



SPEED RECOVERIES

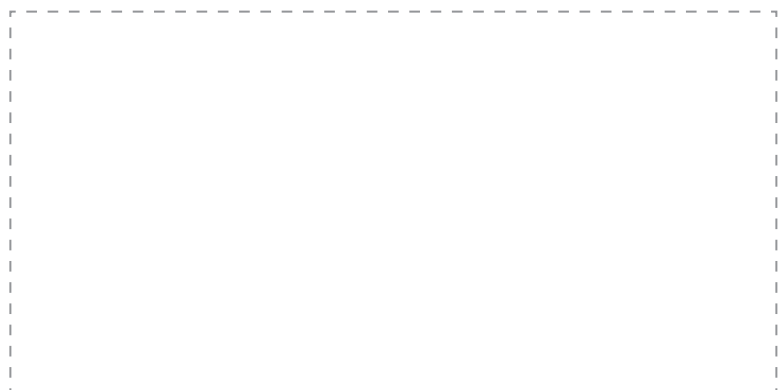
Add time back into your day with super-efficient products

36 KEEPING WHEEL SERVICE WORK IN-HOUSE

Importance of wheel alignments growing as OEMs change repair requirements for ADAS-equipped vehicles

40 PROCESS IMPROVEMENTS IN THE PAINT SHOP

Learn to do more with less to boost profitability







Better for your business. Better for our planet.

NOW THAT'S HIGH PERFORMANCE

While better for the environment, converting from solvent to the most advanced refinish technology available is also a smart move for your bottom line. The ENVIROBASE® High Performance basecoat system from PPG also delivers superior color match accuracy and exceptional cycle time performance. It's no wonder more shops have converted to the best-selling waterborne technology in National Rule areas than in all compliant regions of North America combined.



*SUPERIOR COLOR ACCURACY
HIGH PRODUCTION THROUGHPUT
COST-SAVING EFFICIENCIES*

OPERATIONS

12 THE TRUE COST OF SUPPLEMENTS

Test your disassembly process to ensure you are not doing harm to your business

JOHN SHOEMAKER // Contributing Editor

16 THE COLLISION EXECUTIVE HOW TO MAXIMIZE YOUR PAINT SHOP PERFORMANCE

Choose the right products and color tools, challenge paint caps to raise KPIs

STEVE FELTOVICH // Contributing Editor

18 PLAYING THE BLAME GAME

As the seriousness of the technician shortage grows, we have to examine if the industry itself is partially to blame

JEREMY WINTERS // Contributing Editor

23 FINDING A FIX NOW IS THE TIME TO STEP UP OR STEP OUT

Now more than ever, shop owners must make careful decisions about their future

MARK OLSON // Contributing Editor

24 ASA INSIGHT OEM REPAIR PROCEDURES LEAD 2019 STATE POLICY CONVERSATION

Groups rally around consumer and shop owner protections

ROBERT REDDING // Contributing Editor

54 THE LAST DETAIL TAKE ACTION TO MAKE A PROFIT ON STOCK PARTS

Three ways to ensure these small parts add up to big dollars

WILL LATUFF // Contributing Editor



TECHNICAL

30 POWER PREP

The importance of properly disconnecting vehicle batteries for collision repairs

SEAN GUTHRIE // Contributing Editor

36 KEEPING WHEEL SERVICE WORK IN-HOUSE

Importance of wheel alignments growing as OEMs change repair requirements for ADAS-equipped vehicles

MIKE CROKER // Contributing Editor

40 PROCESS IMPROVEMENTS IN THE PAINT SHOP

Learn to do more with less to boost productivity

SHEILA PRINCIPIO // Contributing Editor

45 SPEED RECOVERIES

Add time back into your day with super-efficient products

TIM SRAMCIK // Contributing Editor



 Commitment to  TRAINING



26 MAKE YOUR WAITING ROOM AN INVITING SPACE FOR CUSTOMERS

Personalize and prioritize what goes into this client-focused area

BOB COOPER // Contributing Editor

 SOCIAL INSIGHTS, WATCH & LEARN, TRAINING EVENTS



Wholesale Parts

JUST BECAUSE YOU CAN,
Doesn't Mean
You Should!



Don't waste time and money trying to make an aftermarket part fit. Only Toyota Genuine Parts meet Toyota's standards of fit, performance and safety. To order, call your Toyota Dealer today!

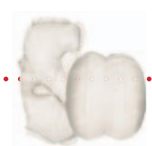


FIND A PRODUCT

toyotapartsandservice.com

Where the Pros Go for Toyota Genuine Parts

TOYOTA GENUINE PARTS • GUARANTEED FIT • COMPETITIVELY PRICED • ALWAYS RIGHT



IN EVERY ISSUE



8 INDUSTRY NEWS

I-CAR, ASE PRESENT REPAIR & REFINISH TECHNICIAN AWARD

ABRA, CALIBER COLLISION ANNOUNCE MERGER

ROAD DESIGN COULD REDUCE DISTRACTED DRIVING CRASHES

50 COLLISION PRODUCTS GUIDE

53 AD INDEX



SPECIAL SUPPLEMENT

TOYOTA COLLISION PROS

Read the latest edition of Toyota Collision Pros now! Visit:

ABRN.com/TCPWinter2018



WEB EXCLUSIVES // ABRN.COM



BOOST PROFITS BY LISTENING TO YOUR PAINTERS

If you really want to be profitable in the paint shop, ask your painters how. Painters know what they want, and when owners listen, it can make a difference. It's why shops across the nation are switching to waterborne at the suggestion of their painters.

Read more in a look at waterborne featuring real-world examples from painters and owners just like you. The new whitepaper from Sherwin-Williams Automotive Finishes also features survey information from U.S.-based collision repair owners and managers to help the conversation with your paint shop employees.

ABRN.COM/PAINTERS



ABRN

AUTO BODY REPAIR NETWORK

WWW.ABRN.COM

Millennium Place East, 25115 Country Club Blvd. // North Olmsted, OH 44070
Phone: (440) 243-8100 // Fax: (440) 891-2675

EDITORIAL

MICHAEL WILLIAMS

GROUP CONTENT DIRECTOR
michael.williams@ubm.com
(440) 891-2604

KRISTA MCNAMARA

CONTENT CHANNEL DIRECTOR
krista.mcnamara@ubm.com
(440) 891-2646

CHELSEA FREY

SENIOR ASSOCIATE EDITOR
chelsea.frey@ubm.com
(440) 891-2645

STEPH JOHNSON-BENTZ

ART DIRECTOR

STALIN ANNADURAI

GRAPHIC DESIGNER

CONTRIBUTORS

BRIAN ALBRIGHT

b-albright@sbcglobal.net

JOHN ANELLO

atowscopeit@aol.com

STEVE FELTOVICH

sjfeltovich@gmail.com

JAMES E. GUYETTE

jimguyette2004@yahoo.com

WILL LATUFF

wlatuff@latuffbrothers.com

MARK OLSON

mark@vecoexperts.com

TIM SRAMCİK

tsramcik@yahoo.com

JOHN YOSWICK

info@crashnetwork.com

EDITORIAL ADVISORY BOARD

PAUL GAGE

PROCAR

JEFF POOLE

I-CAR

JAKE RODENROTH

COLLISION DIAGNOSTIC SERVICES

BUSINESS

JIM SAVAS

VICE PRESIDENT GENERAL MANAGER

TERRI McMENAMIN

GROUP PUBLISHER

BALA VISHAL

DIRECTOR OF DIGITAL MARKETING

TSCHANEN BRANDYBERRY

SPECIAL PROJECTS EDITOR

JILLENE WILLIAMS

SALES COORDINATOR

DOMESTIC SALES

MIDWEST & WESTERN STATES/
CLASSIFIED SALES

MICHAEL PARRA

michael.parra@ubm.com
(704) 919-1931

ILLINOIS, EASTERN & SOUTHERN STATES

PAUL ROPSKI

paul.ropski@ubm.com

(312) 566-9885

Fax: (312) 566-9884

OHIO, MICHIGAN & CALIFORNIA

LISA MEND

lisa.mend@ubm.com
(773) 866-1514

PRODUCTION & ADMINISTRATION

KAREN LENZEN

SENIOR PRODUCTION MANAGER

TRACY WHITE

CIRCULATION MANAGER

DAVID PASQUILL

COMMERCIAL FINANCE PARTNER

SOFIA RENTERIA

BUSINESS ANALYST

CUSTOMER SERVICE

SUBSCRIPTION INQUIRIES

(888) 527-7008

(218) 723-9477

REPRINTS

Licensing and Reuse of Content:
Contact our official partner, Wright's Media, about available usages, license fees, and award seal artwork at Advanstar@wrightsmedia.com for more information. Please note that Wright's Media is the only authorized company that we've partnered with for Advanstar UBM materials.

ABRN (USPS 437970) (Print ISSN: 2166-0751, Digital ISSN: 2166-2533) is published monthly, 12 times per year by UBM LLC 325 W 1st Street, STE 300 Duluth, MN 55802. Periodicals Postage paid at Duluth, MN 55806 and at additional mailing offices. Subscription prices: U.S. one year, \$66; U.S. two year, \$99; one year Canada, \$74; two year Canada, \$148; one year international, \$104; two year international, \$208. For information, call (888) 527-7008 or (218) 723-9477. POSTMASTER: Send address changes to ABRN, P.O. Box 6018, Duluth, MN 55806-6018. Please address subscription mail to ABRN, P.O. Box 6018, Duluth, MN 55806-6018. Canadian G.S.T. number: R-124213133RT001. PUBLICATIONS MAIL AGREEMENT NO. 40612608. Return Undeliverable Canadian Addresses to: IMEX Global Solutions, P.O. Box 25542, London, ON N6C 6B2, CANADA. PRINTED IN U.S.A.

©2019 UBM All rights reserved. No part of this publication may be reproduced or transmitted in any form or by any means, electronic or mechanical including by photocopy, recording, or information storage and retrieval without permission in writing from the publisher. Authorization to photocopy items for internal/educational or personal use, or the internal/educational or personal use of specific clients is granted by UBM for libraries and other users registered with the Copyright Clearance Center, 222 Rosewood Dr. Danvers, MA 01923, 978-750-8400 fax 978-646-8700 or visit <http://www.copyright.com> online. For uses beyond those listed above, please direct your written request to Permission Dept. fax 732-647-1104 or email: Jillyn.Fronmer@ubm.com.

UBM provides certain customer contact data (such as customers' names, addresses, phone numbers, and e-mail addresses) to third parties who wish to promote relevant products, services, and other opportunities that may be of interest to you. If you do not want UBM to make your contact information available to third parties for marketing purposes, simply call toll-free 866-529-2922 between the hours of 7:30 a.m. and 5 p.m. CST and a customer service representative will assist you in removing your name from UBM's lists. Outside the U.S., please phone 218-740-6477. ABRN does not verify any claims or other information appearing in any of the advertisements contained in the publication, and cannot take responsibility for any losses or damages incurred by readers in reliance of such content. ABRN welcomes unsolicited articles, manuscripts, photographs, illustrations and other materials but cannot be held responsible for their safekeeping or return. To subscribe, call toll-free 888-527-7008. Outside the U.S. call 218-740-6477.

Refinishing made easy.



Cromax® EZ is a waterborne paint system designed to work with the coat-flash application process you've already mastered—making it easy to deliver a first-class finish every time.

See how easy waterborne can be.

axalta.us/ez





TECHNICIAN AWARD

I-CAR, ASE PRESENT REPAIR & REFINISH TECHNICIAN AWARD

ABRN WIRE REPORTS //

➔ I-CAR has awarded the 2018 I-CAR Platinum/ASE Master Collision Repair & Refinish Technician of the Year award to Chris Shepherd, an I-CAR instructor at Caddo Career & Technology Center in Shreveport, La. The award was presented by Nick Nott, I-CAR's senior vice president of sales, on Nov. 14 during the Fall 2018 ASE Board of Governors meeting and annual Technician Recognition Awards banquet in Fort Lauderdale, Fla.

Shepherd has extensive experience as both an educator and collision repair technician. He was selected from among hundreds of individuals who hold both I-CAR Platinum recognition and ASE Master Collision Repair and Refinish certification for demonstrating superior commitment to the industry and the importance of training. Shepherd has earned Platinum status for the Refinish Technician, Educator and Non-Structural roles. He is also working on earning Platinum status for the Steel Structural Tech-

>> AWARD CONTINUES ON PAGE 10

BREAKING NEWS

CONSOLIDATION

ABRA, CALIBER COLLISION ANNOUNCE MERGER

➔ Caliber Collision and Abra Auto Body Repair of America announced a merger agreement that brings together the companies' teams, brands and operations to better serve their customers and insurance clients with the quality repairs and a seamless customer experience. The combination joins two leaders in the \$47-billion-a-year collision repair industry. The combined company will be better positioned to make investments that benefit customers and teammates, which include technologies, customer experience and best operational practices.

"This combination will allow us to offer even greater satisfaction for our valued customers and insurance clients while creating new opportunities for the talented teammates of both companies," said Steve Grimshaw, Caliber Chief Executive Officer. "With more than 1,000 stores in 37 states and the District of Columbia, we look forward to providing customers

>> MERGE CONTINUES ON PAGE 10

TRENDING

REGISTRATION OPENS FOR 2019 HD FORUM

Registration for the 2019 HD Repair Forum is open. The heavy-duty collision repair industry event is set for April 2-3 in Fort Worth, Texas. The inaugural 2018 event proved an industry milestone.

ABRN.COM/HD2019

SUBARU OPENS ENROLLMENT FOR COLLISION NETWORK

Subaru Certified Collision Network, designed to ensure that proper training and equipment is used in repairs, opened enrollment to independent collision centers on Jan. 1.

ABRN.COM/SUBARUOPEN

FORD LAUNCHES CERTIFIED COLLISION NETWORK

The new Ford Certified Collision Network will replace the National Body Shop Network and will aim to drive customer loyalty by supporting shops in delivering quality repairs.

