a heavy-duty truck body (also known as a tractor or cab), the repair may not be able to be completed off the vehicle because of space constraints. There are also unique challenges in terms of accessing the rear side of the panels for a structural repair. Many heavy-duty truck hoods are built in such a way that the outer panels have no backside access to perform reinforcing operations. When this is the case, either the panel can be disassembled, repairs made and reas-

sembled, or panels are replaced because although repairable, it just isn't a logical choice since replacement would now be faster. Traditional methods for fiberglass repair such as the use of fiberglass cloth or mat, resin and hardener can be messy and may require multiple applications.

Imagine, for example, a tractor-trailer driving down the road, but focus only on the tractor or cab. The hood, fenders, roof, various ground effects and spoiler fairings, among other parts on the tractor, are typically all made of composites — and are usually very large parts.

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If a truck sustains damage to the right front and it affects the hood and front fender, it may be possible to repair these parts right on the vehicle instead of removing them. If the parts are removed, they would need to be placed on a bench or parts stand.

Repairing this way isn't necessarily incorrect, but it is easier to access the truck when everything is all together. The reason is two-fold. Not only are the parts very large, making it easier to directly patch the truck instead of taking it off of its chassis, but they can be difficult to handle, especially if a single technician is handling the repair job.

Making repair material choices

The repair process itself to a heavy-duty composite vehicle follows the same Standard Operating Procedures (SOPs) as the automotive SOPs, with the biggest difference being the larger, thicker panels.

Technicians should keep this in mind when choosing which adhesive to use for the repair. Not only should technicians ensure the repair adhesive meets original equipment manufacturer (OEM) specifications or is OEM-approved, but it's also best to select a product with the longest work-time possible — more work time is always better than not enough and botching a job.

The fastest-acting adhesives will most likely be unsuitable because of the large surface area involved with the repair. Shops and technicians are all different and where some may use the slowest products everywhere and then apply some heat to accelerate, others use a full range of products, adjusting for size of the repair and the current shop conditions (temperature). Hotter environments require slower products and vice versa.

Making the repairs with adhesives is relatively simple, but it is important to understand the product being used and to carefully follow instructions to guarantee the best results. It's more than

SEAM SEALER METHODS AT A GLANCE

There are three methods for using seam sealers. They are as follows:

- 1. Weld-through sealers: The sealer is applied in the joint between panels; the sealer is welded through by resistance spot welding or the panels are held together by mechanical fasteners, such as rivets.
- 2. Inner-seam sealer: The sealer is applied in the joint between panels; the sealer is then welded through by resistance spot welding or the panels are held together by mechanical fasteners, such as rivets.
- 3. Over-seam sealer: The sealer is applied over a joint to cosmetically hide

or seal the joint. Liquid-Applied Sound Deadener (LASD) is a seam sealer applied to a panel to add mass or stiffen or create an insulating layer. The LASD can be applied by trowel or spray.

Note: In some repair applications, a foam product used in production can be replaced with a sealer if the foam's purpose was to close gaps between car panels. During car assembly, panels do not always fit together perfectly in order to provide the tolerances needed to build the car. In these instances, the original equipment manufacturer (OEM) will apply a foam product to fill the gaps.

just pumping in a product to glue parts together. If the repair procedure is done properly the first time, the repair will last for the life of the vehicle.

During the actual repair process, it is important to replace the fiber and to use it with adhesive for both aesthetics and structural integrity of the vehicle. Using a generous amount of fiberglass repair cloth in a heavy-duty composite repair is critical to eliminate read-through and to ensure that there isn't a different coefficient of expansion in the area surrounding the repair, which may result in a "halo effect" or "bullseyes."

Sharp edges from failure to taper, temperature changes, lack of full heat cure to eliminate shrinkage after painting, and insufficient fiberglass cloth (so the repair acts like sheet-molded compound) during the repair process can all contribute to read-through.

Using adequate fiber is essential, but technicians also need to understand why it's so important to repair the damaged part with minimal additional weight. The addition of a couple extra pounds might seem insignificant, but if it's done in enough sections of repair across the



DAMAGED COMPOSITE TO REPAIR

vehicle, even this slight added weight can result in poor mileage or impact overall mileage efficiency on an over-the-road, heavy-duty truck or trailer. It's crucial to reiterate the necessity of reapplying and making certain fiber and adhesive are used in conjunction with the repair — not just simply the use of adhesive.

The ongoing question: Repair or replace?

When vehicles manufactured with composites were first introduced, the typical mentality was to replace parts because the capability to repair them



OUR BEST BASECOAT EVER







had not yet been developed. Early attempts with resins and fiberglass matting would either completely fail or read-through was common.

However, replacing the parts wasn't always efficient or cost effective. When repair adhesives specifically formulated for composites were developed, it introduced a way to enable a straightforward, robust structural and cosmetic repair quickly and economically. (Consider a damaged fender on a hood assembly where a new hood is \$3,000; the fender alone is \$500, but \$600 of repair labor will repair it. The repair will usually be much faster than ordering a new part and then bonding it in place, and when done properly just as long-lasting. Further, the repair will probably reduce the total amount of painting required and thus save additional time and money.

When determining whether to repair or replace a part, the period of time the truck would be out of commission must be considered. This includes the potential waiting time for parts to be ordered,

shipped, received and supplied to the body shop for reinstallation.

A quicker turnaround is important and time is of the essence with heavyduty composite repair, especially because of the ongoing truck driver shortage crisis (ABRN.com/drivercrisis) - a problem the American Trucking Association (ATA) expects to triple by 2020.

Any time a truck or trailer owneroperator — i.e. small business people who own, maintain and drive their own commercial motor vehicles — isn't on the road, it means lost revenue. Fleets have the same consideration, multiplied across all the fleets, whether it is 40, 50 or any other number of trucks down for a day or longer. When any fleet operators aren't hauling material, they are not making money, either.

According to the Owner-Operator Independent Drivers Association (OOIDA), the average salary in the United States for 2018 is \$66,711 roughly \$1,282 per week — with a salary range of \$57,000 to \$79,000. When the vehicle body or trailer is non-operational, it reduces this income. Although it's hard to put an exact value on the cost per each day a truck is out of operation — it varies by the number of miles typically traveled, current fuel cost, net average daily delivery, and type of tractor or cab, among other factors - the fixed costs of trucking, such as lease or truck payments and insurance, remain the same. (See "The Real Cost of Trucking - Per Mile Operating Cost of a Commercial Truck" infographic at ABRN.com/costoftrucking and calculate truck operating costs at ABRN. com/truckoperatingcosts.)

