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TRUMP ADMINISTRATION PUTS THE BRAKES ON CONNECTED VEHICLE REQUIREMENTS

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TRUMP ADMINISTRATION PUTS THE BRAKES ON CONNECTED VEHICLE REQUIREMENTS

BY BRIAN ALBRIGHT | Correspondent

A proposed mandate for wireless vehicle-to-vehicle (V2V) communication technology that was originally drafted under the Obama administration may be dead in the water.

In 2016, the National Highway Traffic Safety Administration (NHTSA) released a notice of proposed rulemaking that would have made V2V communication mandatory in vehicles after 2020.

Now, the Trump administration appears to be planning to withdraw the mandate according to an Associated Press report that cites

auto industry sources and the Department of Transportation (DOT).

“They are removing the mandatory part of the language,” says Mike Ramsey, analyst at Gartner. “If companies aren’t required to do this, it changes the paradigm and the introduction schedule.”

V2V and vehicle-to-infrastructure (V2I) technologies are seen as an important enabler of both

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Analysis by market

REPLACEMENT

Vendors: How will the arrival of autonomous cars change driving expectations?

TECHNOLOGY

Logistics: Test proves autonomous robots can take auto parts inventory.

INTERNATIONAL

Business: Aftermarket exporters capitalizing on Ex-Im support to fund foreign sales.

TECHNOLOGY

Telematics: CarFix to issue Vehicle Lifecycle Blockchain tokens for repairs.

Research

Program Distribution Group Report:

This original research from *Aftermarket Business World* offers the latest information on the major program groups.

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COMMITMENT TO TRAINING

Virtual Training: eBay unveils Virtual Tech training for job tips, parts guidance.

The Next Generation: Connecting with youngsters today enhances recruitment opportunities tomorrow.

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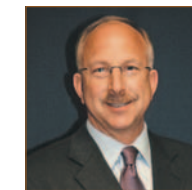
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Opinion



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Achieving profitability through parts control



Scott Luckett
The high stakes aftermarket telematics game



Aaron Lowe
The battle over telematics access



Jerry Hutcheson
IoT raises security issues for connected vehicles



Nathan Rigby
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Shane Westwood
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Connected vehicles

“NHTSA still doesn't have a director, which means new agency initiatives are unlikely.”

connected and autonomous vehicle initiatives.

“We have guidelines on connected and autonomous vehicles, but we don't know if that is going to turn into regulation or sit with no action,” says Bob Redding, Washington representative for the Automotive Service Association (ASA).

The DOT did issue a statement on the V2V mandate, indicating that the proposed rule and related comments were still being reviewed.

According to a DOT statement: “The Department of Transportation and NHTSA have not made any final decision on the proposed rulemaking concerning a V2V mandate. Any reports to the contrary are mistaken. In all events, DOT hopes to use the dedicated spectrum for transportation lifesaving technologies. Safety is the department's number one priority.”

However, most sources believe that the administration's general opposition to regulation make it unlikely that any new mandates will be forthcoming. In addition, NHTSA still doesn't have a director, which means new agency initiatives are also unlikely.

If a V2V mandate doesn't move forward, it

could stifle initiatives that are already underway by car manufacturers and government agencies. NHTSA had planned to mandate V2V systems based on dedicated short-range communication (DSRC) technology, which would have standardized communication protocols across manufacturers.

There are a number of state and municipal safety efforts that hinge upon better vehicle communication, for example. “The vehicle-to-vehicle communication standard is the foundation for the vehicle-to-infrastructure and vehicle-to-pedestrian safety. V2V will make our streets safer for pedestrians at a time when the number of people being injured and killed in vehicle-pedestrian crashes is increasing,” said David St. Amant, interim president and CEO of the Intelligent Transportation Society of America (ITS).

General Motors already announced DSRC-based systems in its new Cadillac CTS sedan, and more than \$1 billion has already been invested in the technology across the auto ...CONTINUE READING □

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The Power of Collaboration

With thousands of locations across North America, the Automotive Parts Services Group is stronger together, sharing resources in areas that benefit all in the supply chain, such as IT and data management, electronic catalog and Co-Man warehouse. These combined efforts help The Group excel at providing all customers with high-quality service and name brand quality parts from leading manufacturers.

While Federated and Pronto members continue to focus on building their local businesses, The Group's national footprint has enabled these members to serve national accounts that were previously out of reach. Global collaboration is being developed and enhanced through Federated and Pronto agreements with 1Parts.

The Group is working on innovative technology solutions to enhance efficiency and accuracy as well as telematics systems that allow for seamless communication from consumers to repair outlets to parts providers. Integrated technology is the key to the future and The Group is leading the way, delivering so much more than parts to its customers.

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eBay unveils Virtual Tech training FOR JOB TIPS, PARTS GUIDANCE

By **JAMES E. GUYETTE** | News Correspondent

Bay Motors is revving up its e-commerce initiatives aimed at “redefining the automotive shopping experience” via the recent rollout of “Virtual Tech.” Offering task-specific, on-the-spot training for DIFM providers and DIYers, the program enables technicians and shade tree mechanics to directly communicate with a team of ASE certified technicians for advice on which parts need to be purchased and how to proceed on a particular repair or vehicle enhancement project.

“With our new Virtual Tech add-on, we’re bridging the gap and helping to connect shoppers with experienced professionals, while also providing them with our massive selection of inventory,” says Todd Madeiros, vice president of parts and accessories. “When shopping for parts and accessories, many of our buyers may stumble across a question or need directions when it comes to the installation process.”

“My Garage” is another recently inaugurated innovation that allows tire and wheel buyers to have their purchases shipped to a preferred local shop for mounting, valves and balancing. More than 9,000 out-

lets have already garnered eBay’s approval.

The new service is designed to further spur online sales by eliminating the hassle of customers having to receive delivery at home and then hauling their merchandise to an installer who may or may not want to deal with products bought elsewhere.

“Every seven seconds, a wheel or tire part is sold on eBay Motors in the U.S.,” according to Madeiros. “Now, with tire installation services, shoppers have access to eBay’s tire inventory, plus the added convenience of expert local installation to fully complete their automotive needs.”