ABRN.COM/FORD

EX-CONS ASSIST IN FILLING AFTERMARKET JOB VACANCIES

Business owners eager to fill vacant staffing slots amid a national unemployment rate of just 3.9 percent have been increasingly willing to tap into this resource.

ABRN.COM/VACANCY

WIN ANNOUNCES THEME OF ANNUAL CONFERENCE

The Women's Industry Network 2019 Educational Conference, set May 6-8 at the Westin Beach Resort in Fort Lauderdale, Fla. will have a theme of "Navigating Tomorrow Together."

ABRN.COM/NAVIGATE



GET PROMOTIONAL PRICING

*on Honda and Acura parts while
you write the estimate.*



American Honda Motors and CCC are working together to provide you with an alternative to traditional conquest programs. Collision Parts Promote allows shops like yours to shop for discounted OE parts while you write the estimate. View a promotional price upfront, in the CCC ONE® platform you use every day.

Discover how to lock in promotional pricing with [Collision Parts Promote](#).

HONDA

Get started today at
cccis.com/parts.

>> AWARD CONTINUED FROM PAGE 8

nician, Aluminum Structural Technician, Estimator and Auto Physical Damage Appraiser roles.

A second-generation I-CAR instructor who started attending I-CAR courses with his stepfather at the age of 13, Shepherd began his collision repair career on a part-time basis at the age of 16 at Shouse Collision in Shreveport. He later worked full-time as a technician at Rush Truck Center and Krystal Auto Collision Inc. in Bossier City, La. Shepherd started teaching collision repair courses at Bossier Parish Technical School in 2002, followed by a teaching stint at Northwest Louisiana Technical College. He has

been teaching collision repair courses at Caddo Career & Technology Center since 2015.

"It's been an honor for me to help educate students about repairing vehicles correctly and returning them to pre-accident condition," said Shepherd. "I especially enjoy that 'aha moment' when a student has an important realization. My work in the collision repair industry and ability to help train the next generation of technicians has been very rewarding to me."

Shepherd has been an I-CAR instructor for more than a decade and is also an active member of I-CAR's Shreveport volunteer committee. His stepfather, Duane

Kimball, is in the I-CAR Instructor Hall of Fame.

"I-CAR is pleased to acknowledge the strong emphasis that Chris Shepherd places on continuing education and technical knowledge, along with his commitment and dedication to the collision repair industry and I-CAR," said Notte. "We applaud his efforts to remain ahead of the constantly changing technical and material demands of repairing the vehicles of today and tomorrow and his desire to remain as well-trained as possible. We also want to acknowledge Chris' wife, Melissa, who supports his industry involvement and attended the award ceremony." ■

>> MERGE CONTINUED FROM PAGE 8

and insurance clients with the flexibility and convenience that come with the broadest geographic coverage in the United States and a full suite of services. We're confident the technological and operational investments will create unparalleled customer service, enhanced repair quality and industry-leading metrics, all of which advance our purpose of restoring the rhythm of our customers' lives."

The combined company will offer customers and clients a single solution with more offerings, including dedicated Non-Drive, Express and Aluminum-certified and high-line repair centers. Customers will also benefit from increased choice, as substantial opportunities exist to expand the companies' offerings such as glass, mechanical, diagnostic scanning and calibration services and the broadest network of OEM-certified locations in the U.S.

"This \$4 billion gorilla will be the most important voice at the table with insurers," said David Roberts, Managing Director with FOCUS Investment Banking. "Everyone else will have to

keep up with the commitments they work out with insurers."

How the two companies will precisely merge is still in the works. "We plan to maintain all existing centers from both companies as we develop and execute a plan to work smarter, generate growth, offer expanded services, drive operational excellence and reward talent across the organization," Grimshaw said. "Recognizing the critical importance of top talent to our success, we will be retaining all teammates in the field at both Caliber and Abra centers, and we look forward to creating a culture that supports our teammates as they expand their careers across a larger organization, accelerated by industry-leading development programs."

"Our industry becomes more complex every year," said Abra CEO Ann Fandozzi. "The combined company will invest in the equipment, training and technologies that will allow our teammates to build their careers while continuing to meet and exceed our customers' needs for years to come."

Both companies remain committed to serving insurance clients through the companies' partnership programs, while

maintaining and expanding strategic relationships with a single point of contact.

The company is also committed to continuing to serve Abra's 59 franchisees.

The deal may bring concern to independents who are already struggling to compete against large MSOs. "For small MSOs and single shops, it just make life more difficult," Roberts said. "More investment, more training, more competition." What this will equate to as well is more opportunity for regional and super-regional MSOs to make acquisitions, Roberts concluded.

The transaction is expected to close in early 2019. Caliber CEO Steve Grimshaw will lead the combined company.

Terms of the transaction were not disclosed. As part of this transaction, private equity firm Hellman & Freidman LLC — Abra's majority shareholder since 2014 — will become the majority shareholder of the combined company. Both OMERS and Leonard Green & Partners, L.P. (LGP) will remain significant minority shareholders in the combined company. OMERS currently owns a majority stake in Caliber and LGP owns a minority stake. ■



Expect More. Expect TYC.



Don't Lose Your Cool

TYC's Transmission Oil Coolers and Charge Air Coolers are designed to be application-specific (non-universal) for drop-in fit and include additional hoses or shrouds (where applicable), adding convenience and value.



For more information about TYC™ replacement automotive parts, consult your TYC™ representative or look up parts online at www.TYCUSA.com



TYC is a Proud Supporter of Novitas Foundation

Your gift can save lives, bring hope, and build a future for a world in need. Go to NovitasFoundation.org.



THE TRUE COST OF SUPPLEMENTS

Test your disassembly process to ensure you are not doing harm to your business

JOHN SHOEMAKER // Contributing Editor

Some shops never have more than one supplement on repairs while others have three, four, five or more. Supplements are costly to production, add workload to accounting, absorb damage appraisers' time and reduce confidence of bill payers. The biggest concern is that supplements are preventable.

Consider this:

- A discussion arose about supplements during my SCRS Repairer Driven Education presentation at SEMA on Damage Assessment Documentation when an attendee that is a claims processor shared that when more than three supplements were submitted on a repair their trust in the shop was reduced.

- Supplements are costly to production because, commonly, when a supplement is submitted, work on the vehicle stops, it is pushed outside, and the technician is given another repair to keep him or her busy. This creates work in process that is not moving forward. Technicians want to get paid for what they have accomplished and the bill for the pre-ordered

If it's not in
the right box,
it's not genuine.



Genuine Parts



Genuine Parts

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 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.

READ THE ARTICLE? GET AMI CREDITS NOW!

This article is worth .25 credit hours toward Automotive Management Institute (AMI) designation programs.

To receive credit, log in or set up a free “myAMi” account at **ami.knowledgeanywhere.com**. Once inside “myAMi,” search for “The True Costs of Supplements,” or go to **ABRN.com/trucost** and successfully complete the quiz.

parts is coming due. These actions also detract from positive touch-time and cycle-time metrics, which undermines relationships that shops rely on for workflow.

- Each invoice to be processed adds time to the accounting department tasks, as each invoice needs to be matched to the repair, validated against accounts payable and a check must be processed for payment.

- Every damage appraiser I talk to tells me they have too much to do; I believe it when I see their supplement workload. On average, a supplement takes 30–45 minutes to create and finalize. If a repair has three supplements it can absorb 1.5 to 2.5 hours of a damage appraiser’s time, pulling them away from important things like customer service.

- Prevention is simple in theory: Write your damage assessment after the vehicle is disassembled to the point where no additional damage is found. It’s no secret that usually the last damaged part you find is the first part you need to reassemble the vehicle. It doesn’t matter how many parts you pre-ordered, the repair is not progressing until that last part is on-hand. However, many shops are anxious to get an initial appraisal keyed into their estimating system and move the repair to production; the number of shops that perform com-

ELIMINATE SUPPLEMENTS WITH THE THREE TS

BY MIKE ANDERSON

It’s time to stop the madness. We have to look at a supplement as a redo, a defect, a problem.

So start measuring what percentage of jobs require a supplement (aside from an initial supplement of a visual-only estimate) and the reasons for those supplements. If you don’t measure it, you can’t manage it. There are shops that have been able to drop their supplement rate down to 11 percent on non-drivable vehicles and 4 percent on drivable vehicles. How? They’re using the three Ts.

First T: Thorough disassembly. That means 100 percent tear-down.

Not 70 percent, not 90 percent, but 100 percent.

Second T: Thorough damage analysis. Use the OEM parts graphics and repair procedures to make sure you’re including all necessary parts and procedures. Get all your parts price changes upfront. Thorough tear-down doesn’t do you any good if you select the wrong part in your estimating system, miss one-time-use parts, or leave off necessary procedures.

Third T: Thorough audit. Look the sheet over well to make sure you have the right production date and the right paint code. Make sure you didn’t pick the left side when you meant the right side. Make sure you have good line notes and photos.

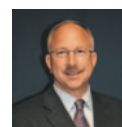
plete disassemblies are the minority.

The best practice would be to educate the vehicle owner on the repair methods upfront, get a signed repair authorization from the vehicle owner, disassemble the vehicle and write one damage assessment documenting the steps needed to complete the repair: one repair, one assessment, zero supplements, one parts order permitting the repair to go through production without stoppage. Use the claim information on the initial appraisal to assist the vehicle owner and process your damage assessment to their insurer. The customer generally just wants their vehicle fixed in the shortest time possible with the least amount of aggravation.

Can you fix your supplement issue tomorrow? No, but you can put the wheels in motion by choosing a repair to test the disassembly process. It might be one insured by a company you have a direct repair program with, one you have a good relationship with or a customer-pay repair. Discuss the disassembly process with one of your technicians and a

damage appraiser explaining your goal. There is a good chance you will get some pushback, but this is your opportunity to sell your idea as you coach them through the procedure. Once they get a couple repairs in play using the disassembly process, see how well things move forward and you can repair a vehicle from start to finish without interruption. You will see their thought process change.

Your next step will be to use those repairs to show the benefits to the rest of your team. Ask your test team to help you explain the results. It’s always better when teammates can hear about successes from their peers and it helps gain buy-in. As you reflect back you will see that reducing your supplement load is the best thing you can do for your business. 📧



JOHN SHOEMAKER is a business development manager for BASF North America Automotive Refinish Division and the former

owner of JSE Consulting.

john.a.shoemaker@basf.com

AutoNation // **COLLISION PARTS**

**THE OEM PARTS EXPERTS
NOW SELL AFTERMARKET
PARTS TOO.**

**SAVE TIME & MONEY!
ORDER ALL YOUR
PARTS IN ONE PLACE.**

**OVER \$190 MILLION IN
INVENTORY**

**30+ MANUFACTURER
BRANDS**

CAPA & NSF-CERTIFIED



**CONVENIENT
LOCATIONS
COAST TO COAST**

Contact us today for your **FREE QUOTE.**

Toll Free: 1-888-895-4046
ACProductSupport@AutoNation.com

How to maximize your paint shop performance

Choose the right products and color tools, challenge paint caps to raise KPIs

In last month's column, "Digging into paint shop performance," I shared some KPIs you should be hitting in your paint shop in terms of productivity and profitability. Whether you're working to reach those numbers — or you're already there but still see room for improvement — over the next several columns I'm going to offer a deeper dive into what you should be considering to maximize your paint shop performance.

Make the right product selection

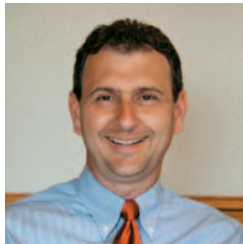
Have you assessed what's available in the marketplace in terms of alternatives to the paint and related products you're using now that could improve your production speed?

The best way to increase productivity and have a durable, long-lasting finish is to stick to one manufacturer's complete system. Don't deviate from the system or play amateur chemist, because the products are not all compatible. If you don't like some components of the system you're using, then look for a complete system that makes sense for your shop's environment and your painters.

I'm also not talking about switching paint lines or product solely to reduce costs. Shops can usually find more than the few dollars they save by using a cheaper product by instead eliminating waste or making other changes. Thinking you can solve a problem simply by spending less (or spending more) isn't usually the best approach.

Instead, I suggest working with your jobber or tech rep to ensure the products you're using are the best for your shop environment. Every shop is different. Climates and humidity vary by region. Your booth likely differs from the one at the shop down the road. The quality of air make-up varies shop to shop.

All of this is why paint manufacturers have so many different clearcoats, reducers and hardeners. Work with the experts to make sure you have the particular mix of the products currently available to maximize speed and quality in your paint shop. In some cases, they may tell you that getting faster products may require you to make some modifications to your air supply or



WORK WITH YOUR JOBBER OR TECH REP TO ENSURE THE PRODUCTS YOU ARE USING ARE BEST FOR YOUR SHOP ENVIRONMENT. EVERY SHOP IS DIFFERENT.

booth. That can be a worthwhile investment in order to utilize the higher-performing products.

Challenge paint caps when appropriate

Many states have ruled that insurers cannot establish arbitrary paint caps. But many companies do set "thresholds" on paint materials charges. Those thresholds can be challenged — and shops need to do so, in many cases, if they don't want to lose money on the paint and materials used on a given job.

That's where the documentation provided by usage reports from your formula retrieval system or paint scale can be critical for an appropriate supplement for the specific materials used.

Update your color tools

I think the ongoing challenge that all painters face is getting to a blendable color as quickly as possible. A lot of shops I go into don't have the latest color tools that are available from the paint manufacturer. Often, they're just using what was available two or three years ago when they signed up with that paint company. But color tools continue

to evolve and improve.

The spectrometer cameras today, for example, are really superior to even those that are one or two years old. They have really dialed in the process of color identification much better. They have a much more robust color eye, and I think all the manufacturers have worked on the database that drives these cameras in order to better ensure an accurate color match.

So, again, talk with your jobber or tech rep to see if there are better color tools you could be using.