8 STEPS TO USING LONGER WORK-TIME SMC REPAIR ADHESIVES

Sheet-molded compound (SMC) repair adhesives may be used for repair or bonding of composite body panels [such as fiberglass, SMC, carbon fiber, fiber-reinforced plastic (FRP), Resin Transfer Molding (RTM), Metton, Noryl GTX resin, etc.], including large assembly bonding of fairings, body panels, spoilers, ground effects, wind deflectors, roofs and fender liners.

These repair adhesives can also be used to repair cracks, punctures and tears.

To properly use these longer work-time adhesives, follow these eight steps:

- 1. Tape off exposed fibers to avoid wicking cleaner into the substrates. Clean the area to be repaired with plastic and rubber cleaner.
- 2. Make a backing patch if the part is cracked or punctured all the way through. This patch can be made from fiberglass cloth and SMC repair adhesive. It can also be made from a piece of SMC, of the same size and shape, bonded with SMC repair adhesive. Make sure the back of the damaged part is clean and thoroughly sanded with 80-grit

sandpaper.

- 3. Dish out the repair area and taper it all the way to the bottom of the damage, leaving no square edges in the repair area.
- 4. Use a piece of plastic film backing, supplied with fiberglass cloth as the base. Prepare the filler patch, which consists of multiple layers of fiberglass cloth sandwiched between alternate layers of SMC repair adhesive. Layer the cloth and adhesive to fill the repair
- 5. Place the filler patch in the repair area. Use a saturation roller to press material into the repair area and force out entrapped air.
- 6. After rolling the repair with the saturation roller, heat set the repair with a heat gun or heat lamp for 5-10 minutes at 180°F (82°C). This will set the repair material so it can be rough-sanded.
- 7. Remove the plastic film backing and apply a finish coat of SMC repair adhesive. Heat cure the entire repair area for one hour at 180°F (82°C). Allow repair area to cool to room temperature before final sanding.
- 8. Primer and paint per the specific manufacturer's recommendations.

Seam and joint sealing preparation

Another aspect of heavy-duty truck repair includes seam sealing and sealing of joints. However, it is not always as thought out or well defined as it should be — and it's a very important component of the repair process.



CLEAN AND PROTECT DAMAGED COMPOSITE

Any joints or seams in the area repaired need to be sealed from air, wind and water intrusion. In some cases, because the equipment is so large and the area to cover is sizeable, seam sealing application is treated as the "second-rate citizen" of the repair.

In reality, its importance should not be overlooked. Sometimes the least-costly material or one that has very low costs associated with its installation is chosen for seam sealing. For example, some body shops use inexpensive silicone caulk from a big-box, do-it-yourself (DIY) store.

The problem? When an architectural/construction material — such as caulk — is used instead of adhesive material specified for a vehicle, these selections may be made without much consideration as to whether the material will be long-lived or be the best choice for the service life of the truck.

This type of material is typically not engineered to withstand a great deal of vibration and exposure to the elements, potentially causing a repair or a sealed seam to fail, resulting in a repair do-over, a water leak, rust or various other problems. Instead, technicians should understand the importance of selecting materials compatible with the transportation industry.

For example, a leak from incorrect seam sealing could not only destroy cargo, but some of the heavy-duty vehicles also double as sleeping quarters. Picture someone lying in bed with a bucket trying to gather water from a leaky roof.



ELIMINATE AIR POCKETS IN REPAIR AREA

An owner-operator or contract driver would never tolerate a leaky room at home, so it should not be acceptable in a sleeper cabin.

When using seam sealers to restore vehicles to pre-accident condition, a technician needs to understand when and how to use the right materials to ensure a proper repair the first time.

Seam sealers are available in both one- and two-component formulations. Two-component sealers will cure through a chemical reaction; one-component sealers cure through a moisture reaction. For metal-to-metal applications, use direct-to-metal (DTM) sealers for the best results and corrosion protection. (Look for an article on sealing and sound dampening, including the use of seam sealers, in an upcoming issue of ABRN.)

Making the repair "one and done"

The bottom line when it comes to performing a heavy-duty composite repair is to do it correctly the first time with a careful review of original equipment manufacturer repair documentation to see if specific products and processes are indicated for the repair.

The technician should look closely at the material that needs to be replaced while dismantling the vehicle. If the OEM has not specified recommended repair products, the repairer should attempt to duplicate as closely as possible the material.

Although it may seem more compli-



HEAT CURE THE REPAIR AREA TO ELIMINATE READ THROUGH.

cated and messy to use a fiberglass product, it never comes back to haunt you. Once the final heat cure has been done, the composite repair will not change or move and will not be visible. The repair is done and has been completed properly to bring the vehicle back to pre-accident condition.

This eliminates any need for a repair do-over, which keeps a body shop profitable and customers satisfied.

To learn more about repair adhesives and to sign up for training, visit www.i-car.com.

For specific user instruction and technical data sheets for all Fusor Aftermarket Repair Adhesives solutions, go to www.lord.com/products-and-solutions/brands/fusor-repair-adhesives/user-instructions.

For videos on Standard Operating Procedures (SOPs), seam sealing, composite repair, and bonding, visit www.lord.com/products-and-solutions/brands/fusor-aftermarket-repair-adhesives/resource-center/videos.

Go to https://youtu.be/vzAKI-5WxJWw for a step-by-step video of how to perform a composite structural repair using repair adhesives.



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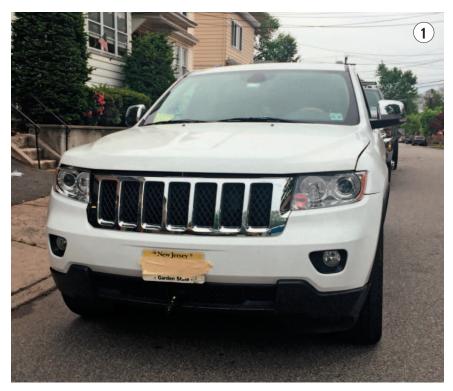
TACKLING CORRECTIVE REPAIRS

A RADAR CONTROL UNIT FAULT CODE LEADS TO ONE DISTURBING DISCOVERY AFTER THE NEXT IN A REPAIR GONE VERY WRONG

JOHN ANELLO // Contributing Editor

was recently hired by a body shop at the request of an insurance company to evaluate a problem with a 2013 Jeep Grand Cherokee (Figure 1). This vehicle was previously repaired by a different body shop and had a postrepair issue that was not being resolved. Apparently, the prior body shop had done extensive repairs to the front of the vehicle and after the repairs were all done, there was a problem with the front radar control system. The body shop did not want to deal with it and sent the customer to the Jeep dealership where it could be addressed appropriately. It is not uncommon for a body shop to send a vehicle back to the dealership to address certain issues that can't be handled because the shop may not be properly equipped with dealership-specific testing and calibration equipment needed to take on the task.