A consumer-friendly online fitment feature ensures that a tire or wheel assembly under consideration accurately matches vehicle make and model specifications. Shortly after the purchase is completed the customer makes an appointment with the desired local service center. “Buyers simply drive up in their car. Their tires will be there and ready for installation.”

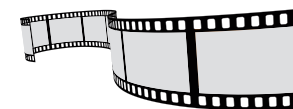
While My Garage was developed in-house, Virtual Tech is hosted by Identifix, which serves more than 250,000 technicians and shop owners in the United States, Canada and ...**CONTINUE READING** □

ASE GUIDES | QUESTION OF THE MONTH

A customer has called you and given you a part number from a filter that he has on the shelf. What section of the catalog would you look in to determine what it fits?

- A. The index
- B. The table of contents
- C. The footnotes
- D. The part number index

[Click here to see the answer.](#)



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VENDORS

Aftermarket exporters capitalizing on Ex-Im support to fund foreign sales

BY JAMES E. GUYETTE
News Correspondent

Although it may be flying under the radar for many aftermarket executives, exploring the financial programs available through the Export-Import Bank of the United States (Ex-Im) could help you gain a foothold in the international sales arena.

TRENDS & MARKET Analysis

“A lot of people are unfamiliar with the Ex-Im Bank and the programs they offer,” reports Steve Hughes, chairman of the Auto Care Association’s International Trade Committee.

If you find the idea of global trade intriguing yet intimidating, “It would be a benefit for all aftermarket companies interested in exporting their products to get more information on this agency,” he says.

When pitching potential overseas buyers, “You can be aggressive in your sales stance,” says an Ex-Im executive who works closely

Vendor Newsmaker

Q&A

JAMES G. BURROWS

Senior VP for Small Business
Export-Import Bank of the U.S.



What programs are available to assist smaller automotive businesses interested in selling their products overseas?



What did Burrows say? Continue reading online.

[Read full interview](#)

with automotive-oriented clients, requesting anonymity because he is not officially authorized to speak publicly about the independent, self-sustaining federal agency – which has been attracting increased Congressional scrutiny from both sides of the aisle.

“We’re in the background of the transaction

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Commercial lenders don't have the capacity or willingness to provide loans for high-risk markets.



making sure everyone gets paid," the executive explains. Ex-Im's involvement can be especially helpful for sealing a deal if you're meeting with a prospective international customer at a trade show, for example, and questions arise about credit and payment guarantees.

"Most people don't realize how small our transactions can be," the executive points out. Insurance policies are available for contracts in the \$25,000 to \$50,000 range and above, plus there are options for providing "working capital that can cover multiple export orders."

"For many U.S. exporters, a lack of access to financing can stand in the way of sales growth. Commercial lenders do not always have the capacity or willingness to provide loans for higher-risk markets or transactions," says James G. Burrows, Ex-Im's senior vice president for small business.

"Ex-Im can work with a company's lender to help secure financing," he says. "The funds may be used to pay for materials, equipment, supplies, labor and other inputs to fulfill export orders; post standby letters of credit to serve as bid bonds, performance bonds, or payment

guarantees; and purchase finished products for export."

If you remain rather wary about venturing into global sales, Burrows suggests that "Canada is an ideal marketplace for U.S. businesses looking to export for the first time, or who have received inquiries from Canadian customers and have remained hesitant about starting their export journey."

Primarily selling its lines of OEM and aftermarket engine components into Canada, Mexico and Europe along with several other nations, the Cleveland-based A.J. Rose Manufacturing Co. has been an agency client since 2008.

"The Ex-Im insures our receivables to our primary lender. It allows us to have a higher line of credit, which is great," says CFO Douglas E. Krzywicki. "It's definitely a financial tool to provide security and raise your ability to borrow funds." Some 20 jobs are supported by the export initiatives.

International trade currently accounts for "25 percent of our sales and growing," he says, **...CONTINUE READING** □

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Test proves autonomous robots can take auto parts inventory

BY BRIAN ALBRIGHT
Correspondent

Auto parts manufacturer Mahle Behr has wrapped up a pilot test of a new robotic cycle counting solution. Mahle worked with digital supply chain solution provider Surgere and Fetch Robotics to test the system at its Dayton, Ohio, facility.

Mahle is using Surgere's Robotically Optimized and Balanced Inventory (ROBi) platform, combined with RFID tags, the company's cloud-based asset management supply chain analytics system (COS) and Fetch's robot technology.

TRENDS & MARKET Analysis

According to David Zingery, head of strategy and growth at Surgere, the ROBi system grew out of Surgere's experience in developing asset tracking and inventory tracking solutions. "Over the years we've deployed a number of different RFID portals and handheld systems, and we wanted to come up with a way to propel that into an autonomous, hands-off entry point," Zingery says. "We liked Fetch's platform. It had all the things we needed: WiFi, power, robust mapping, sensors, LIDAR, etc. You can map the area and tell the robot

where it can go and where it's not allowed to go."

Surgere and Fetch tested preliminary models before installing the robots at the Dayton plant. Now the companies are offering the solution to other customers.

Real-time visibility

ROBi can help companies maintain real-time visibility of parts and assets without throwing labor at the problem.

"You've got a cost per person for the folks who are walking around just to count boxes," Zingery says. "As things move in and out of the warehouse, there's no way to tell how accurate those cycle counts are."

William Wappler, president and CEO of Surgere, agrees.

"Even with workflow management systems (WMSs) in place, many of our clients find the fast-paced automotive part and container inventory storage, retrieval, and distribution process to often be ad hoc, time-intensive, error-prone and costly. Without supporting technology, it can be a process in chaos," says Wappler. "After rigorous testing and evaluation, we've arrived at a place where our decision was solidly in favor of robotics over drones and other mobile and fixed devices. We found ROBi is a much more accurate and granular form of RFID data acquisition in automotive environments. Using ROBi technology; inventory tracking takes place con-

Technology Newsmaker

Q&A

PETER GREEN

President, BellHawk Systems



What is the motivation for companies to shift from location-based tracking to more granular, license-plate barcode tracking?