In a future column, I'll discuss more factors that can improve your paint shop performance, including some key processes and improving compressed air quality. 📧

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

GIVE THEM THE RIGHT STUFF AND WATCH THEM THRIVE.



EDUCATED EMPLOYEES ARE WORTH THEIR WEIGHT IN SHEET METAL.

The FCA Certified Collision Network has partnered with the Automotive Management Institute (AMi) to provide relevant online training for all those in our ecosystem. Specifically, those in the FCA Collision Network of shops who work with customers and need relevant education that will allow them to provide better – and more complete – service. Including all administrative, management, estimating and repair planning personnel. Beginning in 2019, the following online courses will be highly recommended by FCA, in order for shops like yours to participate in our Certified Collision Network:

- Navigating Tech Authority® Repair Procedures
- Leveraging Your FCA Certification
- More being developed

There are additional beneficial courses available online as well. All developed to help ensure your employees have the knowledge required to put your shop in the best light. Sign up today at www.amisignup.org, choose the “FCA Certified Collision Network” as your area of interest and have access to online courses.

For more information, contact AMi at supportingsuccess@amionline.org or call 817-514-2929.



**SIGN UP YOUR TEAM TODAY.
GET YOUR ADVANTAGE HERE:**

www.amisignup.org



PLAYING THE BLAME GAME

As the seriousness of the technician shortage grows, we have to examine if the industry itself is partially to blame

JEREMY WINTERS // Contributing Editor

For generations, teenagers and young adults were driven to our industry by a passion for cars. Cars were our freedom when we turned 16 and got our license. We drooled over the classics and restomods at our local cruise-ins. We were out in the garage with our dads, uncles, our friends, all wrenching and learning how to fix them. We sat by the TV waiting for our favorite build show to start on the

weekends before heading out to the garage to work on our project. These magazines, these cars, these shows, all had our attention and helped drive our interest into what ultimately became a career for a lot of us. So what changed? Where did the interest go for the next generation of techs? Are we part of the problem?

While I'm not part of the "old guard" in our industry, I'm not a spring chicken, either. Getting my start professionally in the industry in December 2003, I have seen a lot of change in the past 15 years.

Step back for a second and look at your career and what has changed. Now think about it from someone's point of view who has been in it double that time. The rate at which technology has been advancing in cars is hard to fathom. Think of the amount of sensors, wiring, cameras and computers that are now in vehicles that weren't there just a few years ago. We aren't exactly working on your dad's Bel-Air anymore. It has advanced so much that a lot of it isn't something that's done in the garage anymore. People are pay-

ing to bring their cars to shops more and more, so that by itself creates demand for techs. But where are they?

In my 15 years, I have noticed a huge decline, probably much like all of you reading this, in the younger generation coming in. We aren't getting any younger and vehicles are still going to get crashed and need repaired/painted. For the industry to continue, we as a whole need to change our thinking and get more involved.

For the next generation, we need to notice that the industry doesn't have the same appeal to them that it did for us. We live in a disposable society where if it breaks, people just go out and buy a new

one. A lot of kids aren't being brought up in an environment of fixing what they have. They don't have the experiences out in the garage with family or friends repairing that old car and getting/keeping it running. They don't know the euphoria of satisfaction that comes with a restoration job or seeing the bodywork straight as an

arrow after the car has been painted.

College critical

One of the most glaring things that stands out for the shortage of techs is the push from society to get a college education after high school. The narrative from a young age is that in order

CONNECT WITH JEREMY WINTERS

@thatPainter_fella and
@boothtalk on Instagram

BoothTalk Group on Facebook is a straight tech page catered to all paint lines and learning.

A livestream is held every Saturday night live at 8 p.m. EST @BoothTalk on Instagram. With a different topic from the industry every week, it is a live fireside chat with technicians from all walks and experience levels in our field. The livestream will soon be dual-streamed to Facebook as well through the BoothTalk Group.

The BoothTalk Podcast is available on most podcast platforms: Apple Podcasts, Stitcher Radio, iTunes, Google Podcast, Podbean, etc. I focus on people and companies within our industry that are working on making a difference. I am very honored and humbled to have the friends I do in this field, and bring their stories to the public. We all have a story to tell, I just ask the questions. The first hour of the livestream is recorded and uploaded to the podcast feed as well in case you miss one.

THINGS AREN'T ALWAYS WHAT THEY SEEM

Do you really know what you're getting
with other parts ordering systems?

collisionlink®

That's why you need to join the #1 parts ordering system to get:

- Discounts on 27 part programs for 21 automakers
- Access to the most accurate parts ordering system in the industry
- The largest dealer network across all OEMs

Visit: OEConnection.com/ABRN

to be successful in life, one needs to go to college and get a degree. Because of this, the blue-collar world has become a dirty place and has a lower standard than everything else. Having a college degree is not the only way to make a great living, and this is something that needs to be brought to the attention of high schoolers. The option needs to be available and not looked down upon — that they can learn a trade, make great money and not have the student loans attached that often comes with a college degree. I know many painters and body men and women who make six figures a year and love what they do, something a degree cannot guarantee. Take becoming a teacher, for example. I have three people in my family who are teachers that started out around 30K a year. They had to have a bachelor degree to even get considered. What does a bachelor degree run? Minimum 30-40K. Now don't get me wrong, there is nothing wrong with getting a college degree, and I feel there are many advantages to it in our field. But future techs need to know that other options are out there.

Industry image

Our industry can make for a great career, but there is a seeming lack of interest. Can this be our own doing? Think of word of mouth and its effect. What you say to one person travels to an unknown amount of people. How many of us as technicians have been around other techs who have said any variation of the following: "I should've got out of this when I had the chance." That statement can do more damage in killing interest for people. Who would go into a job where the mentality is wishing they never got into it? People tend to forget that everyone knows someone that they don't. If you make a comment like that in one of the many "auto repair" groups on social media, you may have gotten a lot of likes from other people within that group. But what about the people who

TECHFORCE FOUNDATION: INSPIRING THE NEXT GENERATION OF TECHS

TechForce Foundation® is a nonprofit, 501(c)(3) with the mission to champion students to and through their technical education and into careers as professional technicians. Founded in 2007, the Foundation distributes more than \$2.0 million in scholarships and grants annually, thanks to its generous corporate sponsors and donors. TechForce is also spearheading FutureTech Success®, the industry-wide initiative to help encourage and support more young people to pursue careers as transportation technicians.

Based on an analysis of figures from the Bureau of Labor Statistics, TechForce Foundation's 2017 Technician Demand Report found that more than 120,000 new technicians are needed annually through 2021 to meet industry's demand, which includes an average annual demand of more than 17,000 new collision technicians over the next two years.

TechForce Foundation published a 2018 follow-up report examining the supply of new technicians entering the transportation industry. The report found that completions of

post-secondary technical programs were more or less level across the industry, and the number of completions of collision-specific training programs decreased year over year from 2012-2016.

TechForce Foundation is addressing this challenge by inspiring the next generation of transportation techs through the industry-wide FutureTech Success campaign. The campaign leverages the industry's collective voice to 1) reposition the image of the technician profession as a high-tech, rewarding career; 2) provide experiential opportunities for middle- and high school students to engage with transportation technology; and 3) connect students' passion and sense of purpose with resources and mentors.

For more information on TechForce Foundation, visit www.techforcefoundation.org. To learn more about the FutureTech Success campaign, including how you can join in the effort to encourage the next generation of transportation technicians, visit www.futuretechsuccess.org.

are just reading the comments and are there to learn and get a basic understanding of the industry? They see that comment and how many people agree with it. They aren't seeing anyone posting about the positives of the industry; they see the negativity, which travels so much farther than most positive information. This part of the industry is driven by passion and returning vehicles to their pre-accident condition. Not everything that gets posted needs the negativity. Not everything posted needs the bashing. But everything that gets posted gets seen by

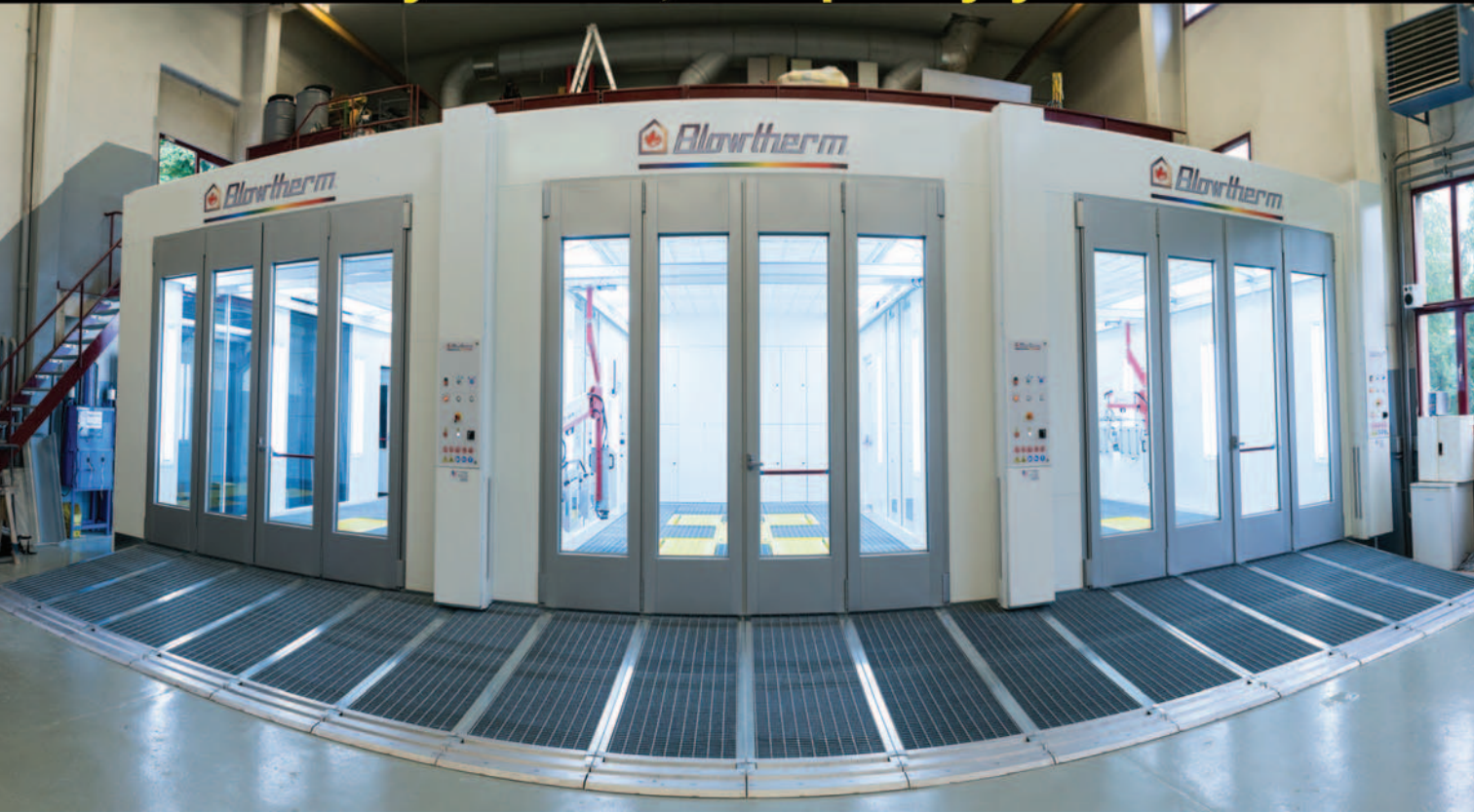
someone, and you have no idea how it affects them and their decisions.

To attract new techs, we have to make the industry attractive to them. The one main thing that has evolved with cars has also evolved in our everyday lives. While technology is great, it has also created separation. The next generation isn't out in the garage working; they are browsing the internet via multiple different platforms. They hold in their hand more technology than we ever saw in all of our schooling. We need to be able to break that wall down and show them



USA

The name you trust, the quality you deserve.



What puts Blowtherm above the rest?

- **NEWLY** Expanded **PRODUCT LINE**:
EXTRA, WORLD, WORLD-S
- **NEW** lineup of **PREP STATIONS**
- Most **ENERGY EFFICIENT** systems on the market today
- **STANDARD LED LIGHTING** throughout
- Unmatched **PERFORMANCE** and **LONGEVITY**
- **ENGINEERING** and **MANUFACTURING** since **1956**

Why settle for anything less? Call today.



Learn the difference. Call now.
855-GO-EXTRA (1-855-463-9872)
www.blowtherm-usa.com
sales@blowtherm-usa.com





MAKE EVERY JOB A JOB WELL DONE.



Metalux™ LV is a new Low VOC paint that delivers collision-quality color at an affordable price. Backed by Axalta, it's easy to use and provides the high-quality results you've come to expect from Metalux.

VALUE YOU CAN COUNT ON.

AN AXALTA COATING SYSTEMS BRAND

metalux.us

Copyright © 2018 Axalta Coating Systems, LLC and all affiliates. All rights reserved.

how cars of today tie right into their modern technology. Show them how all the sensors and cool gadget-type stuff on vehicles work, and that will attract their interest. And once that begins, we can spark that interest that will help bring them to learning.

Teaching the trade

Trade schools are the backbone of bringing in new people. It's how a lot of techs got their start — myself included — in an actual shop and learning how to do things from industry vets teaching the courses. Don't be afraid to reach out to them and see where you can help. My local tech college offers day and night classes, and I went to the night classes. I was able to talk and ask questions, get detailed how-to responses and apply them on the spot to develop my craft. There are trade schools across the country trying to bring in students; reach out to your local one and see about volunteering a couple nights a month. You'd be surprised at what influence you actually have in a new tech's path. Further helping build new techs are things like SkillsUSA. You'll be amazed at the interest that is out there and the companies that are helping them out in their endeavors.