When the Jeep arrived at the dealership, they looked over the vehicle and discovered some repair problems. They decided to turn the customer around and direct him back to the body shop where the repairs were originally done. The customer refused to go back because of some personal issues with the shop. This is not uncommon as well, and a customer has a right to go to a different body shop that they feel more comfort-



able with and would repair their vehicle to a satisfactory level. This is why it is so important to keep a customer happy, to do the job as best you can, and to treat the customer with kindness. In business you need to keep customers coming back and build a referral base. It is not a good practice to ignore concerns about a vehicle you just repaired and send a customer away on their own. You would probably be better off to get authorization from the insurance company to take the vehicle to the dealership yourself

and then release it back to the customer when it's all done.

The dealership decided to recommend another local body shop that they highly trusted that could resolve the issues with the Jeep. When the customer dropped off their car at this body shop, they performed a visual inspection of the vehicle and noticed a radar error fault on the instrument cluster and went ahead and plugged in their scan tool to perform a vehicle scan. They discovered an error fault in the radar control module and de-

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2017 PARTS ELITE DEALERS

PLATINUM

CROWN KIA
CAR PROS KIA
CAR PROS KIA
Elder Acevedo
ORLANDO KIA EAST
Casey Armstrong
HAWKINSON KIA
Jeremy Mihas
SCOTT KIA OF SPRINGFIELD
JAmes Johnson
THE KIA STORE
William Thurman
PERFORMANCE KIA
Garrett Svendsen
PEORIA KIA
FREDY KIA
Mike Solis
ANCIRA KIA
TERTANCE Stewart
SOUTHWEST KIA
MATT Jackson
PEAK KIA
MATT Jackson
PEAK KIA
Alex Gross
SOUTHWEST KIA-NW
MARK Budenhagen

JACK MILLER KIA

KEARNY PEARSON KIA

MORITZ KIA

Leo Salgado

TEMPE KIA

Daniel Lanious

DELAND KIA

DAVId Booth

RON TONKIN KIA

Gene Nevett

CARRIAGE KIA

Dennis Jackson

QUIRK KIA

Daniel Evans

RUSTY WALLACE KIA

Gregory Wampler

HAGERSTOWN KIA

BALD HILL KIA

JERRY SEINER KIA SALT LAKE

GOSSETT KIA

Michael Richards

JTS KIA OF ROCK HILL

Thomas Hakim

KIA OF GREER
KIA OF LANSING
Mathew Rue
LOU FUSZ KIA
ELK GROVE KIA
CRAIN KIA
TIMOTHY HIII
LAFONTAINE KIA
LEV KIA OF FRAMINGHAM
MIKE SMITH KIA
ACTOR EWING
MIKE SMITH KIA
VAN SYKLE KIA
PATRIC MICHAEL
WILLIAM PROCTOR
RUSS DARROW MADISON KIA
EAGLE AUTO KIA
ROBET PORTEILI
YONKERS KIA
KOONS KIA
JAMES WOODLAND, SE

GOLD

KIA OF PUYALLUP

KIA OF CERRITOS
Gene Schilder

UNIVERSAL KIA
Brandon Ottow
LUPIENT KIA
Marty Van Reese
ARCHER KIA
Steve Benoit
SOUTHWEST KIA AU
COdy Webster
CAR PROS KIA GLENDALE
DUNCAN Pereira
ED VOYLES KIA
GIENN Hammonds
GALEANA KIA
Mary Delgado
JTS KIA
JASON Carletti
HUFFINES KIA DENTON
GALEANA KIA
SONya Jennings
RICART KIA
LArry Mills
FUCCILLO KIA OF KEJECY CHAPEL
Neil Hosford
FUCCILLO KIA OF CAPE CORAL
DAVE Garabedian

HUFFINES KIA MCKINNEY
KIA OF GREENVILLE
RALLY KIA
GARDEN GROVE KIA
FINDLAY KIA
ROSEN KIA
ROSEN KIA
ROSEN KIA
ROSEN KIA
ROSEN KIA
FOLSOM LAKE KIA
JOSHUB BOOD
LEE JOHNSON KIA
LEE JOHNSON KIA
TYSON THOMPSON
HEALEY KIA
DANIel Langdon
FERGUSON KIA
James Easton
DORSCHEL KIA
JEffrey Stanley
MCGRATH KIA OF PALATINE
BYANTH KIA
DAN LOWDER
RUSS DARROW KIA WAUKESHA
Jeffery Krueger
BYERS KIA
JASON HOllingsworth

MEDVED KIA
FUTURE KIA
KIA COUNTRY OF SAVANNAH
HENDRICK KIA CHARLOTTE
EVANS KIA
CRAIN KIA OF FORT SMITH
KIA COUNTRY
PRICE KIA
PRICE KIA
Danny Meadows
KIA OF MARIN
TOdd Schneider
CONCORD KIA
FERNANDO Belanger
MATTHEWS KIA
GASEY KIA
JUIE Macaulay
CRAIN KIA OF CONWAY
GARTY Shelby
MICHAEL STEADS HILLTOP KIA
HOMETOWN KIA
TIM FAILEY

KEVIN MESSA
Brian Sheppard
Holloch
KIA Dougherty
Brian Wickboldt
KIA COUNTRY
Danny Meadows
Gary Briandage
CASEY KIA
JUIE Macaulay
JIFOTO Hallam
HOMETOWN KIA
TIM FAILEY

SILVER

BOB MOORE KIA NORTHWEST
HENDRICK KIA OF CONCORD
ORLANDO KIA WEST
JOHN L. SULUMN'S ROSSMULE KIA
JOHN L. SULUMN'S ROSSMULE KIA
VANDEVERE KIA
VANDEVERE KIA
VALLEY-HI KIA
COURTESY KIA OF BRANDON
CLASSIC KIA OF CARROLLTON
EARNHARDT KIA
KINGS KIA
MIKE BURKART