What did Green say?
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stantly, consistently, quietly, safely and accurately."

By scanning an RFID tag on the container, companies can associate extended information about items inside the container. The robots can then scan the tags to more accurately collect location data than is possible with manual approaches.

"Inside a facility we have deployed systems where employees use handheld units like a Geiger counter to locate RFID-tagged assets," Zingery says. "With the robot,

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“ROBi helps companies keep real-time visibility of parts and assets without throwing labor at the problem.”

you have a hands-off method of doing that. You can set a schedule and map the location, and set different paths and orientations to run at certain times of the day.”

The robot (based on the Fetch TagSurveyor platform) can locate and count RFID-tagged items automatically and autonomously in order to cut labor from the cycle process and create a reliable map of part locations within a facility.

San Jose-based Fetch provides robotic solutions that are equipped with obstacle avoidance features that can help them avoid potential collisions with employees and equipment. They also slow down when approaching blind corners. The ROBi hardware also includes three RFID readers set at different angles and heights.

Moving on programmable routes, the solution transfers asset identification and location data to Surgere’s cloud-based asset management system, which validates and provides documentation of where tagged packaging, parts, tools and other assets are located inside a distribution center. ROBi’s data acquisition also accounts for height of stacked or racked product above floor, depth within shelving, and the speed of robotic travel, so it can scan for assets anywhere in the building.

In the Mahle facility, the robots scanned containers on three-tiered racks. According to Zingery, the RFID readers were able to scan tags up to 82 degrees from the unit. Mahle’s 570,000-square-foot Dayton factory makes heater



cores, HVAC modules, radiators, fan clutches and engine cooling modules.

“We conducted velocity testing as well, and we kept working through different settings and adjustments to make sure we knew where to position the robot in the aisle,” Zingery says. “We wanted to get the read height and depth right, and the optimal speed.”

The companies also wanted to ensure the robots could operate safely alongside employees. The robots include safety lights so that employees can see it coming, and it’s layered with sensors and built-in ...CONTINUE READING □

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LEGAL NOTICE

If you purchased certain Aftermarket Automotive Sheet Metal Products (“AMSM”) directly from one of the Defendants below, you may be entitled to a cash payment and your rights may be affected.

Defendants Include: Taiwan Kai Yih Industrial Co., Ltd.; Tong Yang Industry Co., Ltd.; TYG Products, L.P.; Jui Li Enterprise Company, Ltd.; Gordon Auto Body Parts Co. Ltd.; Auto Parts Industrial, Ltd.; and Cornerstone Auto Parts, LLC.

What is this lawsuit about? Direct Purchaser Plaintiffs claim that Defendants violated the United States federal antitrust laws by agreeing to fix prices and limit supply for AMSM. AMSM includes hoods, doors, bumpers, fenders, bonnets, floor panels, trunk assemblies, trunk lids, tailgates, roof panels and reinforcement parts. Defendants have denied and continue to deny each and all of the claims and contentions alleged by Direct Purchaser Plaintiffs, as well as all charges of wrongdoing or liability. The Court has not decided in favor of any Party.

A proposed Settlement has been reached with Jui Li Enterprise Company, Ltd. for USD\$3,350,000 in cash, which, after Taiwan taxes, will net USD\$2,680,000 in a settlement fund (“Settlement Fund”). Prior settlements were reached with Tong Yang Industry Co., Ltd., Taiwan Kai Yih Industrial Co., Ltd., and TYG Products, L.P., and Gordon Auto Body Parts Co. Ltd. After deducting costs, fees and expenses, the balance of the Jui Li Settlement Fund will be distributed to the Class on a pro-rata basis depending on how much you spent on AMSM during the Class Period from all the Defendants. The lawsuit will continue against the defaulting Non-Settling Defendants—Auto Parts Industrial, Ltd. and Cornerstone Auto Parts, LLC.

You are included in the Court certified Settlement Class if you fit the following description: All persons and entities in the United States, and its territories and possessions, that purchased Aftermarket Automotive Sheet Metal Products directly from any of the Defendants between January 1, 2003 and May 14, 2015. You are included in the Court certified Litigation Class if you fit the following description: All persons and entities in the United States, and its territories and possessions, that purchased AM Sheet Metal Parts directly from a Defendant between at least as early as January 1, 2003, and September 4, 2009.

How do I get a Settlement payment? If you are included in the Court certified Settlement Class and you submitted a valid Claim Form in 2015, you will automatically receive a payment from this Settlement if it is approved and becomes final.

What are my options? Do Nothing: If you do nothing, you are choosing to stay in the Settlement Class and Litigation Class, and you will be bound by the Settlement Agreement and Release, as well as the Court’s orders and decisions in this Settlement and Litigation against the Non-Settling Defendants. **Exclude yourself from the Settlement Class and Litigation Class:** If you want to keep your right to sue or continue to sue Jui Li or the Non-Settling Defendants on your own about the same issues in this case, you must exclude yourself from the Settlement Class and Litigation Class. If you exclude yourself, you cannot get a payment from this Settlement and you will not be bound by the Settlement or the Court’s orders and judgments in this Settlement.

You will also give up your right to get a payment from any money that may be obtained as a result of the Litigation against the Non-Settling Defendants and be bound by the Court’s orders and judgments in continued Litigation. To exclude yourself, you must submit a written request for exclusion, postmarked by **January 11, 2018** to the Settlement and Litigation Administrator at Aftermarket Sheet Metal Settlement and Litigation Administrator, 3301 Kerner Blvd., San Rafael, CA 94901. **Object to the Settlement:** You may object to all or any part of the Settlement and give reasons why you think the Court should not approve it. Your written objection must be mailed to the Settlement and Litigation Administrator, Class Counsel, Counsel for Jui Li, and the Court and must be postmarked no later than **January 11, 2018**. You may also request to appear and speak at the Final Approval Hearing. You may have your own attorney attend, at your own expense, but are not required to. More information regarding your rights can be found in the Long Form Notice available at www.AftermarketSheetMetalSettlement.com.