As you and I are now the veterans of the field, it is up to us to write the next chapter. Volunteering your time to help someone new find their passion, showing you can be blue collar and earn a great life, and actually acting respectfully on social media outlets are just small things that help. But if enough people would take the time, it would create a change and help the future. 📺



JEREMY WINTERS has been a painter for more than 16 years at Butler Collision North in Macon, Ga. He hosts the BoothTalk livestream and podcast on

Instagram, the BoothTalk tech group on Facebook and is an advisory board member for his local technical college.

boothtalkradio@yahoo.com

Now is the time to step up or step out

Now more than ever, shop owners must make careful decisions about their future

With the rate of change this industry is experiencing and the investment so many collision repairers still face to get their shops equipped and trained to face even just the present (let alone the future), there's one phrase that continues to come to my mind: It's time to decide whether to step up or to step out.

It's a phrase I picked up from Phil Harmon of Precision Auto Body in Tacoma, Wash. Phil in recent years understood what it was going to take to make sure his business could continue to fix vehicles — especially high-end vehicles — correctly. And he's taken on that challenge, investing the past couple of years in new welding and riveting equipment, new aluminum tools, a new bench and measuring system, and more.

But I also recently got a call from friend of mine who owns a shop in Seattle who surprised me by saying he was closing his shop. Like Phil, he recognized that he needed to step up or step out. But everyone's situation in business and life is different, and when my friend in Seattle did the calculations, he chose differently than Phil did.

"Right now, I own my house," he said. "I have my boat and my motorhome. I know at a minimum I'm going to have to put at least \$150,000 into my shop if I want to continue to play the game. I may have to work for the next 10 or 15 years to make that pay-off. I'm 60 years old, and everything I have is paid for. For me, I'm stepping out."

He closed his shop, sold his equipment, and went to work as an adjuster for an insurance company for a few years until he is ready to retire.

"I'm totally happy," he told me. "Life's good."

So I can quickly point to multiple examples of people who have stepped up, and others who have stepped out, with both being equally happy with their decision. But unfortunately, that's not always the case, which is why I'm urging shop owners to make those decisions thoughtfully.

I know of another former shop owner who may have



THE CALCULATION IS NEVER THE SAME FOR ANY TWO OWNERS. BUT NOW MORE THAN EVER, THERE'S A SENSE OF URGENCY TO MAKE THESE DECISIONS.

made the wrong decision. He'd lost his lease on his building, and decided to mortgage his home and borrow \$200,000 to equip another building and move his business to another location. But he ended up with a large MSO right next door, and that MSO struck a national deal with a particular insurer that had been a key piece of the relocated shop's business. That shop owner started seeing his business decline precipitously almost immediately.

Eventually he realized he couldn't compete, and he's since sold the shop to yet another large MSO — although at a fraction of what he'd invested. He's now in mid-60s, facing both a mortgage on his home as well as still having to pay off some of the debt he took on to try to "step up."

So the calculation of whether to step up or step out is never the same for any two shop owners. But I think more now than at any time before in the industry, there's a sense of urgency to make those calculations and decisions.

Can it make good sense to "step up" and invest in the training, equipment and facility you

need to continue in this business as vehicles becoming increasingly complex? Absolutely. I see some brilliant business people in this industry making that decision. You just need to recognize what's required to do that and make sure that's penciled out in terms of where you are in life and where you see yourself moving forward.

Can it also make sense to decide to step out? You bet. Recouping a significant business investment takes time, and that may be more time than you want to spend working for the pay-off.

The only thing that isn't an option is to just continue doing what you've always been doing. Things are just moving far too fast for that. ❏

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

OEM repair procedures lead '19 state policy conversation

Groups rally around consumer and shop owner protections

The Automotive Service Association (ASA) recently hosted a webinar for the collision repair media to discuss OEM repair procedures including pre- and post-scanning of vehicles that have been involved in an accident. ASA and the Alliance of Automobile Manufacturers held a press conference this summer, in Atlanta stating an interest in highlighting OE repair policies in a number of states during the 2019 state legislative sessions.

Participants in the recent webinar included Wayne Weikel, senior director of government affairs, Alliance of Automobile Manufacturers; Jake Rodenroth, director of industry relations, asTech; and Darrell Amberson, ASA Immediate Past Chairman and president of operations, LaMettry's Collision.

I served as moderator of the webinar. After a review of 2018 related legislation in Indiana, Illinois and Rhode Island, Weikel discussed automakers' efforts to make shops and consumers aware of OEM repair procedures, including a website that outlines automaker policies relative to vehicle repair, www.oem1stop.com. He also discussed the scope of how OEM repair procedure policy should look in states. Finally, Weikel gave participants a sample of states that will be of focus in 2019 for legislative activity. It's important to note that only in Rhode Island did OEM repair procedure legislation become law. Both Indiana and Illinois bills died during the session. The final Rhode Island bill fell short on policy in that the new law only applies when OEM parts are used.

Although some would divide this policy debate between shops following OEM repair procedures or separately scanning, many of the automakers have publicly stated that scanning is part of the repair procedures recommended by the OEMs.

Rodenroth's presentation was more technical in nature. Highlights included emphasis on how complex today's vehicles are and the need for pre- and post-scanning of vehicles involved in an accident. This included a snapshot of vehicle complexity.

He reviewed the 2019 Dodge Ram 1500 Crew Cab (DT) Topol-



FOLLOWING OEM REPAIR PROCEDURES SHOULD BE A NATURAL OCCURRENCE FOR SHOPS, SUPPORTED BY INSURERS, AND NOT A LEGISLATIVE ISSUE.

JOIN AT

ASAshop.org

ogy Map; the Audi A8; lead a discussion of calibration today; and provided a comparison of the human body's complexity with today's vehicles.

Amberson has been an advocate for pre- and post-scanning of vehicles in LaMettry's shops as well as in the national policy arena. Both Weikel and Amberson argued that following OEM repair procedures should be a natural occurrence for shops and be supported by the insurance industry. This should not be a legislative issue. It has not been cured in the marketplace, thus the need for policymakers to intervene.

Complicating matters for a cure is inconsistency. Some states may opt for the Rhode Island model and apply OEM repair procedures only when OEM parts are used; other states could move to require OEM procedures in all cases of collision repair and yet others allow the status quo, where it is the shop's decision and in many cases driven by insurer recommendations. A 50-state model as to how vehicles should be repaired is not optimal. This is the model that consumers and repairers face regarding other collision issues. State departments of insurance

regulate the insurance industry.

Although the U.S. Congress has made attempts to regulate the insurance industry at the federal level, states still are in control of insurer regulation and thus insurers' relationships with consumers and repairers. The Dodd-Frank Wall Street Reform and Consumer Protection Act created the Federal Insurance Office (FIO) at the U.S. Department of the Treasury, but the FIO has been limited to studies and analyses of the insurance industry and is not considered a regulator of property and casualty insurers.

For the foreseeable future, OEM repair procedure policy will have to be addressed by the states. 📧

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. rredding@reddingfirm.com



One brand. Complete focus.



SPANESI 360 CONCEPT

Spanesi Americas, Inc.
123 Ambassador Dr. STE 107
Naperville, IL 60540

224-SPANESI
(224-772-6374)

spanesi.com
www.facebook.com/spanesigroup

Make your waiting room an inviting space for customers

PERSONALIZE AND PRIORITIZE WHAT GOES INTO THIS CLIENT-FOCUSED AREA

BOB COOPER // Contributing Editor

Don't let your waiting room miss the mark. Follow these 8 steps:

1. First-time customers may be anxious, so anything you can do to reduce their anxiety will help them be more receptive to your recommendations. On your entry doors, or in a prominent location they'll easily see, you should have clear indications of your professional affiliations and any financing options you offer.

2. Inside the customer waiting area, have your Mission Statement prominently displayed. This will give your customers good insight regarding the type of people they will be working with. People do business with people, not with businesses, so anything you can do to humanize your company will help put your customers at ease.

You can also create a 10x12 plaque for each of your employees with a photo in the upper left corner. To the right of the photo, you can list their credentials, certifications, awards, etc. Across the bottom, you can include a brief bio of the employee that addresses their personal life. Not only will these plaques help your employees feel appreciated, but your service advisors can use them as sales tools when they are telling a customer who will be servicing their vehicle.

3. I prefer service kiosks (stations) rather than counters. Not only do coun-

ters and desks serve as barriers between your advisors and their customers, but your advisors need to come from behind the counter to greet the customer. Kiosks also allow your advisors to stand next to their customers when looking at the computer screen. Again, putting your customers further at ease.

4. The clocks, newspapers and current event magazines need to go. The clocks will have your customers timing you and your techs, and the newspapers and current event magazines are filled with both negative news and the ads of your competitors. Instead, you should have magazines that address sports, hobbies, home and gardens and entertainment. You should also have point of sale literature that explains the value of vehicle maintenance, other services you offer, etc. Lastly, you need to have magazines and books for your small "future" customers, as well as self-contained toys that can keep those kids occupied when mom and dad are busy with you. WiFi? Cellular phones are quickly replacing the need for WiFi, but if your core customer base has a strong need for it, you should consider making it available.

5. You need to have fresh coffee available all day long, along with bottles of cold water and soda. When I still had shops we would offer our customers a cold drink, and it would always be on us. It's your call, but I feel it's a small price to pay for the relationship that you can and will develop.

6. In addition to having signs on the outside of your building, you need to have prominent signs in your waiting area that reflect your professional affiliations, state that you accept all major credit cards, and communicate that you provide financing options, if applicable. I have learned over the years that when customers are under stress, they can easily forget that credit card that they have tucked away for emergencies. You'll be surprised when you see the relief on their faces after seeing the signs.

7. Your customers do not have an expectation that the furniture in your waiting area will be top of the line, but they do have an expectation that it will be well maintained and clean. Over the years customer panels have told us that if shop owners don't care enough about their own furniture to keep it clean and presentable, then why would they care about their customers' automobiles? Lost sales are guaranteed.

8. Lastly, your waiting room needs to have smiling, well-groomed employees that greet your customers as soon as they arrive. No matter how clean and well-appointed your waiting area is, it's the people who work with you that will have the greatest impact on your customers' decisions, guaranteed. ■



BOB COOPER is the president of Elite, a company that offers coaching and training from the industry's top shop owners.
contact@eliteworldwide.com

WATCH + LEARN



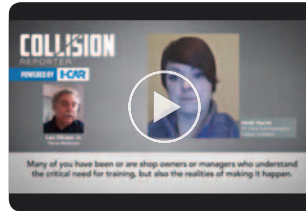
Researching Subaru repair procedures

ABRN.COM/SubaruResearch



Will we let other industries poach our technicians?

ABRN.COM/PoachTechs



How much training is enough?

ABRN.COM/EnoughTraining



How to stop being a micromanager

ABRN.COM/Micromanage

MECHANICAL MOMENT

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

HYUNDAI SONATA FRONT BRAKES DRAGGING

VEHICLE: 2004 Hyundai Sonata, V6-2.7L, Automatic Transmission

MILEAGE: 155,080

PROBLEM: The customer brought the car in because the front brakes were smoking. The technician put the car on the rack and confirmed that the front brakes were locked up and the front brake system was badly damaged.

DETAILS: After the technician replaced the front brake pads, calipers, rotors and brake hoses, and bled the brake system, the brakes were still dragging as before. The technician then replaced the brake master cylinder but the problem persisted.

CONFIRMED REPAIR: The Tech-Assist consultant advised the technician to check the brake booster intermediate rod and brake-lamp switch adjustments. The booster intermediate rod was adjusted properly but the brake-lamp

switch was not. The switch was not allowing the brake pedal to completely return. After adjusting the brake-lamp switch, the brakes began to operate normally.

Not an ALLDATA customer? For access to this valuable experience-based repair data and reliable OEM information, go to ABRN.com/trialnow to start a free trial.

This tech tip and others come from ALLDATA Tech-Assist, a diagnostics hotline of ASE-certified Master Technicians.

Whatever technicians need — from alternative diagnostic strategies to step-by-step repair assistance — the Tech Assist team can deliver.

Learn more at ALLDATA.com.

TRAINING EVENTS

MARCH 15-17
NORTHEAST Automotive Services Show
Meadowlands Exposition Center
 Secaucus, New Jersey

MARCH 20-23
ATI Super Conference
JW Marriott San Antonio Hill
 San Antonio, Texas

MARCH 22-24
Automotive Training Expo (ATE)
Doubletree Hotel
 Seatac, Washington

APRIL 2-3
HD Repair Forum
Hilton Fort Worth
 Fort Worth, Texas

APRIL 14-16
PPG MVP Spring Conference
JW Marriott Camelback Inn Resort
 Scottsdale, Arizona

APRIL 17-18
Collision Industry Conference
Gaylord Opryland Resort
 Nashville, Tennessee

APRIL 30-MAY 3
Automotive Body Parts Association (ABPA) 2019 Annual Convention
Westin Fort Lauderdale Beach Resort
 Fort Lauderdale, Florida

JUNE 24-28
SkillsUSA National Leadership & Skills Conference
Kentucky Exposition Center
 Louisville, Kentucky



More than parts

Access to over 300,000 Genuine Mercedes-Benz Parts.

A dedicated wholesale team.

Customer-centric delivery options.

Technical resources and repair assistance.

Find a certified PartsPro dealership at mbwholesaleparts.com/PartsPro.

it's a partnership.

 PartsPro





WORKING ON A HYBRID?

Don't attempt to disconnect the HV battery or any of its related components without proper training and safety equipment.

POWER PREP

THE IMPORTANCE OF PROPERLY DISCONNECTING VEHICLE BATTERIES FOR COLLISION REPAIRS

SEAN GUTHRIE // Contributing Editor

Battery disconnecting is an operation that occurs — or at least should occur — on nearly every car that is repaired. Welding discharges substantial energy in order to generate heat to melt metal. It's easy to understand the amount of heat required to melt metal; now realize that during welding the metal is reaching that temperature instantly. For this instant melting of metal, a focused and intense amount of energy is needed. Car computer systems operate on 12-volt DC current, with some sensors using a 5v reference. Welders operate on no less than 110-volt AC current and when grounded to the ve-

hicle body, represent a real risk to every ECU on the vehicle. Even a stud gun or a dent puller sends energy into the metal to weld the tip of the machine to the panel. Those, too, are 110-volt current, and again they, too, take an intense energy.