KINGS KIA
MIKE BURKART

PATTERSON KIA OF ARLINGTON

KIA OF DES MOINES
REGAL KIA
REGAL KIA
Steve Chilton

MORITZ KIA OF HURST
SANDS KIA
Kevin Sanders
PARKWAY FAMILY KIA
ALOHA KIA LEEWARD
ALOHA KIA LEEWARD
BEV SMITH KIA
BEV SMITH KIA
RAY BRANDT KIA
Nelson Ochoa

PHILLONG KIA OF COLORADO SPRINGS
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SMAIL KIA
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JIM SHORKEY KIA
Kenneth Swauger
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Wayne Dawson
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Kirk Turner
TYNAN'S KIA
Ryan Koenig
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Dennis Whitaker
BAYSIDE KIA OF WALDORF
CARRIAGE KIA OF WOODSTOCK
Zach Autry

MURRAY KIA Alan Bannick

DENNIS DILLON KIA
SHOTTENKIRK KIA
RANDY Wright
MIKE KELLY KIA
RYAN Rhodes
BRIGGS KIA
JOHN Malone
COLUMBIA KIA
JOSEPH Brochu
KIA OF ABILENE
KOMENTUM KIA
SARI LUS BAY MOTORS KIA
VAN GRIFFITH KIA
MIKE MILLER KIA
JOY Thannert



cided to condemn the radar module due to the code they were getting and the liability issues with the unit if it was not working properly. The radar unit assembly was well over \$2,000 list price and if it was not the issue, it would be a costly mistake to make if things were not resolved. It was at this point that the insurance

2013 JEEP GRAND CHEROKEE 3.6L V6 V.V.T. 2 A 1C4RJFCG0DC522096 Action Items Topology All DTCs All Flashes Recalls Y Status: All = Status WCM: B1A10 RKE fob 1 Battery Low TIPMCGW: B1820 Hood Ajar Input Circuit High ACC: C1266-00 ACC Sensor Blinded-ASCM: C1562-98 Ride Height Air Pump Control-Component or System Over Temperature





company needed a second opinion before going forward with the repairs.

When I arrived at the shop, I hooked up my WiTech Chrysler factory scan tool and printed out a report sheet (Figure 2). The radar control unit was setting a code C1266 as an "Active" error fault. This code did not warrant a radar unit assembly replacement, but rather was pointing to an issue where the radar unit was "blinded" because it was unable to see the roadway properly. The radar assembly required an extensive set-up alignment procedure before it could function properly. This involved a vertical adjustment with a bubble gauge followed by a road trip up to one hour to set the horizontal adjustment of the sensor as the vehicle traveled down the road looking for objects in the roadway.

I placed my bubble gauge assembly on the radar unit to perform the static vertical adjustment (Figure 3). What I found was that the radar assembly was loose and not secured properly. It was hard to see what the issue was without pulling the front bumper off. The body shop also pointed out that someone had used the upper engine perimeter cover to secure the front headlights from moving by using sheet metal screws through the cover and into the top of the headlights (Figure 4). There were definitely some issues going on here that the Jeep dealership probably saw as well and that was the reason they most likely did not want to work on the vehicle. Now it was time to dig into this can of worms without knowing what to expect. The body shop had to get authorization from the insurance company to tear down the vehicle to inspect the prior repairs. I did learn that it is not uncommon to see this happen. There is a field term called "Corrective Repairs" that I was not familiar with and it is basically a redo of repairs needed to correct improper repairs that a prior body shop performed. The body shop did get the okay from the insurance company and went ahead with the tear down.

I went back the following day to inspect the cause of the loose radar assembly and saw the vehicle torn down; I was disturbed by their findings. The prior body shop had installed the wrong bumper cross member, which did not accommodate a radar sensor assembly, and they decided to drill their own holes in it and used sheet metal screws to secure it in place. These screws were







stripped in the holes and did not bite the metal properly. The radar assembly was compromised because it would never be able to sit in the proper position as designed. The bumper supports looked similar (Figure 5) and mounted correctly, but the one for the radar unit was much more money and had nuts welded on the inside to accommodate the radar assembly.

This can of worms had only just started because other problems were unfolding with the prior repairs. The body shop found a bent radiator support that should have been replaced but was not (Figure 6). It was also discovered that the right-side headlight was damaged with a large hole on top of the housing. The prior body shop used duct tape to cover the hole and went one step further by painting the duct tape with black paint (Figure 7). At this point I was looking to see if they used any bubble gum as a filler to close any gaps.

I just don't understand how any shop could perform these kind of repairs and sleep well at night. The insurance company had to come back out to evaluate the findings and decide how they were going to pay out for the repairs. The customer was not liable here, but someone was paying. I'm guessing either the prior body shop was picking up the tab or the insurance company was eating this one, but in any case "Corrective Repairs" had to be made to get the job done to meet the manufacture "As Build" specs for road safety.

When all the repairs were made, I went back to the shop on my final visit and was able to calibrate and realign the radar assembly. There was no longer any error messages coming up on the dash, and we had a very happy customer. I felt bad for the owner of the vehicle because he was unaware how the vehicle was being repaired the first time. There are a lot of

unanswered questions here. Was it about keeping the costs down so the car would not be totaled? Whose decision was it to reuse damaged parts? Why was the wrong bumper support installed and modified? How can body shops be in business and not put the car back to original specs? I'm not here to judge the whole turn of events, but what I learned over the years working on cars is "Do it right or don't do it at all." I have learned that these type of repairs will eventually come back to bite you and your reputation goes down the tubes along with business revenue. My only hope is that this story will keep you abreast of



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TECHNICAL // STATIC GUNS

CHARGED ISSUES

ANTI-STATIC GUNS MIGHT HAVE A PLACE IN YOUR PAINT DEPARTMENT

TIM SRAMCIK // Contributing Editor

f you attend trade shows or spend any amount of time talking to vendors and sales reps, you've no doubt heard pitches for products that seemed a bit unnecessary or too good to be true. That's the nature of new or upgraded products. Collision industry manufacturers roll out a host of new options annually. Many provide just what they promise. Some become big hits. Others make quick market exits or are relegated to a shop drawer or corner where they gather dust until they're tossed out.

Anti-static guns seemed headed to this final destination when they were first offered a few years ago. Their early dismissal, by some repairers, had little to do with a lack of purpose. Static has always been an immense and costly issue in paint departments. Static charges attract dust and other particulates to vehicle parts, creating imperfections in finishes that must be removed at the shop's expense.