Do I have a lawyer in this case? Yes, the Court appointed Jason S. Hartley of Stueve Siegel Hanson, LLP, and Vincent J. Esades of Heins Mills & Olson, P.L.C. as Class Counsel to represent you and other Class Members.

The Fairness Hearing. The Court will hold the Final Approval Hearing beginning at 11:30 a.m. February 16, 2018, at the United States District Court for the Eastern District of Wisconsin. At this hearing, the Court will listen to any objections and consider whether to approve the Settlement as fair, reasonable, and adequate; a request by Class Counsel for attorneys’ fees and expenses; and a service award of \$5,000 to each of the Class Representatives (Fond du Lac Bumper Exchange Inc. and Roberts Wholesale Body Parts, Inc.). Class Counsel is requesting attorneys’ fees in the amount of no more than 33% of the Net Settlement Fund (that is, the Settlement Fund amount after deduction of Taiwan taxes) and payment of litigation costs and expenses. Class Counsel’s motion for attorneys’ fees, costs and expenses will be filed with the Court and posted at the case website, www.AftermarketSheetMetalSettlement.com, prior to the Final Approval Hearing. These costs and expenses include each law firm’s reported expenses and common costs to date. As the litigation continues, Class Counsel will incur more expenses and may ask the Court for an additional payment. Class Counsel’s motion for attorneys’ fees and costs and service awards will be available at www.AftermarketSheetMetalSettlement.com, on or about December 28, 2017, prior to the deadline to file an objection.

For more information, including the Long Form Notice, Settlement Agreement and the Court’s Decision and Order regarding the Litigation Class, go to www.AftermarketSheetMetalSettlement.com, call 1-866-413-5892 or write the Settlement and Litigation Administrator at Aftermarket Sheet Metal Settlement and Litigation Administrator, c/o KCC Class Action Services, PO Box 404041, Louisville, KY 40233-4041.

Please do not call the Court or the Clerk of the Court. They cannot discuss the Settlement or continued action.

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VENDORS

How will the arrival of autonomous vehicles change driving experiences?

BY JAMES E. GUYETTE
News Correspondent

A 30-year industry veteran, Bill Russo was previously a Chrysler executive before becoming managing director at the Gao Feng Advisory Co.'s automotive division.

Responding to questions posed by executives at a Nissan roundtable, Russo discusses how autonomous vehicles will impact the future behind-the-wheel behaviors:

Q: How will the driving experience change in the autonomous age?

TRENDS & MARKET Analysis

A: The potential is there for a complete redefinition of what we mean by transportation, both in terms of comfort and convenience. With the advent of autonomous driving, we're talking about a transition from a device where we really had to focus on the road – because we were the brains of the car – to where we can focus on other things. That is time given back to us that will allow us to do other things because we won't have to monitor what's going on with the vehicle itself.

Q: Thinking back to how the public reacted to other

major technology shifts in transportation, such as trains or commercial aviation, to what extent were these shifts driven by the user-convenience factor?

A: When you look back in history, the greatest inventions by humans – the wheel, the bicycle, the steam ship, the train, the airplane – they all exist to give us the ability to travel over increasingly greater distances. Over time, each invention added more convenience and more new features to make the experience of mobility much more enjoyable and painless. And as each of these solutions became commercially viable and affordable, they did so by offering users a benefit versus whatever preceding form of transportation they had favored up to that point – a benefit for which they were willing to pay.

Q: How important was the pace of technological progress?

A: It's not about creating a technology for the sake of having the technology; it's about providing a more comfortable and convenient way for people to travel the distances that we travel each day. They have to provide a tangible benefit for people to be willing to pay and use the new mode of transport. For example, trains reduced the amount of time that it took to travel across the country from months to days. The commercial airplane reduc-

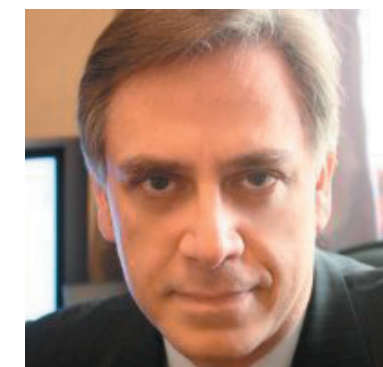
The driving experience in a highly urbanized country like China can be horrific.

es that same time to a matter of hours. We can circle the world in a jet in little more than a day. Not so long ago, in historical terms, that journey took people years in a boat and they may not even have lived to tell the story.

Q: Where do cars fit in the historical narrative?

A: The car became a primary means for the average person to satisfy their daily needs for mobility. We've designed city and transportation networks that were basically designed for vehicular transportation. In the 21st century, we're seeing a phenomenon – particularly in emerging markets in Asia – where there are now very densely populated urban centers. That urbanized context is not really well suited for the car that we know today. Today's cars are designed really for highway transportation. So in an increasingly urbanized world, we're going to experience the next evolution of convenience and mobility, which I think will be an autonomous mobility solution.

Q: Will perceptions of autonomous ...CONTINUE READING



BILL RUSSO



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TELEMATICS/CONNECTIVITY

CarFix to issue Vehicle Lifecycle Blockchain tokens for repairs

BY BRIAN ALBRIGHT
Correspondent

CarFix is a Russian tech start-up that is establishing an online platform to connect car owners, repairers and parts distributors while providing price transparency and consistency for repairs. The company recently announced it would begin to issue Vehicle Lifecycle Blockchain tokens to establish reliable repair records and price information, allowing for secure transactions among customers, dealerships, insurance companies and the automotive repair industry.

TRENDS & MARKET Analysis

Aftermarket Business World spoke to Vladimir Lupenko, co-founder and chief operating officer, about the solution.

Q: How will the use of blockchain technology improve vehicle repair transactions?