When the vehicle's battery is connected, a path to all of its electrical systems potentially exists. The energy from the welders can therefore overenergize and thus damage the electrical components. Any time a welder or dent puller is used, a battery should be disconnected. There is one more area that always requires the battery to be disconnected prior to repair, and that is when working on SRS components. In addition to disconnecting the battery,

most OEMs specify a period of time that you must wait prior to disconnecting any of these system components to avoid accidental deployment.

Vehicles are now often equipped with two batteries: a primary battery and an auxiliary battery. With the large array of computer systems, vehicles today are having to share responsibilities across multiple batteries. The primary battery takes care of the standard vehicle operations, the starter, engine control, and other basic features. The auxiliary battery will handle things like navigation, advanced air conditioning systems, lighting and other high power using accessories. It is critical to know if the vehicle being worked on has just one battery or mul-



JASON VANDER WOUDE
NSD PAINTWERKS, LYNWOOD IL

LONNY SPEER
COUNT'S KUSTOMS, LAS VEGAS NV

BILL "ELVIS" STULL
KUZIN'S KUSTOMS, CUSTER WI

MEET THE CLASS OF
2019

MAVERICKS
OF COLOR

THINK YOU'VE GOT WHAT IT TAKES TO BE A MAVERICK?
Demo what the Mavericks use. Visit matrixsystem.com

multiple batteries. Disconnecting only the primary battery will not suffice in proper electronic protection during welding, SRS repair, or other repairs that require the primary battery to be disconnected. The auxiliary battery may not be located near the primary battery or even within eyesight. It is critical to pull repair procedures to discover if a vehicle has additional batteries and if so where they are.

The high voltage batteries used in hybrids is a story all by itself. These vehicles have an auxiliary 12v battery in addition to the HV battery. Don't attempt to disconnect any HV battery or HV system component without proper training and safety equipment.

With a little bit of research and some general understanding, everyone can agree that it is necessary to disconnect the vehicle's battery during most repairs. The hurdle instead is how it should be done and the dangers if it is not done correctly. The best comparison is with computers. The proper way to shut down a computer is to follow the shutdown steps through the operating system. We've all pushed the button and forced a computer off — or worse yet unplugged them. The reboot after that is time-consuming and at times nerve-racking. The computer goes through and performs self-checks, asks if it should open in safe mode, and then finally opens up. Cars today are computers with wheels, and they don't want to have their power plug pulled. If this happens, there is going to be some repercussions or at least some steps to reboot them correctly.

- Honda states the importance of an occupant detection system reset after a battery disconnect, and a steering angle sensor relearn may even be required after disconnecting the battery.

- Volkswagen says you must cycle the key and then perform a guided fault code finding by using a diagnostic tester.

- General Motors says you may have to program the volatile memory, and for cars with stop/start, it may not function until the car sits for 3 hours after programing.

- Toyota states that utilizing their Techstream to memorize steering angle sensors may be required, and without doing so, systems like lane departure, parking guidance and pre-collision system will not operate. Power door locking systems may, too, need to be re-initialized.

- Nissan states you must reset electronic systems by utilizing a scan tool.

- Ford has in repair procedures for some of their vehicles that a battery monitoring system reset after installing a battery is required.

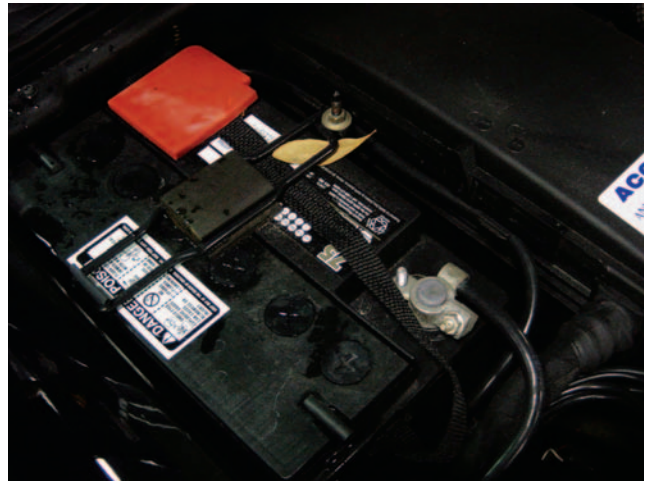
- BMW requires a battery registration process.

- Porsche requires fault codes be reset after a battery disconnect/reconnect.

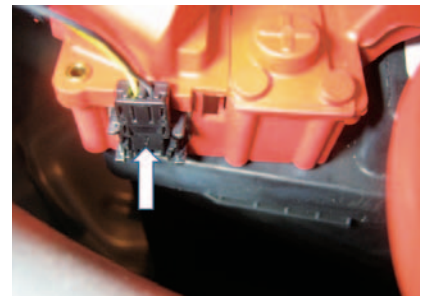
- Chrysler states you must check the PCM for any stored battery disconnect trouble codes and clear if required.

This short list covers the majority of vehicles being produced today. It is possible to make the same statement for every vehicle manufacturer that is producing cars today. Of course, that list would be even longer. The point of the list is to show that it is quite possible that just disconnecting a battery will require some sort of calibration or code clearing.

In addition to the scanning, it may be necessary to perform other acts to bring the vehicle to pre-disconnect condition. The simplest of these is to recalibrate the windows auto function. Manufacturers that require that reset include Honda, Acura, Subaru, Nissan, Infiniti, Toyota, Lexus, Volkswagen, Audi and GM. This list of course isn't all-inclusive, as there may be some that have been missed and others may require it on their new mod-



DISCONNECTING THE VEHICLE'S BATTERY is not a simple matter of removing the cable anymore. Be sure to follow the OEM procedures prior to disconnection and be aware of any needed recalibrations or initializations that may be required when reconnecting.



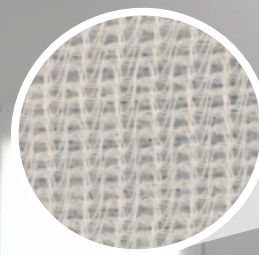
THIS IS THE ELECTRICAL CONNECTION for a BMW Safety Battery Terminal, a pyrotechnic device that is designed to disconnect the battery in the event of an accident.

els. The point is that from recalibrating steering angle sensors to resetting auto window functions, disconnecting and reconnecting is not as simple as it once was. The only way to know what may be required is to consult the repair procedures, perform a scan, and ultimately a test drive and function test to ensure all features work correctly.

When working with vehicles it is always possible that a battery gets drained. Shops do not typically drive vehicles or leave them running for long periods of time, so batteries never get an opportunity to get charged. Just like battery disconnecting/reconnecting, jump starting has gotten a bit more temperamental. Reconnecting a battery from a dead sys-

TACKY NETTING

THAT INSTALLS IN MINUTES



FEATURES

- Made of lint free monofilament nylon
- Open tack formulation stays tacky for months
- Contains flame retardant
- Size of roll 72" x 160'
- AVAILABLE IN WHITE
- Eyelets on both top and bottom of roll
- Eyelets repeat every 2"

NEW! TACKY NETTING TRAPS DIRT AND OVERSPRAY



Easy to install (like a shower curtain).
Just hook netting thru eyelets.



Cutting the netting is easy. Just use
the #555 RBL snippet cutter blade.



Bug trapped in netting.

Here's what the experts at Bill Brown Ford in Plymouth had to say.

One of the largest revenue producing collision centers in Michigan at 50,000 sq feet.



"A cleaner booth results in a cleaner paint job. The tacky Netting help us get there."

- Joe Hershey,

Body Shop Manager at Bill Brown Ford



"You can see the difference as soon as we hung the netting."

- Matt,

Painter at Bill Brown Ford



"To install the netting took less than 20 minutes."

- Mark,

Painter at Bill Brown Ford



GENUINE QUALITY PIECE BY PIECE.



Genuine Parts

When you want
more than the sum
of its parts, look no further.

Designed to meet the demands of Kia's specifications, look no further than Genuine Kia collision parts. Going with Kia is the best way to ensure easy installation, precision fitting, durable reliability and value. Backed by the Kia warranty,* our parts give added confidence when you're on the road or away from it.

* Kia Genuine collision parts sold by an 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 retailer for details. See Kia's Replacement Parts and Accessories Limited Warranty for further details.

tem wakes up the computers, and the computers have a process to deal with it. A system with some charge is neither awake nor asleep. Hitting that system with more than 12 volts instantly can cause serious damage.

A quick example is a Porsche that required a \$3,200 repair from a jump start that was performed incorrectly. The proper procedure states utilizing anything other than another vehicle to start a flat battery will cause damage to the computer systems. When using a jump box, the small batteries inside may not be capable of handling the current draw from a starter, dropping below 12 volts and thus creating a spike of voltage when first connected and subsequent drop when the car is trying to start. The smaller jump boxes are utilizing lithium batteries which may have a fully charged voltage of upwards of 15 volts. Similar voltage is produced by a charger placed in start mode. In order to reduce the amperage load from the starter, charger and jump box, manufacturers increase the output voltage. This allows the starter to rely on voltage to accomplish its necessary wattage output instead of amps, thus having less drain on the jump box or charger. The problem with this is that the computer systems may not be equipped to handle the increased voltage. Most alternators are specifically regulated to no more than 13.5 volts; thus, the computers are not designed to handle any more voltage.

Since the person who jump-started the Porsche failed to follow the proper procedure, it created a hefty repair bill, delayed the completion of the vehicle, and created a CSI issue and lack of trust in the repairs. High-end luxury automobile makers are not the only ones that have these requirements. Remember that most auto manufacturers do not produce their own computer systems. There are a limited number of companies who produce modules, computers, and sensors for all the auto manufacturers. This means that the same company producing electronics in a high-end super car can be producing — and likely are producing — electronics in the cars that you see in your shop every day.

Proper safe repairs are critical. Shops and techs cannot afford the liability of performing improper repairs. Ensuring that proper repair procedures are followed is critical rather it is with something as in-depth as structural sectioning or with something as seemingly simple as a battery disconnect/jump start. The only way to ensure the vehicle will leave the shop in as good of condition as it was in before the accident is to follow OEM repair procedures and guidelines!

Examples and data shared by Jake Rodenroth from asTech. 📧



SEAN GUTHRIE is the director of operations for Car Crafters Collision Centers in Albuquerque, NM. Sean oversees the seven locations handling their DRP and OEM relationships. Sean is I-CAR platinum, ASE certified, multiple OEM trained and sits on two advisory boards. sean@carcrafters.com



PREMIUM BODY SHOP

Supplies

Call for Free Samples!*

*On Selected Items.

6" DA HOOK & LOOP SANDING DISCS

QUALITY - DURABLE - HOOK & LOOP BACKING - FLEXIBLE

AVAILABLE GRITS

(QTY - 50 DISCS)

40, 80, 120, 150, 220, 320, 400

500, 600, 800

(QTY - 25 DISCS)

1000, 1500, 2000, 2500, 3000, 4000



ONLY \$19.98

BODY SHOP SAFE COMPOUNDS

ONLY \$14.95 32OZ.

CHECK OUT THE WHOLE PANEL SHOP PRODUCT LINE



PLASTIC SHEETING FOR COVERING CARS



12X400
YELLOW FILM
ONLY \$24.89



16X400
PINK FILM
ONLY \$28.89

CORONA TREATED - AFFORDABLE - QUALITY - 50FT LONGER

FREE 2 DAY SHIPPING FOR PRIME MEMBERS
SAVING BODYSHOPS THOUSANDS

NOW AVAILABLE ON
amazon
Prime

DISTRIBUTORS WANTED - 310.515.9530



KEEPING WHEEL SERVICE WORK IN-HOUSE



WHEN ADDING WHEEL ALIGNMENT EQUIPMENT, shop owners should look for a system that doesn't require large camera towers. Choosing mobile wheel alignment systems will allow technicians to perform alignments virtually anywhere in the shop, which keeps your bays open for new business.

IMPORTANCE OF WHEEL ALIGNMENTS GROWING AS OEMS CHANGE REPAIR REQUIREMENTS FOR ADAS-EQUIPPED VEHICLES

MIKE CROKER // Contributing Editor

Customers send their mashed-up vehicles to your body shop for repair. They're trusting you to do whatever necessary to make it look and drive like new again — as soon as possible.

After spending hours straightening the frame or unibody, replacing parts and giving the vehicle a nice new coat of paint in the affected areas, it's time to hand it off to another shop to complete a wheel alignment.

Why the second shop? Because you don't have wheel alignment equipment. So, you send the vehicle off — giving up repair control and potential revenue — hoping the techs at the other shop perform an accurate alignment and get the vehicle back to you quickly so you can return it to the customer when you promised.

Sound familiar? It doesn't have to. Wheel service is a vital part of auto body repair. Many collisions can cause some type of suspension damage. That means the repair process will likely require a wheel alignment. Someone needs to

perform and get paid for that alignment — why not you?