Repairers scoffed at anti-static guns, for one, because there were anti-static wipes and other products already on the market claiming to do the same work. Second, there was the appearance of the guns themselves. Resembling styling blow dryers, they seemed more at home in a hair salon than a shop. Throw in the "too good to be true" claims attached to such products and there's little wonder some time had to pass for anti-static guns to gain attention.

That interest has since sparked, in part, after shops started posting videos of the guns online where curious repairers could investigate further. Manufacturers also allowed repairers to try out the guns at no cost. The verdict from many across

the industry: Anti-static guns work — if they're used correctly. When that happens, they can offer significant savings in time and materials. Interested? Consider the following information on anti-static guns to see if they're a worthy investment for your operation.

Rules of attraction

Understanding how anti-static guns work means reviewing some basic science lessons. All materials are made up of atoms. Each atom consists of three particles: protons, which carry a positive charge; neutrons, with no charge; and electrons, which are negative charged. Protons and neutrons form the nucleus of the atom with electrons orbiting from outside.

Atoms have the same number of protons and electrons, so their charge is neutral. However, when they come into contact with other atoms, electrons are either taken away or added. The imbalance of electrons charges atoms. In their new form, they become ions, carrying either a positive charge, when protons outnumber electrons, or a negative charge when electrons hold the advantage. Since they're charged, ions either attract one another (when they have different charges) or repel each other (when the charges are the same).

In the shop, these charges are evident as static electricity, which collects along the surface of parts. Repairers create ions and therefore static electricity, when they touch surfaces or cause surfaces to touch one another temporarily. In the paint department, static electricity is created simply by handling parts, especially during prep when parts are cleaned and wiped down. This static attracts particles that then create



NORMAL PREP WORK PRODUCES STATIC ELECTRICITY on parts that can attract particles, which in turn create imperfections when finishes are applied.



FOR BEST RESULTS, an anti-static gun should spray a part before each finish is applied.

paint flaws. Essentially, painters set finishes up for damage simply by prepping them.

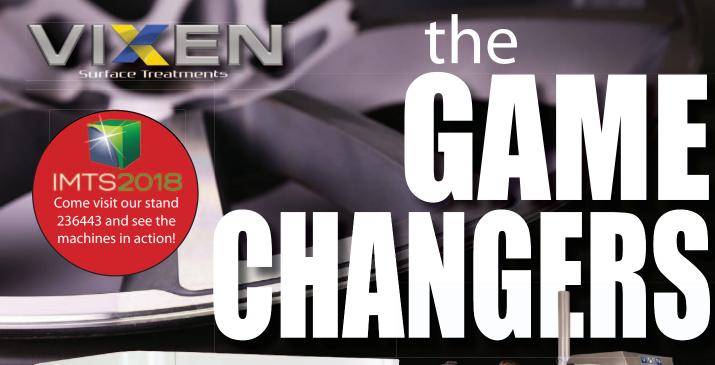
Anti-static guns remove static by spraying ionized air. Negative ions are drawn to positive ones and vice versa, neutralizing any charges. With no charge, no particles can cling to the part surface. That translates into finishes with no static imperfections.

Basic training

Anti-static guns produced ionized air by forcing compressed air over charged "pins." These guns typically either use two pins, with each producing a different type of charge, or a single pin that generates both positive and negative charges.

Repairers simply connect a compressed air source to a gun and pull the gun trigger to produce an ionized stream.

PHOTOS: SHERWIN-WILLIAMS AUTOMOTIVE FINISHES





Vixen Vertical Wheel Lathe \$36,393.00

smartwheelrepairs.com vaporblastingequipment.com



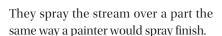
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Anti-static guns all work basically the same. Still, check each manufacturer's recommendations. Spray steps are generally as follows:

- Connect and turn on compressed air to the gun. Regulate the air to the desired level, which some manufacturers say shouldn't exceed 50 psig.
- 2. Squeeze the trigger. Depending on the gun brand, a yellow or green light will indicate that ions are being created. If the correct light isn't on, the gun may need charged or require maintenance.
- 3. Spray using a slow sweeping path, maintaining a 6-12 in. distance.
- 4. Spray over the entire part surface. Note: Make sure the gun, air hose and nothing else comes into contact with the part. Any contact will create ions, and the part will need re-sprayed.

Best practices

Keep these steps in mind as well.

- Perform all necessary preparation work as you normally would. Sand, clean and wipe down parts.
- Use a filtered airline. Contaminated air will make de-ionizing even more difficult and can negate the effect of the gun.
- 3. Perform all spraying inside the paint booth.
- 4. Spray immediately before applying finishes. The longer you wait before applying finishes, the greater the chance for the part to be re-contaminated.
- 5. Spray before each finish basecoats, clears, etc. Manufacturers note that anti-static guns produce the best results when they're used before each spray cycle.
- 6. Spend extra time spraying on contoured or louvered surfaces, which can hide ionized particles.
- Spray on ALL substrates. Anti-static guns work on a multitude of materials.
- 8. Don't let the part come into contact with you or any other surface. This guideline was mentioned earlier but can't be

stressed enough. Unfortunately, a number of repairers have put up videos on websites such as YouTube where they've used anti-static guns while simultaneously wiping the part with tacking material. This contact negates the benefits of the gun. If you do happen to accidentally contact a sprayed surface, respray the ENTIRE part with the anti-static gun. Don't simply spray the affected area.

- 9. Do not store the gun in the paint booth while a part is being baked. Doing so can damage the gun.
- 10. Clean any overspray that may fall onto the gun. Overspray can contaminate anti-static guns.
- 11. Charge the anti-static gun overnight, every night. This is the best way to ensure the gun can be used over the entire work day. You should be regularly checking the indictor lights to verify the gun is properly ionizing, but regular charging can reduce the chance of using a non-functioning gun.

Life in the field: Shop experience

So what kind and what level of benefits can a shop expect after investing in an anti-static gun? Larry Dunlap, owner of Dunlap Automotive Experts in Atlanta, asked this same question over a year ago when a newly-hired painter made a recommendation. "We brought in an employee who relocated from Michigan, and he swore by it," says Dunlap. "It's humid down here, so we don't have a lot of the same issues with static, but we're big believers in giving new ideas a go so we took a chance."

The shop ran through a quick demo by painting two panels, one that had been sprayed by the anti-static gun and another that wasn't. Dunlap said the difference was notable. A quick meeting with his paint department ended with a plan to use the gun for a week before meeting again to discuss results.