A: Our main objective was to simplify the use of blockchain. With our use of blockchain, we can reduce the claims management cost to insurance companies or customer acquisition costs for other entities. Blockchain provides a tailor-made approach to provide a clear history of

the car and the driver.

Blockchain can also reduce the cost of recalls by limiting the recall to specific vehicles that are affected. Car owners will have a clear history of all the damages and insurance claims made on a car they want to buy on the secondary market.

Q: How will the use of the blockchain tokens work with repair shops and parts suppliers?

A: A repair shop that is working with a blockchain interface can provide information to the insurance company, for example. The car manufacturer is made aware if there is a warranty claim, and all of this is recorded simultaneously. This can help reduce warranty fraud cases originated at repair shops.

If the warranty is expired, the repair shop still records the transaction in blockchain to update the vehicle history.

Right now, CarFix includes a software system that has a database of all the spare parts needed for repair and maintenance. The shop puts a VIN number into our internet platform, which connects to spare parts distributors. We know through our algorithm what SKU is needed for the part. We provide an instant price set by the distributors. We provide transparent prices, and we also know



Blockchain provides a tailor-made approach to provide a clear history of the car and the driver.



how many labor hours are required. The customer can book the car repair after looking at those prices.

Currently, CarFix gets 15 percent for each repair that is booked. Once we launch the blockchain tokens, there will be paying participants in the network – car manufacturers, insurance companies, repair shops, etc. Car owners are non-paying participants.

Q: What are the benefits for repairers and distributors?

A: There is a reduction in customer acquisition cost. Car owners will go primarily to shops that are connected to blockchain to make sure their history is maintained and transparent. Insurance companies will also direct traffic to repair shops who use this blockchain solution. Distributors will also increase sales volume of spare parts that are driven by the participation of these repair shops. □



VLADIMIR LUPENKO

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Documenting scan procedures is KEY TO GETTING EQUITABLE PAY

According to position statements from the majority of original equipment manufacturers (OEMs), vehicles involved in a collision must be tested for diagnostic trouble codes (DTCs). No argument, it has to be done!

The challenge within the industry focuses on the discussions repairers have with

insurers about payment. As I have investigated this challenge, I found the problem insurers have is the documentation repairers provide for the scans, not the scans themselves. As I reviewed estimates, I saw very little documentation about the scans or the results.

Let's look at the scan procedures. Currently, repairers are identifying two on their estimates – Pre-Scan and Post-Scan. With the changes in vehicle systems there actually are four different scan pro-

cedures. 1. Pre-Scan; a scan accomplished to identify any DTCs or fault codes. 2. Diagnostic Scan; a thorough review of the faults detected in the Pre-Scan. 3. Calibration Scan; a reset or reinitialization of vehicle control systems and 4. Post-Scan; a system check to validate OEM settings and restore customer confidence in the repair.

What I have seen on estimates is Pre-Scan and Post-Scan with the shop asking for 1.0 to 2.0 hours for the process without any line notes or explanation. That, my friends, is the problem. The result from the scan needs to be used as justification in your documentation. After coaching customers on scan documentation, here are my recommendations for processes I have worked on with my shops that are satisfying insurers.

Pre-Scan. Performed as a first step in the repair plan. The first line of the repair plan should say: "Performed Pre-Scan as required by OEM bulletin dated October 2016." Then there should either be a sublet charge or a labor amount equaling the time required to complete the scan. Calculate your time based on a tenth being six minutes, or you can round it off to five to simplify the calculations. If it took you 20 minutes, I would select .4 as the billed time for the pre-scan. In the line note

Insurers have problems with documentation given for the scans, not the scans themselves.

paste the wording from the OE position statement that requires the scan, in most cases it is the first paragraph.

Next include what you found in the notes. For example, Steering Wheel Angle Sensor Module: U0121 00 Lost Communication with Electronic Brake Control Module, Power Steering Control Module: U0415 00 Invalid Data Received from Electronic Brake Control Module: U0126 00 Lost Communication with Steering Wheel Angle Sensor Module. If you just cleared codes indicate, "Performed a full vehicle scan clearing all faults, 0 faults returned, established base line." Using either of those results will justify you receiving payment for the scan. Secondary to this procedure, you should add a line under electrical or battery to test or charge the battery as most scan processes require a fully charged battery.

Diagnostic Scan. For this procedure, you will enter a line on the repair plan within
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JOHN SHOEMAKER
Business Development Manager
BASF North America

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The high stakes AFTERMARKET TELEMATICS GAME

In a recent column I wrote about the impact on consumer choice and the industry-wide business consequences of embedded OE telematics devices. That column was written in the weeks leading up to the Auto Care Association Legislative Summit in Washington D.C.

Thank you and congratulations to those of you who made the trip to call on your elected officials and express to them your position on the issues that matter most to you. In a recent Auto Care Association membership survey, 41 percent of respondents put “Vehicle Data and Telematics” at the top of the list of issues the members are most concerned about.

That concern is well-founded and appropriate. By 2020, 90 percent of the vehicles sold in the U.S. will be equipped with technology that communicates with the OE vehicle manufacturer and their dealer network. The OE dealer network will receive trouble codes and symptoms the moment they occur. You can be sure they’ll use that information to their advantage to proactively market service to the vehicle owner. This will create a disadvantage for the independent aftermarket when it comes to servicing the computer-controlled

(nearly everything) components of a modern vehicle.

A lot of aftermarket energy and capital has been invested in developing a safe and secure method for the aftermarket to participate in telematics and give the consumer control and choice in where the data from their vehicle is sent. A technical proposal for a secure vehicle interface (SVI) was presented to Society of Automotive Engineers (SAE) earlier this past year.

This proposal, representing the consensus of the major aftermarket trade associations, service organizations, the Equipment and Tool Institute and AAA, got no response from the principal automotive technical gatekeepers for months. When SAE finally responded, the answer was “no.” It didn’t come as a great surprise that the OE’s were not warm to a technical proposal from the aftermarket. But, nearly a year was lost to this cycle of proposal – wait – rejection. In the meantime, more connected vehicles are hitting the road that the aftermarket is blind to.