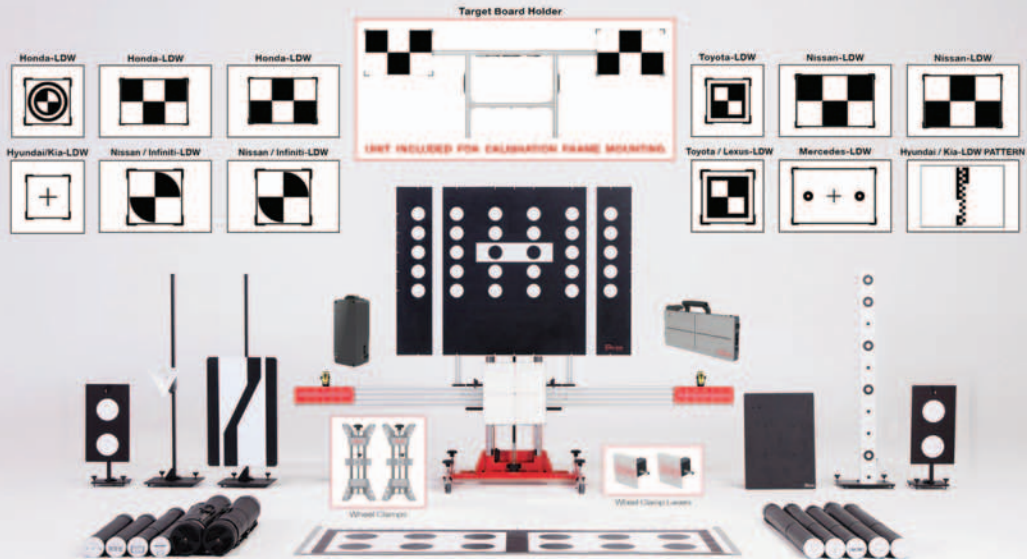
Many collision shops don't have the equipment needed to perform wheel alignments or change or balance a tire. As a result, they typically outsource these services to specialty shops. Not only does this stretch out the cycle time, it also sends potential revenue out the door with the vehicle.

Adding wheel alignment equipment lets you check every vehicle during the estimating process to determine if it will need a wheel alignment, which will likely

AUTEL MAXISYS

ADAS CALIBRATION

COMPLETE PACKAGE - Part #ADASCOMPLETE



CALIBRATION FRAME STANDARD PACKAGE
CALIBRATION FRAME, ACC REFLECTOR, WHEEL CLAMPS & LASERS



LDW CALIBRATION KIT
LDW LANE DEPARTURE WARNING TARGETS



AVM - RCW - BSD - NV CALIBRATION KITS
ACCESSORY TOOLS, RADAR & NIGHT VISION



COLLISION REPAIR READY SOFTWARE PACKAGE

Faster ANDROID 4.4.2 OS / Larger 64G Memory / Powerful Hexa-Core Processor



PASS-THRU PROGRAMMING

MAXISYS DIAGNOSTICS INCLUDED

BI-DIRECTIONAL CODING & ADAPTATIONS

PLUS

MAINTENANCE SERVICE & RESETS



Phone: (855) 288-3587 • USSUPPORT@AUTEL.COM
AUTEL.COM • MAXITPMS.COM • MAXISYSADAS.COM
© 2019 Autel Intelligent Technology Corp., Ltd., All Rights Reserved



AUTEL

lead to your shop performing more alignments and making more money.

Having the capability to perform wheel alignments in-house also allows you to control the quality of the repairs to make sure they are done correctly. Your shop is on the hook as being responsible and accountable to the customer. If you send the vehicle out to an alignment shop and something wasn't done right when the vehicle goes home with the customer, you'll take the heat for it. And that could have long-lasting consequences.

Shops don't have the luxury to increase cycle time while the vehicle is transported to multiple shops for repairs. Adding wheel service to your shop's list of services positions you as a full-service provider.

Using pulling and measuring equipment alone to complete structural, suspension and steering work doesn't ensure that the suspension and steering components can be put back to OEM specifications. The most critical consideration when doing collision wheel alignments is to first confirm that the structure is straight. If the structure isn't returned to OEM specifications, the wheel alignment may not be correct and would need to be redone after the structure issues are addressed.

Having the capability to do all the work needed without taking the vehicle off the rack improves efficiency, saves time and improves the accuracy of the repairs. Because you didn't ship the vehicle off to another shop for a wheel alignment, you were able to maintain control of the repair process and ensure that it's done right.

Impact of ADAS

Advanced Driver-Assistance Systems (ADAS) are being designed into increasing numbers of modern vehicles. These systems provide active safety systems for vehicle occupants and are powered by an electronic communication network that requires pinpoint accuracy.



ADDING WHEEL ALIGNMENT EQUIPMENT TO YOUR SHOP

lets you check every vehicle during the estimating process to determine if it will need a wheel alignment, which leads to your shop performing more alignments and making more money.

Repair procedures for ADAS-equipped vehicles are OEM-specific and differ vehicle to vehicle. Because each OEM has its own set of calibration procedures, which can constantly change, technicians should look up the steps when repairing each vehicle. Some OEMs require the ADAS to be calibrated with a wheel alignment being part of that process.

Vehicles equipped with ADAS, especially lane keeping assist and front collision avoidance braking, need to be properly aligned with how the vehicle is traveling down the road. To accomplish this, cameras and sensors use different inputs from the vehicle, such as inputs from the steering angle sensor.

If the steering angle sensor is adjusted during a wheel alignment, the forward-facing camera, which controls the lane departure warning, may think the steering wheel is turned. This can signal the vehicle to correct the steering to stay on the road, even though the vehicle is traveling between the lines.

ADAS sensors rely on correct rear thrust angles. That means that accurate four-wheel alignments are now an even

more important factor in road safety, as even the slightest misalignment can result in ADAS errors that could compromise safety.


It's critical that body shops not make any assumptions or leave important calibration work to technicians at a wheel alignment shop. It's important work that you, the experts, should be responsible for.

“But I don't have enough space in my shop to dedicate a whole bay to wheel alignments.”

No problem.

When looking for wheel alignment equipment, seek out a system that doesn't require large camera towers. Some mobile wheel alignment systems allow technicians to perform alignments virtually anywhere in the shop that has an existing frame rack or 2-post lift.

Not only will these aligners save space, but they also help decrease cycle times because you can perform collision wheel alignments in-house. You won't waste manpower by sending two techs — one to transport the vehicle and another to drive him or her back — to drop off the vehicle for an alignment. That means more work gets done at your shop and customers get their vehicles back sooner.

Adding an affordable tire changer and wheel balancer lets you further expand your wheel service offerings and make more money. And if you chose wheel alignment equipment that doesn't require huge camera towers, you kept your bays open for new business. 



MIKE COKER joined Chief Automotive Technologies in 2014 as a Chief University instructor. He is a devoted advisor for various technical

school organizations and a National Technical Committee member with SkillsUSA. Mike uses a hands-on approach in training to serve as an I-CAR instructor and is an ASE subject matter expert for Structural Analysis & Damage Repair (B4). crokerm@chiefautomotive

Shop owner. Monday morning motivator. Quality fanatic. CAPA convert.

You didn't build your reputation overnight. And you didn't do it using inferior parts.

Which is why CAPA created the industry's first crash part testing and certification program more than 30 years ago. To provide an assurance of quality in replacement parts for everyone whose livelihood depends on quality repairs.

It isn't always easy to spot a poor quality replacement part. One that's ungalvanized, made of inferior material, unsafe, or lacks all the correct welds. So we do all that for you.

CAPA certification. Helping provide the industry with a high-quality, alternative option for replacement parts – look for the yellow and blue CAPA Quality Seal.

capa CERTIFIED AUTO PARTS **CERTIFIED PART**

12345678



MANUFACTURER CERTIFIES COMPLIANCE
TO CAPA SPECIFICATIONS TO
CERTIFIED AUTOMOTIVE PARTS ASSOC.,
WASHINGTON, D.C.

www.CAPACertified.org

capa CERTIFIED AUTO PARTS CAPA CERTIFIED PART

12345678



www.CAPACertified.org

capa CERTIFIED AUTO PARTS

capacertified.org



PROCESS IMPROVEMENTS IN THE PAINT SHOP

LEARN TO DO MORE WITH LESS TO BOOST PROFITABILITY

SHEILA PRINCIPIO //
Contributing Editor

In an age where new tools and services are constantly developed, technology is always evolving and the talent pool is steadily shrinking, many collision shops struggle to find ways to increase profitability. The key is to improve efficiencies to do more with less, offsetting the technician shortage and, therefore, improving profitability.

The paint shop is your sweet spot — it is frequently the cause of bottlenecks and inefficiencies from underutilized resources, equipment and training.

Often, paint booths are seen as a constraint, not an added opportunity. When the paint department is full, the paint booth is frequently under capacity, sitting idle for many hours every day. To get more out of your paint department, follow these guidelines.

You can't improve if you don't measure

We live in the world of data and no decision should be made without data to support it. Be sure that every paint job is being logged individually and recorded accurately. This allows you to improve mixing accuracy and gen-



A MISTAKE I OFTEN SEE IS POURING OFF THE SCALE. Although this speeds up the process in the short-term, it typically leads to leftover paint being thrown away and it removes the opportunity to accurately bill for each repair order (RO).



Expect More. Expect TYC.



As Good As Any Prescription

Lamps are your “eyes” on the road, enhancing both visibility and safety. TYC's premium automotive lamps undergo strict testing and detailed manufacturing protocols to ensure safety, functionality and durability. With quality that are independently certified by NSF and CAPA, over 70% of national auto insurers prescribe Certified Lamps. Choose TYC the next time, every time!



For more information about TYC™ replacement automotive parts, consult your TYC™ representative or look up parts online at www.TYCUSA.com



TYC is a Proud Supporter of Novitas Foundation

Your gift can save lives, bring hope, and build a future for a world in need. Go to NovitasFoundation.org.



A CLEAN PAINT DEPARTMENT

INCREASES the chances of a clean paint job (removing the time allocated to buffing and allows for more vehicles to be prepped and painted).

ELIMINATE ANYTHING that is not absolutely needed in your shop and in your processes.

erates the supporting documentation you need to collect payment from insurance companies for the materials you actually used.

A mistake I see often is pouring off the scale. Although this speeds up the process in the short-term, it typically leads to leftover paint being thrown away and it removes the opportunity to accurately bill for each repair order (RO).

If a painter pours on the scale with the RO number attached and logs the products and amounts used, the shop can accurately track the cost to the shop and reduce wasted materials. Mixing system software streamlines this process and increases mixing efficiency, leading to improved profitability from time management, accurate material usage and billable documentation.

The 6S method is a must

The 6S method is a best practice that I look for in every single shop that I walk into. If a shop is not following 6S, they are not ready for advanced training and processes to increase efficiency beyond standard ability.

Sort: Eliminate anything that is not absolutely needed in your shop and in your processes.

Store: Arrange, identify and organize your physical space for ease of use. Be sure you have a place for everything and that everything is in its place.

Shine & Sweep: Cleaning should be a part of operating the business. In addition to regular cleaning, look for new ways to keep everything clean.

Standardize: Make standards obvious to your entire team and systemize the maintenance of sorting, storing and shining & sweeping.

Sustain: Set discipline. Incorporate these principles into your culture. Schedule time to maintain standards and stick to it.

Safety: A safe work environment keeps employees in the shop. Safety should be a top priority, particularly in shops with heavy equipment, dangerous materials and harmful chemicals. A clean workspace will allow clear walkways, and personal protection equipment (PPE) will improve breathing quality in the paint booth.

Once 6S is mastered and sustained,

we can look for further opportunity to streamline the paint shop and other shop processes.

Use all available resources

Manufacturers, suppliers, distributors and industry organizations all have an abundance of strategies to streamline your shop, but before investing time and money into those processes, ensure that you are maximizing the resources you already have on-hand.

As a paint supplier, I look for shops that are crossing paint lines. If you are using a generic primer with a brand-specific basecoat and clearcoat, the coating as a whole will not be as effective (or warrantied) as when you use an entire branded line all the way through. Each paint line is engineered to work best with its ancillary products, and you may be unintentionally causing yourself more work by combining product lines.

There is also plenty of multi-company technology that can increase efficiency, such as UV lights. If you have UV-friendly products, such as a UV primer, and you are not using the UV



A new line of parts. A new source of revenue.

Introducing Mercedes-Benz StarParts.

Delivering more than just quality, accuracy, and fit, StarParts is an authentic parts line designed for vehicles 5 years and older that is:

- **Built for high functionality and fit**
- **Backed by a one-year warranty* that includes parts and labor**
- **Designed to enhance margins and help grow profits for your shop in the long run**

To order StarParts, contact your Mercedes-Benz dealership today.

*To learn more, visit mbwholesaleparts.com/StarParts.



Mercedes-Benz
StarParts



light with it, you are adding hours — or possibly days — to your cycle time and missing out on hours of potential additional work. UV primer technology works in sync with a multitude of UV equipment and the sun. Adding a primer like that to your stock can increase efficiency.

Be sure to evaluate your team as well. Do you have a junior painter who doesn't seem to stay busy? Consider making him/her a prepper instead. The title may not hold the same esteem, but three good preppers can feed one good painter. Everyone will stay busy, and it will increase efficiencies and profits for your shop.

Simple, sustainable, repeatable processes will maximize throughput in the paint shop

When all is said and done, the most profitable, efficient and productive shops run on simple, sustainable, repeatable processes. Once you have mastered measuring and making decisions based on those measurements, successfully implemented and sustained the 6S culture, and maximized all of your available resources, then you are ready for enhanced — or brand new — processes.

This is where your industry partners come into play. We have the ability to come in with an outside perspective and a wealth of knowledge to assess your shop, find faults, inefficiencies and influencers and teach your team to maximize profitability. Look to your industry partners to streamline SKUs and recommend equipment that will drive productivity and deliver exceptional quality.

Quick wins can come from processes such as:

1. Accurate and consistent color validation with a spectro, sprayout cards, chip decks and service formulas. Color should be matched proac-

tively 4-6 vehicles in advance. Ideally, color matching is done at the time of disassembly for repair. This not only allows sufficient time to prepare the color but identifies tri-coats and formulations that may contain specialty pigments early on.

2. Quality checks before entering the paint shop:

- All body repairs completed and finished properly.
- All parts are present.
- Vehicle de-trimmed adequately — paint as many parts off the vehicle as possible to increase productivity, provide a more seamless repair, reduce preparation costs and allow for more ROs to be completed in once cycle.
- All paperwork is present and current, including supplements.
- Vehicle is clean.

3. Using the right products at the right time, with the proper hardeners and reducers for the environment and repair size.