"We discussed how well the gun meshed with other prep work and whether we should make it part of our procedures," says Dunlap. "Then we took



ANTI-STATIC GUNS SHOULD BE RE-CHARGED EACH NIGHT to ensure they can be used over the course of a busy work day. Also, they should not be kept in a spray booth during a bake cycle and need to be free of overspray.

a vote, and the decision was unanimous to keep using it."

Dunlap explains the gun was popular because it was easy to use, taking "no more than several minutes to prepare a panel," and it eliminated nearly every static-related imperfection the shop had been addressing.

Dunlap is still working on placing a dollar amount on the gun's benefits but says the shop has seen a decline both in finishing times and material use. Those savings, he says, easily cover the tool's cost. With manufacturers offering both rentals and sales, Dunlap recommends going with the former to take advantage of replacement deals. "If you're going to use the gun right, you need to use it all the time, so it's going to see a lot of wear," he adds.

Tools that receive a lot of wear usually don't fall into categories such as "unnecessary" or "too good to be true." It might be time for your shop to reconsider how it handles highly charged issues in the paint department.



TIM SRAMCIK has written for *ABRN* and sister publications *Motor Age* and *Aftermarket Business World* for more than a decade.

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A 5-step plan to follow for effective repair research

Ensure safe, proper repairs and a positive ROI with a set process

epair research can take time, especially if you don't have a plan. Creating a defined research plan and training staff on OEM terminology will ensure a positive return on the time investment and help drive safe and proper repairs.

Repair research all begins at the point of impact; these four additional steps will help you perform better research and safer, more profitable repairs.

Beginning to research at the point of impact sets everything else in order that will need to be researched. Beginning at the point of impact on welded panels may alert the estimator to the fact that other undamaged welded panels need to be removed first to facilitate replacement of the damaged panel (think of a rear body panel on some Mini Coopers).

The second step for repair research is metallurgy. Knowing the construction material and megapascals of the damaged panel can affect your repair-versus-replace decisions even for bolted-on panels. For example, if a 2017 Nissan Titan needs

a front door skin replacement and there is a small amount of damage to the door shell, repair research into metallurgy would shape the estimate to reflect replacement of the complete door shell when the shell substrate is identified as 1470 megapascal UHSS. There are also advantages to researching metallurgy when replacing welded panels. It is not only important to know what the panel being replaced is made from, but also the megapascals and thickness of the substrate the new panel will be attached to. This can affect decisions for the welding processes, plug weld hole diameter, welding wire and a number of different test welds required before installing the new panel.

The third step is to research all of the R&I parts. R&I research can be divided into two different discovery sections: interior and exterior. The purpose of researching interior R&I parts is to identify non-reusable trim pieces, clips, retainers, thread locker requirements and torque specifications for restraint system components. Researching exterior R&I parts helps identify non-reusable components and



KNOWING THAT
ONE OEM MAY
REFER TO BLIND
SPOT MONITORING
AS SIDE OBJECT
DETECTION WHILE
ANOTHER CALLS
IT BLIND SPOT
ASSIST CAN SAVE
PRECIOUS TIME.

calibrations that may be required following an R&I.

The fourth step is to research the battery disconnect and reconnect procedures. Very few repairs can be performed without a battery disconnect. Many vehicle systems can be affected by this and researching how to disconnect the battery and what to do after reconnecting the battery terminals can improve your repair quality and provide a seamless repair experience for the customer. Another advantage is that it can help substantiate the need for vehicle post-repair scanning for OEMs without published position statements. For example, when researching Volkswagen procedures for battery disconnect, the service procedure will often reference querying modules for codes after reconnecting the battery. This is an OEM required step in the battery D&R procedure and now a justifiable line item on an estimate without the need for a position statement.

The fifth and final step is researching for scanning, calibration, aiming and ADAS requirements. Training staff on each OEM's technology terminologies will help expedite the process. Knowing that one OEM may refer to blind spot monitoring as side

object detection while another may call it blind spot assist can save precious time. This step is not as straightforward as the previous steps due to the variations between OEMs in where they store the information in the repair manual. Some manufacturers will tell you in the rear bumper procedure if blind-spot radar testing is required, while others will store this information in the blind-spot system section of the repair manual. It is important to understand how each safety system is interlinked on the vehicle and know which systems reference the vehicle's steering angle sensor.

Implementing a research plan and training staff on OEM terminologies can greatly reduce the time needed to perform repair research. This will aid in more accurate parts orders, safer repairs and reduced cycle times. All it takes is a plan.

WILL LATUFF is a manager of Latuff Brothers Auto Body in St. Paul, Minn. He is an active member of AASP-MN, participating on the board of directors as well as serving as AASP-MN Collision Division director. **wlatuff@latuffbrothers.com**



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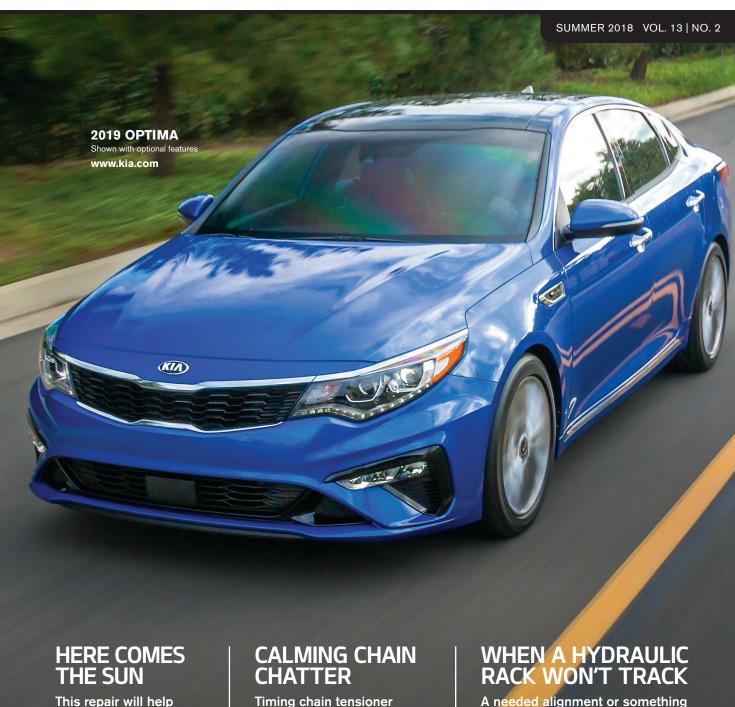








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This repair will help correct a slow closing and/or noisy sunroof

Timing chain tensioner replacement may be needed for CVVT assembly

A needed alignment or something more serious?