Over the last several years a number of technology companies have introduced plug-in telematics devices or dongles to provide consumers with many of the connected features they crave without the need to buy

“It was not a surprise that the OEs were not warm to a technical proposal from the aftermarket.”

a connected car. Demonstration videos commonly show a family driving along when their check engine light comes on.

When they safely pull over to consult with the smart phone app or speak with the associated call center, they learn that the code probably indicates a failed oxygen sensor, for example. But, the vehicle is no closer to being fixed and with the assurance that it is safe to continue driving the vehicle, the O2 sensor is ignored – until the next emission test. The vehicle is connected – but the service shop is not.

At AAPEX this past year, an announcement was made that changes the aftermarket telematics story in an important way. Mitchell 1 announced a program in partnership with Entricit that links as many as 8 million vehicles that are currently equipped with a plug-in telematics device with the shop of their choosing ...CONTINUE READING ▢



SCOTT LOCKETT
VP, Industry Strategy
GCommerce Inc.

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The battle over telematics access: DIDN'T WE FIGHT THIS BEFORE?

Back in the late 1980s, the automotive aftermarket lobbied Congress for an amendment to provisions in the 1990 Clean Air Act Amendments that required all 1996 and later vehicles be equipped with on-board diagnostic systems (OBD) II.

The provision in question mandated that the OBD II system was supposed to accurately identify a “emissions-related system deterioration or malfunction which could cause or result in failure of the vehicle to comply with emission standards.” The devices further had to alert the vehicle owner to the need for emission related components or system maintenance or repair.

Notwithstanding the benefits of OBD II systems to clean air and to technicians attempting to diagnose and repair a vehicle’s emissions system, the aftermarket was concerned that car companies would use proprietary OBD ports. The absence of port standardization, the aftermarket told Congress, would create, at best, increased costs to shops that would need to obtain a variety of connectors for every brand of vehicle they serviced; or at worst, a way for car companies to control access to the port in order to drive business to their preferred service provider (likely the new car dealer or those that purchased the most replacement parts from them).

Fortunately, the industry’s lobbying efforts were successful, and Congress included a provision in the 1990 Amendments that required that the OBD II port to be “standard and uniform on all motor vehicles” and that access to the OBD II system is unrestricted and “shall not require any access code or any device which is only available from a vehicle manufacturer.” Decades later, it’s easy to forget the efforts that were necessary to obtain a standardized diagnostic connector or to think about the impact on the competitiveness of the industry had Congress not acted.

Now, with the advent of telematics, which permits the wireless transmission of diagnostic information, the industry once again stands on the precipice of either a rosy future or possibly one controlled by the vehicle manufacturer. While the manufacturers can obtain diagnostic information wirelessly directly from the vehicle, the aftermarket continues to rely on the OBD II port for the same data.

But what happens if Congress permits the port to go away; or if manufacturers limit the port to only the emissions related information that is required by current law? The independent technician would be forced to fully rely on the vehicle manufacturer to obtain the

“The Secure Vehicle Interface could be developed as a retrofit for vehicles already on the road.”

information needed to service their customer’s vehicle. The aftermarket would be back in the same position we were in during the debate in the 1980s over a standardized OBD II port: Less competition and increased control by the manufacturer over the repair market.

Whether it’s the OBD port or if the information is transmitted wirelessly, the technician needs access to that data directly from the vehicle and that access needs to be standardized such that each vehicle manufacturer cannot make the diagnostic data available in a proprietary code. Of course, the advent of wireless communications has increased the danger of someone hacking into a vehicle, but that does not mean that methods cannot be developed that would protect critical vehicle systems while still making data available.

It was with this in mind, that the Auto Care Association and other industry groups have been working to
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AARON LOWE
Senior Vice President of
Regulatory and Government
Affairs, Auto Care Association

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IoT raises many security issues FOR CONNECTED VEHICLES

The Internet of Things (IoT) refers to internet connectivity to basic devices. This includes security cameras, entire security systems, city water control systems, large HVAC systems, (that is how hackers got into Target), common appliances and motor vehicles. All these items and more are becoming connected to the internet.

As you add items to the IoT, your attack surface becomes broader. In cybersecurity terms, the attack surface is the number of places and areas that are vulnerable to attack. Every time you add another system, your attack surface grows. Every time you add another person, your attack surface gets bigger and more complex. This makes the job of cybersecurity more challenging. So companies today need to be prepared for this increasing threat as a way of life.

Many industrial plants have large manufacturing systems that are now network connected. Cars have wireless networks and dozens of computers. In fact, the average car has between 25 and 50 computers.

But what is not being so heavily invested in and scrutinized is security for these devices. This can pose a problem moving forward for a few reasons.

Today's vehicles

There is perhaps no part of the modern economy that has seen more change than today's vehicles. You could say that the average new car is a rolling computer network. Not a rolling computer, but a rolling computer network. This was predicted by some futurists more than 20 years ago, and it's coming true. In fact, as cars become more computerized, and the control systems move to electrical, they become computerized and then networked.

I remember when I was a kid and helped my dad work on our vehicle. He was a very talented mechanic, similar to others who grew up on a farm and needed to be able to fix mechanical things. Back then, the only things that were electrical were the ignition system, the charging system, and the accessories on his 1966 Chevy pickup truck. And nothing was electronic. I literally used to stand inside the engine compartment when we worked on it. Of course, I was very skinny back then. Today, you would never attempt to work on a vehicle without sophisticated electronic and diagnostic tools.

What's the possibility?

Everybody in the aftermarket knows that today's vehi-



What is your plan for making all the people in your organization aware of cybersecurity?



cles are covered with computers. But most people don't know what can happen with an automated vehicle if proper security controls are not implemented.

When hackers look for a place to attack, they are opportunistic – like a shark in the water. The shark doesn't attack the fastest, strongest fish. Instead, it goes after the weak, the slow, or the one that strays from the school. The same with hackers. They are looking for low-hanging fruit. So businesses need to be ever vigilant. But we can't predict where every attack is going to come from. So here are a few suggestions.