4. The booth is for painting, not for prepping.

- Ensure all preparation and preliminary cleansing is done prior to entering the paint booth.
- Painting should begin no later than 15 minutes after the vehicle enters the paint booth.
- Paint should already be mixed for the job and ready to go.
- If a color is not pre-selected and matched accurately, DO NOT put the vehicle in the booth — move onto another job until that one is ready.
- Do not fully demask or buff the vehicle in the booth — as soon as the cycle



AS A PAINT SUPPLIER, I look for shops that are crossing paint lines. If you are using a generic primer with a branded basecoat and clearcoat, the coating as a whole will not be as effective (or warranted) as when you use a branded line all the way through. Each paint line is engineered to work best with its ancillary products and you may unintentionally be causing yourself more work by combining product lines.

is complete, move the vehicle to the next staging area for unmasking and buffing.

5. Ensure the booth and paint department remain clean.

- A clean paint department increases the chances of a clean paint job (removing the time allocated to buffing and allows for more vehicles to be prepped and painted).

Remember, with all of the new technology whirling around us and becoming outdated faster than tech students can be trained and enter the industry, the basics remain the same: Maximize your resources, measure everything, make decisions according to those measurements, sort, set in order, shine, standardize, sustain, be safe and keep it simple and repeatable. 📏



SHEILA PRINCIPIO is an APS Coordinator for BASF where she works with collision shops on lean principles to improve processes throughout the shop. She also works with Vision+Refinish Solutions, focusing on lean principles in the paint department. Sheila is an active member of WIN and an advocate for attracting new talent to the collision industry. sheila.principio@basf.com



SPEED RECOVERIES

IF YOU WANT TO SPEED UP FINISH TIMES, start by addressing prep work. Vendors offer lots of products that significantly cut time and waste during this task.

ADD TIME BACK INTO YOUR DAY WITH SUPER-EFFICIENT PRODUCTS

TIM SRAMCIK // Contributing Editor

Of all the skills repairers have at their disposal, none is arguably more important than time management. Time is everything in an industry that's driven by hourly rates, repair schedules and efficient throughput. Nowhere is this truer than a shop's paint department, which also happens to be its biggest revenue generating area. Properly manage your time here, and you'll see a steady revenue stream. Even better, find ways to work more efficiently to boost production and you'll see even more money in your coffers.

There are plenty of ways to improve paint department production. One of the best is exploring new and upgraded prod-

ucts that are engineered to speed up your work. Paint manufacturers introduce a variety of new and improved tools every year. Here's a look at just some of the latest and greatest products from each paint vendor aimed at making 2019 the year every shop can reach new production goals.

AkzoNobel

If you're looking to save time in the paint department, the best place to start is prepping, which by its nature is time intensive, involving lots of sweat and work steps. It's also the foundation of every finish job, so you don't want to take shortcuts that end up creating a whole host of problems and require significant time and expense to re-

pair. Instead, look for products that reduce labor steps while assuring quality.

AkzoNobel's Autosurfacers UV primer claims to do just that with its ability to be used in 85 percent of all repairs. Sticking to a single product saves both time and money that would be spent locating and stocking multiple fillers. AkzoNobel says the primer can be applied directly to metal and doesn't require a wash primer on steel surfaces. Further, it's engineered to resist shrinking and while remaining sensitive to contour-mapping, allowing Autosurfacers UV to be applied to critical substrates.

Following application, Autosurfacers UV claims to provide some of the fastest

curing times in the market. AkzoNobel reports just five minutes of UV-A exposure will fully cure the product, cutting both labor and energy costs. When used with the recommended UV-A Lamp Tesla Cure R100 lamp, that time drops to less than two minutes. Sanding can begin immediately thereafter.

Looking for more savings? AkzoNobel says Autosurfacers UV cuts paint usage up to 50 percent per repair compared to conventional primers. With its 1K formula, Autosurfacers UV significantly reduces the risk of mixing errors and waste. The product also is isocyanate free, making it safer to use by reducing health risks.

Axalta

Just how much of a difference can using the right waterborne make? Quite a bit, according to Axalta Coating Systems who says its Spies Hecker Permahyd Hi-TEC waterborne basecoat lets you get more cars through the booth by delivering better coverage and eliminating the need to flash between coats.

“When people think about waterborne basecoats, they don’t always think about the technology behind them,” says Steffen Apollo, Spies Hecker Brand Manager. “But Permahyd Hi-TEC was designed to deliver a superior color match and finish in much less time.”

Permahyd Hi-TEC decreases cycle time by only requiring one and a half coats to cover, compared to other competitive basecoats that need additional coats with intermediate flash time to achieve the same coverage. Permahyd Hi-TEC offers a wet-on-wet process so no flash time is needed between coats. Shops end up being able to do more with less.

BASF

BASF also has targeted cutting paint prep times with a new primer filler for shops looking to repair minor to moderate damage more efficiently. Like its competitors, Glasurit 151-170 UV Primer Filler is designed to reduce process times, energy

and waste. It, too, works with long-wave ultraviolet light (UV-A radiation) that BASF says enables the primer filler to “literally” dry at the speed of light.

Since no heat develops with UV-A radiation, process times are additionally shortened because there’s no need for a cooling phase. The lack of heat also means plastic bumpers won’t become deformed and require costly repairs. BASF notes other efficiencies the product offers:

- No need to spend time moving work to other areas since the primer doesn’t require a separate space.
- Painters don’t have to stop and suit up in traditional protective gear; only protective glasses and regular protective gloves are necessary.
- Glasurit 151-170 UV Primer Filler is a 1K product without a limited pot life, so there’s little chance of waste.
- Hardener and thinner additives aren’t needed, and once the product is in the cup, the shelf runs several days, so it’s available for multiple jobs.

PPG

Shops frequently miss out on potentially lucrative work doing minor repairs because they either don’t have competitively-priced options or can’t risk disrupting their standard operations with small jobs. PPG hopes to address both these issues with its DELTRON Speed Prime Repair System for Minor Damage, which is designed for repairing scratches, dings, small dents and hailstorm dimples.

PPG describes the system as a quick, economical repair option for shops of any size, anywhere. How easy is it to



PPG'S LINE OF DELTRON PRODUCTS are made specifically to speed up finish production times at shops of any size and anywhere.

PHOTO: PPG

use? PPG submits the following directions based on the severity of the repair.

Slight Damage

1. Thoroughly wash the entire vehicle with soap and water.
2. Clean areas to be repaired with SWX350 H2O-So-Clean followed by SX330 or SXA330 Acryli-Clean Wax and Grease remover.
3. Sand the damaged area with P220 grit by hand or by using a dual action (DA) sander. A 3-inch disk may be used to keep the area as small as possible. Be careful not to cut through the OEM finish to the metal.

4. After sanding, blow off surface with compressed air and re-clean with SX330 or SXA330, followed by SWX350.

5. If any bare metal is exposed in the sanding process, mix and apply two coats of ONECHOICE SX1071 ECOBASE or SXA1031 Etch Prime — Gray to any



PREMIUM BODY SHOP

Supplies

Call for
Free Samples!*

*On Selected Items.

Only

\$62.98
per case

ABRASIVE SCUFF

Only **\$29.98** HOOK & LOOP
ROUND PADS

AND

\$24.98 RECTANGLE PADS

Two Available Sizes!

3/4" X 60YDS 48 ROLLS
1 1/2" X 60YDS 24 ROLLS



6" DA HOOK & LOOP - 35 MAROON - 15 GRAY

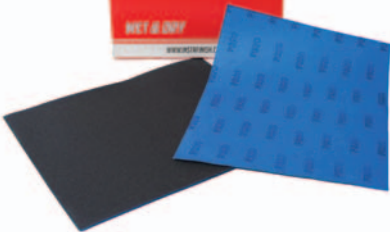


6X9 RECTANGLE - 15 MAROON - 10 GRAY

WET & DRY SANDPAPER

50 FULL SHEETS - 9X11 INCHES - QUALITY WET & DRY

Only **\$19.98 USD**



FREE 2 DAY SHIPPING FOR PRIME MEMBERS
SAVING BODYSHOPS THOUSANDS

NOW AVAILABLE ON

amazon
Prime

DISTRIBUTORS WANTED - 310.515.9530

bare metal areas and allow to dry.

6. Mix and apply up to three coats of DPS3105 V-PRIME Quick Prime Urethane Surfacer using a reverse priming technique and allow to dry.

7. Block sand primer surfacer with P320 grit paper until flat and then finish with P600.

8. Re-clean one final time and continue with recommended PPG Deltron Premium Top Coat Systems.

Moderate damage

1. Thoroughly wash entire vehicle with soap and water.

2. Clean areas to be repaired with SWX350 H2O-So-Clean followed by SX330 or SXA330 Acryli-Clean Wax and Grease remover.

3. Sand damaged area with P180 grit by hand or by using a dual action sander. A 3-inch disk may be used to keep the area as small as possible.

4. After sanding, blow off surface with compressed air and re-clean with SX330 or SXA330, followed by SWX350.

5. Mix and apply DF705 TECHNI-FILL Plus lightweight body filler to areas where filler is needed.

6. Sand and block filler with P180 grit paper, followed by P320 grit in preparation for primer surfacer.

7. Thoroughly scuff panel edges with a scotch brite pad, then finish sanding the entire panel with P600 DA.

8. Blow off surface with compressed air and re-clean with SX330 or SXA330 followed by SWX350

9. Mix and apply two coats of OneChoice SX1071 Ecobase or SXA1031 Etch Prime — Gray to any bare metal areas and allow to dry.

10. Mix and apply up to three coats of DPS3105 V-Prime Quick Prime Urethane Surfacer using a reverse priming technique and allow to dry for 30 to 45 minutes.

11. Block sand the primer surfacer with P320 grit paper until flat and finish with P600 grit.

12. Re-clean one final time and con-



PHOTO: SWAF

SWAF SAYS HIGH QUALITY and quick results can go hand in hand with its CC200 Dynamic Clearcoat, which bakes in half the time and at lower temperatures than other glamour coats.

tinue with recommended PPG Deltron Premium Topcoat Systems.

Sherwin-Williams Automotive Finishes


Sherwin-Williams Automotive Finishes (SWAF) has created a number of recent products whose specific purpose is reducing production time. Its P30 and P27 SpectraPrime Speed Primers incorporate special Air-Bake technology allowing them to cure in as little as 15 minutes at 75 degrees Fahrenheit. This feature also eliminates the need for the bake cycle, which cuts both time and energy costs.

The primer system additionally reduces the number of basecoats shops need to achieve hiding since they're available in seven factory-packaged colors that can be mixed together to create over 165 colors. Fewer basecoats means less money tied up in inventory and less time searching for the right product. The system also provides wet-on-wet applications, eliminating flash time between coats.

If you're looking for other savings, SWAF says a built-in guide coat creates a gloss level that allows shops to spot

un-sanded areas quickly while reducing the need to use a dry guide coat. Further, neither system requires a flex additive for application on flexible surfaces, saving additional labor and costs.

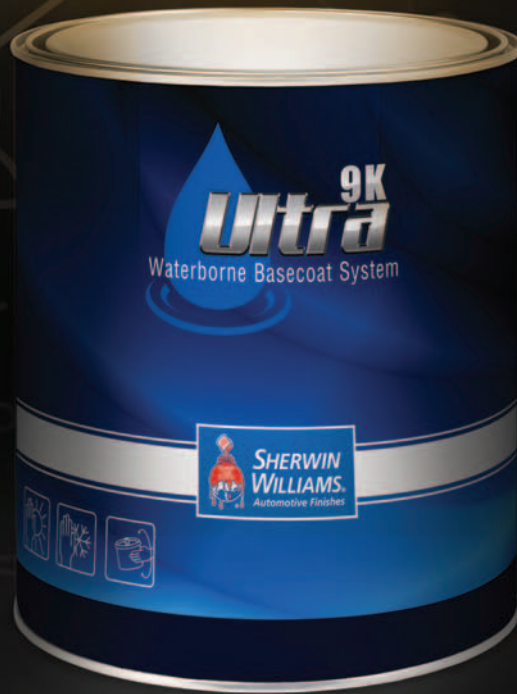
SWAF is also making the case that speed and high-quality can go hand in hand with a premium finish. CC200 Dynamic Clearcoat bakes in half the time of "typical glamour clearcoats" and at lower temperatures. CC200 Dynamic Clearcoat is engineered to be used by painters at any level and repair environment. SWAF calls the finish a "workhorse" product that can effectively replace several clearcoats, simplifying work while increasing throughput and slashing energy costs.

Ready to get started working faster and more profitably? Help is just a phone call away to your vendor. The sooner and faster you act, the sooner you can speed up work in the paint department and throughout your operation. 



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

SIMPLY BRILLIANT



OUR BEST BASECOAT EVER

#SWrefinishsolutions

sherwin-automotive.com/ultra9k



SHERWIN-WILLIAMS
Automotive Finishes

COLLISION PRODUCT GUIDE

CAR WASH PRODUCT

The high-performance surface coatings experts, TopCoat®, have debuted a new automotive car wash called PolyWash™. Ideal for cars, trucks and motorcycles, TopCoat PolyWash is an innovative, lasting pre-wash cross-polymer that leaves behind a protective layer without a waxy residue. Treated surfaces are easier to clean, and this coating means that regular wash and wax sessions are no longer needed.

WWW.TOPCOAT.STORE/COLLECTIONS/POLYWASH-PRODUCTS



BUMPER ROLLERS KIT

Body shops can turn dented bumpers into profits with Polyvance's new 6148 Bumper Rollers kit. The 6148 Bumper Rollers kit makes it easier for technicians to push dents out and restore the sharp body lines common in today's complex plastic bumper covers. The Bumper Rollers kit consists of three heavy-duty rollers — one wide and flat, one ball-shaped for rounded corners, and one with a sharp edge for restoring body lines.

WWW.POLYVANCE.COM



HEAVY-DUTY TIRE CHANGERS

No matter the size of your shop or how many heavy-duty vehicles you service, John Bean® has the ideal heavy-duty tire changer to meet your needs. The new line of John Bean heavy-duty tire changers will provide you with the ability to service heavy-duty vehicles with increased productivity and performance. Whether a shop services a few trucks or a large fleet of vehicles, John Bean has the right heavy-duty tire changer to positively impact every business.