A partnership for safety

We team up again with B.R.A.K.E.S. to provide driver training

ith driver safety as the goal, Kia Motors America (KMA) recently announced a multi-year renewal of its partnership with B.R.A.K.E.S. (Be Responsible and Keep Everyone Safe). Through classroom instruction and handson defensive driver training, Kia aims to reduce injuries and save lives by providing teens and their parents with the tools they need to be responsible behind the wheel.

In 2018, B.R.A.K.E.S. is hosting training in cities around the country. A sampling includes Atlanta, Ga.; Cleveland, Ohio; Chicago, Ill.; Charlotte, N.C; Memphis, Tenn.; Orlando, Fla.; San Diego, Calif.; St. Louis, Mo.; Scottsdale, Ariz.; and many more.

"Car crashes are the number-one cause of death among teens, but with Kia's help, we know we're making a difference," said multi-time-Top-Fuel-drag-racing-champion-turned-road-safety-advocate Doug Herbert. "It's impossible to know exactly how many lives our schools have saved over the last 10 years - we have trained nearly 30,000 teens plus their parents - but even if it was only one life, it would all be worth it. We're grateful for the ongoing

commitment and support from Kia, which enables us to continue making America's roads safer for everyone."

Kia serves as the Official Vehicle and a presenting sponsor of B.R.A.K.E.S. Kia's support helps B.R.A.K.E.S. offer free training for all attendees by offsetting costs through a financial donation and a 44-vehicle fleet, including Soul, Rio and Forte models.

"Kia Motors is committed to vehicle and road safety, and our partnership with B.R.A.K.E.S. is an important way for us to convert that commitment into action," said Saad Chehab, Vice President, Marketing Communications, KMA. "We congratulate the B.R.A.K.E.S. organization on a decade of saving lives and look forward to continuing our collaboration for years to come."

Advanced driver training

B.R.A.K.E.S. provides participating teens and their parents with free hands-on, advanced driver training program taught by professional instructors, including current and former members of law enforcement, professional racers and stunt drivers. Each school includes four hours of training,



starting with a short, 45-minute classroom presentation followed by nearly three hours behind the wheel of new Kia vehicles. The program includes distracted driving awareness, panic braking, drop-wheel/off-road recovery, crash avoidance and car control/ skid recovery - all among the biggest causes of crashes for new drivers.

For safety's sake, please encourage your customers and their family members, as well as your family members, to attend one of the classes. Anyone wanting to register for a class or see the upcoming schedule can visit www.putonthebrakes.org/2018notification-list.

Kia Motors America, Inc.

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All trademarks and tradenames are the property of their respective owners. 2019 Optima shown with optional features. Not all optional features available on all trims. Some features may vary. Expected availability fall 2018.

IN THIS ISSUE



Here comes the sun

This repair will help correct a slow closing and/or noisy sunroof



Calming chain chatter



When a hydraulic rack won't track



From headlights to tail lights, bumpers to fenders and hoods, there is no substitute for genuine. The only way to assure that you are getting Genuine Kia parts, backed by the Kia Warranty, is to order them from your local Authorized Kia Dealer. Contact your local Kia dealer for assistance and delivery of the parts you need.

Genuine Parts

*Genuine Kia replacement parts (except battery) sold by Authorized Kia Dealer under warranty are covered for the greater of (1) the duration of the New Vehicle Limited Warranty or (2) the first 12 months from the date of installation or 12,000 miles, whichever comes first. Labor charges not included when not installed by an Authorized Kia Dealer. Warranty is limited. See Kia's Replacement Parts and Accessories Limited Warranty for further details.



Here comes the sun

This repair will correct a slow closing and/or noisy sunroof

AFFECTED VEHICLE PRODUCTION RANGE

Model	Production Range
Sorento (UMa)	October 27, 2014 to January 23, 2016

You may encounter some 2016MY Sorento (UMa) vehicles produced from October 27, 2014 through January 23, 2016 that exhibit a slow-to-close panoramic sunroof and/ or an abnormal noise when closing it. To help remedy either occurrence, follow the procedure in this article to clean, lubricate and replace the rear tilt levers.



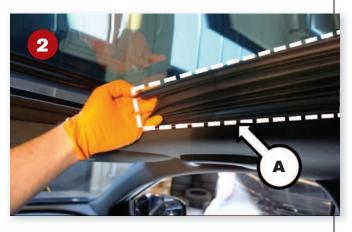
Service Procedure

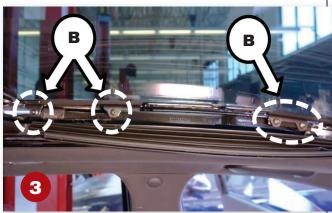
1. Inspect the operation of the panoramic sunroof and confirm the customer's concern before conducting this repair.

Notice: If the sunroof is inoperative, proceed to normal diagnosis, and once corrected, inspect for the "slow-to-close" and/or "abnormal noise when closing" concern, and apply the information in this article as necessary.

- 2. With the panoramic sunroof roller blind retracted, carefully remove the accordion covers (A) on the right and left side.
- **3.** Using a T25 Torx[®] socket, remove the four screws (B) on the right and left side.

Caution: Use caution not to scratch or damage the glass during removal of the screws.

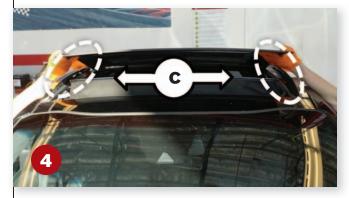




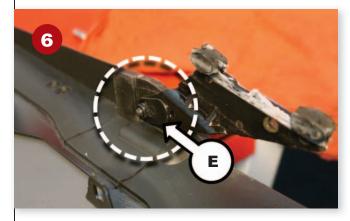
REQUIRED PARTS

Part Name	Part Number	Quantity	Figure	Comments
Lubricant	81685 C5000FFF	1	AR 47-401 KR	This specific lubricant must be used. One container covers 30 vehicles.
Acid Brush	N/A	1		Sourced locally
Tilt Lever	81651 C5000 (LH)	1		N/A
TIIL LEVET	81652 C5000 (RH)	1	1 N/A	N/A

Body/Collision







4. With the assistance of another person, remove the panoramic sunroof glass by sliding the glass towards the front of the vehicle until the sliders are out of the tracks (C).

Caution: Use caution not to scratch, dent or damage the glass during removal.