Start at the beginning

If you are building any type of system that can be controlled by computer or will be networking into a computer network, you need to look at how that device is engineered from the ground up. There are ...CONTINUE READING ▣



JERRY HUTCHESON
Owner
Cybercreed Consulting



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Shoppers fuel up on accessories DUE TO THE AMAZON EFFECT

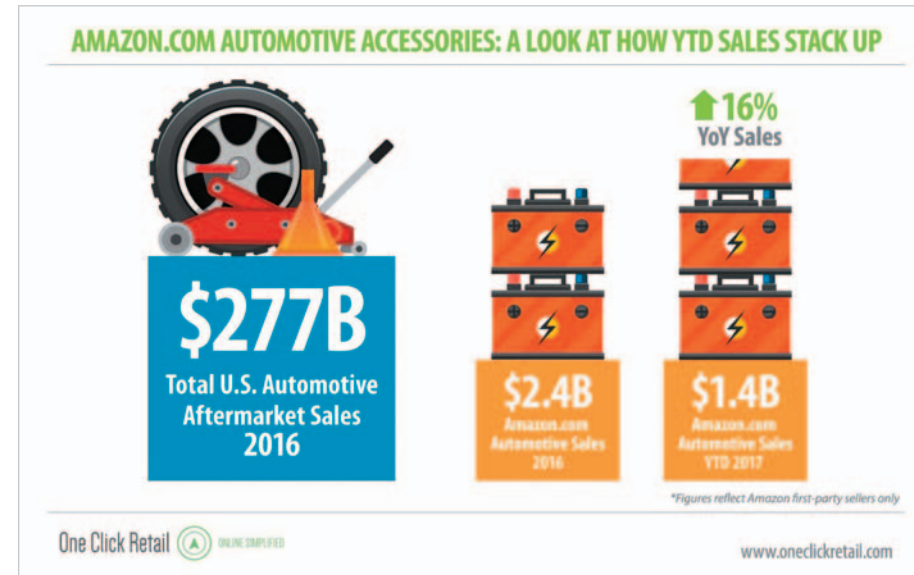
The U.S. automotive market experienced a record year in 2016 with 17.55 million vehicles sold, putting an end to the decade of uncertainty and low sales. Even with all these new cars on the road, the average vehicle age in the U.S. is at an all-time high of 11.5 years old and there are more than 14 million cars on the road over the age of 25.

With so many aging vehicles, the automotive aftermarket is thriving and has become one of the fastest-growing segment in online sales.

Enter Amazon. The eCommerce juggernaut is not new to automotive sales, having originally introduced auto parts to the platform back in 2006. Last year Amazon expanded its automotive arsenal by launching its own car research site and a parts marketplace, which allows shoppers to punch in their make and model to search for the correct parts. This and other conveniences reveal that the automotive aftermarket is not escaping Amazon's notice and the impact of Amazon on the market is already disruptive.

The numbers

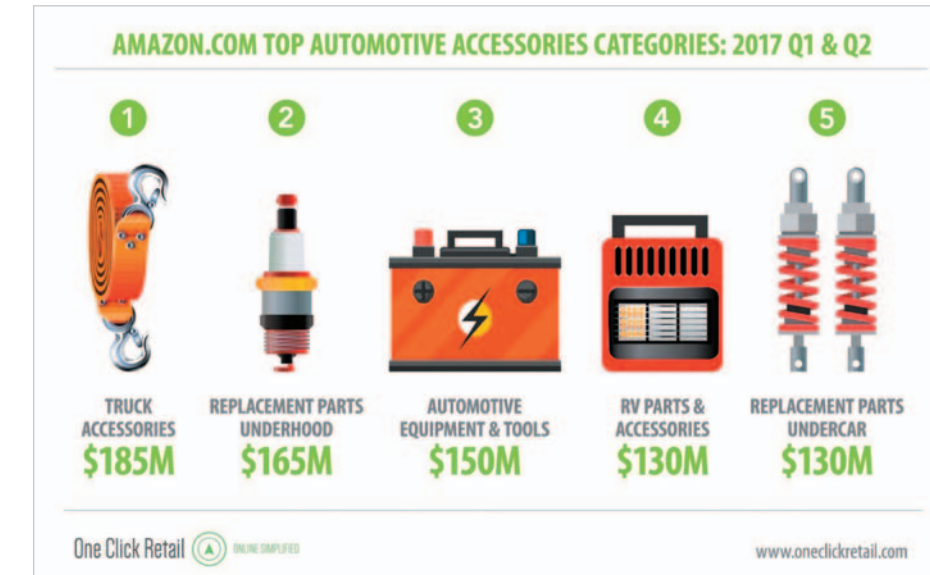
In 2017 so far, specialty auto parts companies such as O'Reilly Automotive, AutoZone and



Advanced Auto Parts have underperformed in the stock market, according to Canton Rep, despite expectations to the contrary. This has caused many investors to reassess the market and look elsewhere for disruptors. After long overlooking its ability to compete in the automotive aftermarket, industry analysts are finally starting to recognize Amazon as a serious player.

Two major trends in automotive aftermarket sales are that owners of older cars exhibit desirable maintenance behaviors, while new car owners tend to invest in appearance products. With the fleet of vehicles on the road aging rapidly in the U.S., more and more car owners are turning to Amazon for their

Amazon expanded its auto arsenal by launching its own car research site and parts marketplace.



replacement parts, with underhood and undercar replacement parts generating nearly \$300M in sales during the first two quarters of 2017 alone, a growth of 20 percent year over year.

Beating out both replacement parts categories is truck accessories with \$185M. Sales are driven by towing accessories, making up over a third of the total category sales and responsible ...CONTINUE READING



NATHAN RIGBY
Partner, One Click Retail

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Going from zero to 60 with FRAUD PREVENTION STRATEGY

The proliferation of eCommerce and online marketplaces have influenced all industries and sectors – including the auto parts industry. Car enthusiasts and professionals alike spend a lot of time and energy finding the right parts at the best prices.