WWW.JOHNBEAN.COM



PAINT CORRECTION SYSTEM

Auto Magic, ITW Evercoat's brand of professional car care products, announces the launch of its PC 1-2-3 Paint Correction System, an advanced three-step system incorporating micro-abrasive technology that cuts through paint imperfections and defects and restores the painted surfaces to like-new condition. Each of the three steps in the system include materials and pads engineered to address different surface issues like sand scratches, acid rain, oxidation and swirl marks.

WWW.EVERCOAT.COM



CLAIMS PROCESSING SYSTEM

NuGen IT has announced the release of its specialized Geo Labor and Tax Rate (GLTR) Guide to facilitate more efficient auto claims processing. The software application allows users immediate access to prevailing labor rate and tax information in a local market area for the repair estimate. Users simply enable their location tracking or enter an address from any mobile device and the GLTR Guide has the capability to pinpoint the exact information in all 50 states using geopositioning technology.

WWW.NUGENIT.COM



BODY FILLER

PRO Filler Body Filler from Martin Senour is a premium line of lightweight filler, fiberglass reinforced filler and putty. The professional-grade product offering provides reliable, high caliber performance in any repair. With professional grade adhesion, elimination of micro-pinholes and industry-leading sanding properties, PRO Filler is a versatile system fit for any repair job.

WWW.MARTINSENOUR-AUTOPAINT.COM



PLASTIC WELDING STATION

Wedge Clamp is pleased to launch the industry's first completely microprocessor-controlled plastic welding station — Fusion Plus. High tech and simple, Fusion Pro instantly starts and rapidly heats up. A fingertip control switch located on the welding wand allows for quick and precise temperature selection. When welding operations are complete, simply return the wand to the cradle and system cycles off and goes into sleep mode automatically. Precise temperature selection allows for consistently accurate repairs.

WWW.WEDGECLAMP.COM



SCAN TOOL

New for 2018, a next-generation professional full-function, full coverage scan tool. The new TORQUE includes an exciting new user interface, making TORQUE the easiest-to-use professional scan tool in the industry. The TORQUE features a unique intelligent VIN acquisition and decoding feature, allowing vehicle access in seconds. The TORQUE is based on the new open Android™ 7.1" with Google Play.

WWW.LAUNCHTECHUSA.COM



Motor Age

WEBINARS



TRAINING YOU FOR THE NEW WORLD

ON- DEMAND WEBINARS

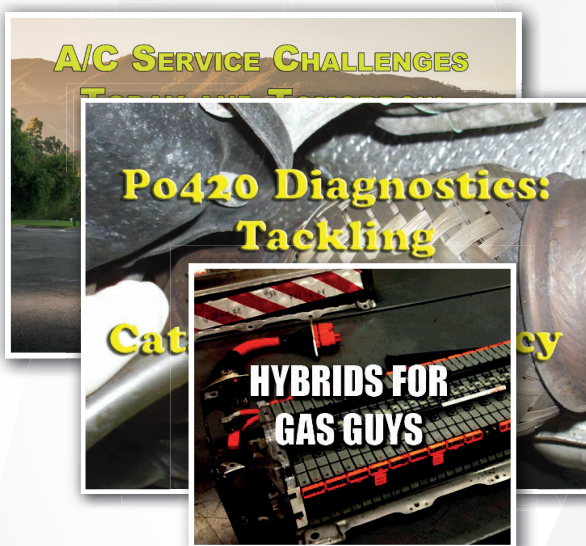
Presented By



PETE MEIER, Motor Age



G. TRUGLIA, TST



GET ACCESS TO ALL
2018 WEBINARS

1 Year:
\$299

3 Months:
\$199

SIGN UP NOW

Pete Meier and G. Truglia appear in every one of these webinars from 2018, and have valuable lessons for you. For one low price, you get all of these great webinars:

- Getting Friendly With Your Digital Storage Oscilloscope
- Essential Scope Techniques
- P0420 Diagnostics
- Every Day Electrical Troubleshooting
- Hybrid Scan Tool Diagnostics
- Unlocking the Diagnostic Power of Your Scan Tool
- Hybrids for Gas Guys
- EVAP Systems - Operation and Troubleshooting
- A/C Service Challenges - Today and Tomorrow
- Everything You Never Knew About Tapered Bearings
- How To Perform a Professional Brake Job

MotorAgeTraining.com/ WEBINARS

COLLISION PRODUCT GUIDE

FULLY AUTOMATIC WELDER

The CTR® 9 fully automatic welder comes with a new, revolutionized lightweight transformer gun. With its 355° swivel handle and ergo-grip, it enables perfect working positions for anyone, for any job. The gun is supported by a telescopic arm in a durable and lightweight extruded aluminum that can be easily adjusted both vertically and horizontally. A compact power unit with a low center of gravity gives mobility and stability, a 16,000-amp transformer and CANBUS communication ensure a perfect weld every time.

WWW.CAR-O-LINER.COM



WATERBORNE BASECOAT SYSTEM

The Ultra 9K™ Waterborne Basecoat System is one of the easiest-to-use refinishing systems on the market; 68 toners and a single reducer make up the non-stirring mixing system to provide customers with dependable color and reliable application properties. Designed to drive productivity and efficiency in the shop, Ultra 9K comes with an all-new color retrieval experience (Color Access), a spectrophotometer and global color box — making even the most difficult color match easy.



WWW.SHERWIN-AUTOMOTIVE.COM

SPRAY BOOTHS

Blowtherm recently expanded their WORLD series of spray booths to include the EXTRA, WORLD, WORLD-S and WORLD 8000, along with a new lineup of Prep Stations. Blowtherm is known for having the most energy-efficient spray booth systems on the market with standard LED lighting throughout. Engineering and manufacturing since 1956 prove unmatched performance and product longevity. Why settle for anything less? Call today: 1-855-463-9872

WWW.BLOWTHERM-USA.COM



AIR PREPARATION SYSTEM

Motor Guard has introduced the most advanced air preparation system for spray booths and critical refinishing operations. The Motor Guard High Tech Air Preparation System (MHT-7000) offers Six stages of air prep in a single unit and provides for the quickest, cleanest cartridge change in the industry. The MHT-7100 Compressed Air Filter is a high-volume water trap combined with a particulate and oil filter that features Motor Guard's exclusive hydrophilic depth cartridge which filters to an incredible .01 micron rating.



WWW.MOTORGUARD.COM

MIG/MAG WELDER

The Pro Spot SP-5.3 SMART Double Pulse MIG welder is a 3-phase welder with microprocessor controls that provides excellent welding performance on any materials and any thickness, regardless of weld time.



The Pro Spot SP-5.3 MIG/MAG Welder was recently approved by VW/Audi globally. The welder passed rigorous tests for aluminum, CuSi (Silicon Bronze) and steel.

WWW.PROSPOT.COM

Aluminum Tech Tools are here!

SPR EXTRACTION TOOL
#21970

#35000

SoftStrike™
Aluminum Conversion Kit

SPR INSERTION TOOL
#21960

#35017
0.625 Light Toe Dolly Cover

#35013
General Purpose Dolly Cover

#21892
Hard Cap Body Hammer Cover

#21896
AI Skin zipper

APPROVED
for non-structure,
like door skins

MORE GREAT TOOLS FROM...

STECK
INNOVATIVE BODY SHOP TOOLS & EQUIPMENT

See your local tool distributor or visit www.steckmfg.com

AD INDEX

ADVERTISER	PAGE #	ADVERTISER	PAGE #	ADVERTISER	PAGE #
AKZONOBEL COATINGS INC.....	CV4	CAPA.....	39	PPG INDUSTRIES	CV2-03
AMERICAN HONDA MOTOR INC.....	9	CHRYSLER GROUP LLC	17	PRO SPOT INTL INC.....	CV3
AUTEL.....	37	COLLISIONLINK SHOP	19	RBL PRODUCTS INC	33
AUTOMOTIVE MGMT INSTITUTE.....	53	INSTA FINISH.....	35, 47	SHERWIN-WILLIAMS AUTOMOTIVE FINISHES	31, 49
AUTONATION.....	15	KIA MOTORS AMERICA.....	13, 34	SPANESI.....	25
AXALTA COATING SYSTEMS.....	7, 22	MERCEDES-BENZ CORP.....	28, 29, 43	STECK MANUFACTURING CO	52
BLOWTHERM USA.....	21	MOTOR GUARD CORP	53	TOYOTA MOTOR SALES USA	5
				TYC GENERA.....	11, 41

PRODUCTS

BLOWTHERM USA.....	52	MARTIN SENOUR.....	50	SHERWIN-WILLIAMS AUTOMOTIVE FINISHES	52
CAR-O-LINER.....	52	MOTOR GUARD CORP	52	TOPCOAT.....	50
ITW EVERCOAT	50	NUGEN IT.....	50	WEDGE CLAMP.....	50
JOHN BEAN	50	POLYVANCE.....	50		
LAUNCH TECH USA.....	50	PRO SPOT INTL INC.....	52		



Management & Administrative

- Training
- Education
- Career Paths
- Certificates
- Professional Designations
- Learning Support

Convenient, effective, online courses and advanced instructor-led classes.

The knowledge you need for the business you want.

amionline.org



Body Shop Requirements
FROM PULLING TO PAINTING

High Tech Air Preparation System



Six Stages for Air Prep in a Single System

Motor Guard has introduced the most advanced air preparation system for spray booths and critical refinishing operations. The Motor Guard High Tech Air Preparation System (MHT-7000) offers six stages of air prep in a single unit and provides for the quickest, cleanest cartridge change in the industry.

- The MHT-7000 High Tech Air Filtration System
- The MHT-7100 Compressed Air Filter
- The MHT-7200 Compressed Air Desiccant Dryer
- The MHT-7300 Compressed Air Precision Regulator
- Made in the U.S.A.



800.227.2822 motorguard.com

Take action to make a profit on stock parts

Three ways to ensure these small parts add up to big dollars

Income statements have many different sales and cost centers. Each sale and cost center deserves attention to ensure overall profitability of the business. One of the most difficult cost centers to turn a profit on is stock parts. Stock parts like nuts, bolts, clips and retainers can be a convenient life-saver for an on-time delivery and can aid in alternative parts utilization. However, with convenience comes a price. The monthly expenditure on stock parts when left unchecked can quickly eclipse sales, leaving repairers in the red on stock parts. There are three actions shops can take to manage stock parts and achieve an acceptable level of profit from these tiny, but important, parts.

The first action requires the repairer, not the vendor, to periodically audit the stock parts inventory to check for relevance, turn rate and discount. This is an important check to prevent the overstocking of quantities or part numbers. When auditing the stock parts, it is important to include the technicians for feedback on what parts are used or not used. This will help the shop identify both relevant and obsolete inventories. This feedback can also identify gaps in inventory for new stock parts that need adding. The next step in auditing the stock parts inventory is checking for turn rate, which is how fast the stock parts are selling by part number. This can be performed through vendor reports or simply by placing a colored sticker in a stock part's bin every time a stock part is used. The later method also provides a nice visual cue to highlight the most frequently accessed inventory. Once turn rates have been established, the final step is to analyze the vendor discount on each part for the top 10-20 part numbers. The discount needs to be analyzed by part number to verify that the discount is acceptable. Some vendors may provide lower discounts on faster-moving products and deeper discounts on less common parts. Analysis may reveal that it may be more profitable to purchase some clips or retainers directly from the OEM. Findings from the audit should be reviewed with the vendor.

The second action to ensure profitability on stock parts is to set the inventory in order. This requires two steps: setting



NON-BILLABLE ITEMS NEED NOT BE SECURED, BUT PROFITS CAN BE ERODED BY MISSING BILLING FOR ONLY A FEW CLIPS OR RETAINERS ON EACH JOB.

stock levels and distinguishing between billable and non-billable items. When setting stock levels, it is important to work with the vendor to set them both digitally in the vendor's ordering system and physically in the shop's storage system. The bins for each part number should be sized appropriately to prevent overstocking. If a shop purchases items that are not going to be billed out, these should be invoiced separately from billable items and denoted clearly on the invoice from the vendor. This step will help repairers know the true cost of billable items purchased and provide a clear picture of the actual profitability of the stock parts.

The third critical action to maintain profitability on stock parts is to place the inventory under control. The goal of stock parts is to bill out every billable item consumed during a repair. This is akin to medicine in hospitals; there are no free doses. To do so requires securing the inventory to prevent shrinkage. Non-billable items need not be secured, but profits can be completely eroded by missing billing for only a few clips or retainers on each job. It is important to identify

one or two key employees who are responsible for providing access to the billable stock parts inventory. The key employees should also be trained and responsible for utilizing the vendor's electronic invoicing system. The shop can hold the key employees responsible for the profitability of the stock parts. It is important that profitability is reviewed monthly with both the key employees and the vendor to ensure everyone is on the same page. Depending on the repairer's volume, an incentive plan may be appropriate to incentivize the employees responsible for the stock parts based off profitability goals.

Stock parts are a common part in collision repair, but it is uncommon for repairers to be profitable on stock parts. Taking an action-oriented approach to auditing, setting in order and controlling stock parts inventory is key to unlocking the profitability available in these tiny, but important, parts. 📌

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

Your Clean Air Solution!

- No Electricity!
- Portable!
- Aluminum Safe!
- Just Add Air!



Dust-Free Sanding System



Designed To Use Two
Dual-Action Sanders At Once



Plenty Of Storage Space
For Job Essentials



Easy Access To
Vacuum Bags



SEE HOW WE COVERED SEVERAL DECADES IN A SINGLE YEAR.

In the short time since we joined forces with Dave Kindig to create Modern Classikk, a multitude of vintage rides from every era have been transformed from faded relics to glistening icons. With over 25 exceptional color options, these exclusive custom automotive paints pay homage to the glory days, while feeling boldly contemporary.



**MODERN
CLASSIKK**
Kindig



AkzoNobel