- **5.** Lay the glass on a soft, flat, protected surface with the tilt levers (D) facing up.
- **6.** Using an 8mm socket, remove the nuts securing the tilt levers on both sides (E). Replace the tilt levers with new parts and tighten the nuts to the specified torque.

Tightening torque: $35.4 \sim 53.1$ in.ft $(4 \sim 6 N.m)$





7. Lightly coat the tilt lever shoes (F) using the lubricant specified in the "Required Parts Chart" on page 9.

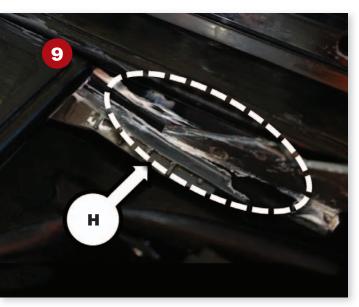
Caution: Failure to use the lubricant specified in the "Required Part" chart may result in an ineffective or repeat repair.

Do not use Kia Dampening Grease (P/N UM011-CHA052), as it is not compatible with the grease used by the factory.

8. Using a non-marring trim panel tool and a clean shop towel, clean the rear guide rails (G) on both sides until there are no foreign materials present on the rag.

Caution: Use a non-marring trim removal tool (Such as Snap-on® Part Number PBN5 or equivalent) to avoid damaging roof seals.

Failure to thoroughly remove any old grease or foreign material from the guides may result in an ineffective or repeat repair.



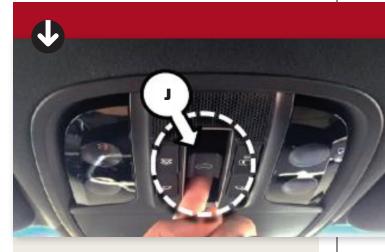


- 9. Using a clean brush, apply a sufficient amount of the specified lubricant to the entire length of both rear tracks (H). (Approx.15 grams of lubricant per track)
- **10.** With the assistance of another person, carefully reinstall the panoramic sunroof glass by inserting the tilt levers into the guide rail (I). Thoroughly clean the excess lubricant from the panoramic sunroof.

Notice: Ensure the glass and all other components contacted while performing this procedure are clean.

11 Function-test the operation of the panoramic sunroof, confirming the customer's concern is corrected, and that the one-touch open/close is functioning.

Notice: If the one-touch open/close is not functioning, follow the reset procedure found in the next column under the "Panoramic Sunroof Reset Procedure." (III)



Panoramic Sunroof Reset Procedure

- 1. Turn the ignition key to the ON position, and then close the panoramic sunroof completely and release the switch.
- 2. Press and hold the CLOSE button (J) for 10-15 seconds until the sunroof fully closes then retracts slightly. The sunroof operates as follows:

BLIND OPEN → GLASS TILT

Release the switch.

Perform step 3 within 5 seconds.

3. Press and hold the CLOSE button until the sunroof glass operates as follows:

GLASS CLOSE → OPEN → CLOSE

Release the switch.

4. Verify operation of the sunroof to confirm reset procedure is successful.

- TSBs may be updated from time to time. Please refer to TSB B0D125 at www.kiatechinfo.com for the latest procedures.
 - All images are for illustration purposes only.



Timing chain tensioner replacement may be needed for CVVT assembly

A brief chattering or rattling noise from the engine on start-up — after a cold soak — may be evident for some 2014~16MY Cadenza (VG), produced from February 1, 2013 through January 7, 2016, and some 2014~2015MY Sorento (XMa) vehicles, produced from December 17, 2012 through December 11, 2014. If so, the timing chain tensioner may need to be replaced. This article addresses the replacement process.

Model	Production Date Range	
Cadenza (VG)	From February 1, 2013 through January 7, 2016	
Sorento (XMa)	From December 17, 2012 through December 11, 2014	



REQUIRED PARTS

Model	Part Name Part Number Figure		Figure	
Cadenza (VG)	Timing Chain Tensioner	24410 3CGA2		
	Timing Chain Tensioner	24410 3CGA2		
		Previous Part Number		
Sorento (XMa)	Intake CVVT	24350 3CGAO	A	
		New Part Number		
	24350 3CGA1	Check the part number (A) engraved in the metal to identify the previous type and new one.		

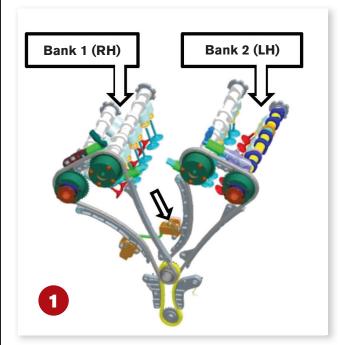


>>> TSBs may be updated from time to time. Please refer to
$\label{thm:comform} \textbf{TSB} \ \textbf{ENG148} \ \text{at www.kiatechinfo.com} \ \text{for the latest procedures}.$

All images are for illustration purposes only.

Related Parts	Part Name	Comments
Gasket - Rocker Cover	Refer to your local Kia dealer	
Gasket - Rocker Cover		
Gasket - Outlet, LH		
Gasket - Outlet, RH		
Gasket -ETC Actuator		
Gasket - Water Pump, RH		Metal
Gasket - Water Pump, LH		Rubber
Gasket - Surge Tank		

Mechanical



Service Procedure

Notice: This Service procedure should only be performed on engine bank 2 (LH), as shown.

- **1.** Refer to the "Engine Mechanical System → Timing System → Timing Chain" section in the applicable Workshop Manual at KiaTechInfo.com, to install the improved timing chain tensioner.
- **2.** For XMa vehicles, confirm that the latest intake CVVT is installed by referencing the part number.

Refer to the "Engine Mechanical System → Cylinder Head Assembly → CVVT & Camshaft" section in the applicable Workshop Manual at KiaTechInfo.com, to replace the intake CVVT.

Notice: Torque the intake CVVT retaining bolt with hand tools and a torque wrench. Do not use power/air tools.

Tightening torque: 47.4 - 56.4 lb-ft (64.7 - 76.5 Nm)

- 3. Once proper tensioner installation has been completed, reinstall all removed components by reversing the order of removal.
- 4. After confirming proper engine oil and coolant levels, start the engine and verify the rattle concern has been resolved. KIA

GOT A KIA ON THE LIFT?





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- ► Technical Service Bulletin data and other related materials
- Scan tool, reprogramming tools
- Technical training materials

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Your customers may tell you they think they need an alignment because their vehicles wander and won't "stay on track." Could be. But if their vehicles also have some other symptoms, the problem might be a worn-out steering rack.

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