But as with any online sector, it's important to distinguish the authentic from the fraudulent. Not only do auto parts retailers need to confirm that the orders they receive are legitimate, but consumers must also be vigilant to ensure they are buying from actual retailers, and not from shady shops selling counterfeit or stolen parts.

The rise of fraud has outpaced regulations to combat it, especially within the auto parts industry, so it's more important than ever for auto parts manufacturers, retailers, and auto parts suppliers to maintain their reputations and ensure they have a means of authenticating transactions and protecting customers.

Shifting from brick-and-mortar to online

While the auto parts industry is thriving, it's still relatively slow to support online transactions. According to a report from Automotive Aftermarket Suppliers Association and SAP, most auto parts manufacturers aren't yet equipped to accept online orders from repair

service centers or individual shops. The same report found that fewer than 10 percent can receive online orders from individual consumers.

As businesses and consumers continue to favor convenience by purchasing their auto parts online, there's ample opportunity for auto parts suppliers and manufacturers to boost their sales. They're catching up now, but becoming a target for fraud along the way.

According to the Financial Times, while U.S. auto sales grew only 1 percent per year over the previous decade, sales at the major aftermarket auto parts chains grew 7 percent per year. The industry sees high value orders with high shipping costs, and often involves many hours of labor.

Where consumer demand goes, fraud follows. According to Forbes, card-not-present fraud losses total to just under \$22 billion and automotive/power sports accounts for approximately 1.5 percent of that, costing the automotive/power sports industry more than \$300 million. This equates to almost 2 percent of total industry revenues that are lost.

As auto parts retailers build-up their online offerings, the customer experience becomes extremely important. With more options available to them, customers need to



Most auto parts manufacturers aren't equipped to accept online orders from auto repair shops.



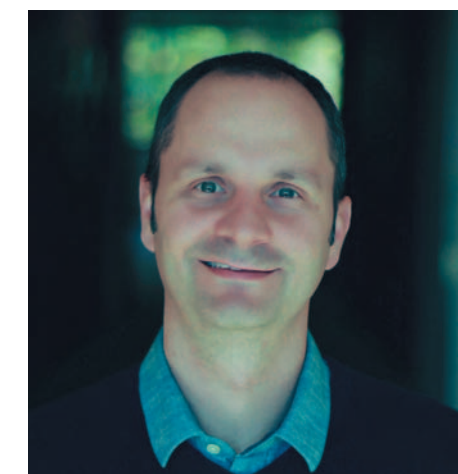
be continually reassured throughout the purchase process that they are transacting in a safe environment.

Chargebacks in charge

To meet consumer demand, some auto retailers have transitioned full steam ahead – without a fraud prevention strategy. Some companies have tried to increase their online offerings to entice consumers, but in the process open themselves to greater vulnerabilities, including expedited shipping, pick-up in-store, or loyalty programs. These can result in significant initial sales, that, unbeknownst to the retailer, are mired with fraudulent orders and open the business to more fraud.

These merchants won't know that they were victims of higher fraud for several months. By the time chargebacks get fully reported, merchants are 60-90 days or more down the road.

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SHANE WESTWOOD
Marketing Program Manager,
Kount

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PROGRAM DISTRIBUTION GROUPS REPORT 2017 PROGRESS

By **Bruce Adams** | Managing Editor

Perhaps no program distribution group has gone through more recent changes than **Advance Auto Parts**, which last year replied to this report with the Carquest name.

To better serve its customers, the entire professional network at Advance – including Advance Professional, Carquest, Worldpac and Autopart International – was brought under the common leadership of Bob Cushing, executive VP, Professional at Advance. Under his leadership, the professional enterprise has implemented programs to offer shops more access to the parts, services and solutions they need to grow their business.

Advance also took a focused look at its supply chain and in many cases, took new approaches to assortment and product distribution. Additionally, the group has leveraged technology to improve the customer's parts ordering experience, including the rollout of a unified catalog and new business-to-business (B2B) platform. The company also continued to measure and optimize order-to-delivery times, implementing telematics in its fleet management.

The company said it will deploy cross-banner visibility to give customers access to a broader range of product inventory in one place than they've ever had access to before from Advance, Carquest and Worldpac. Advance also plans to grow the number of TECHNET member shops and expand its technical and business training programs offered through Carquest Technical Institute and Worldpac Technical Institute.

The AAM Group said its biggest achievement of 2017 was delivering PACE, a (B2B) complete cataloging and order-entry web service. PACE was created at the direction of its membership to address changing customer-experience expectations. The wholesale customers of many of AAM Group's members ...**CONTINUE READING** □

AAM Group/AAM USA, Inc.

CEO/President: Tim Odom
Year established: 1988
WD members: 23
Member-owned warehouses: 43
Total jobber stores: 14,168
States covered: All 50 and Canada
Group structure: Shareholders elect a six-person board of directors to serve two-year terms.
Retail: 27%
Wholesale: 73%
Private label: 1%

Major brands: 99%
Programs: AAM operates three marketing programs: Parts Pro Performance Center targets U.S. and Canadian retailers serving performance and race markets. Performance Corner serves retailers and installers of truck accessory and performance parts on the West Coast. Total Truck Centers is for the truck and SUV accessories market. It is directed at retailers and installers of accessories.

In 2018 AAM will continue to address opportunities brought about by technology's impact on the industry. It will work with member and vendor communities to identify areas of opportunity. AAM will continue to develop PACE.



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 WWW.THEAAMGROUP.COM

Advance Auto Parts

CEO/President: Tom Greco
Year established: 1932
WD members: One.
Member-owned warehouses: 51
Non-member-owned jobber stores: 1,250
Total jobber stores: 6,450.
Total Service Centers in the program group: 9,000+
States covered: 50, and Canada, Caribbean, Mexico, Pacific Rim
Major members: Advance Professional, Carquest Auto Parts,

Worldpac, Autopart International.
Group structure: NA
Retail: NA
Wholesale: NA
Private label: Carquest, Carquest Wearever, Toughone, Driveworks
Major brands: Moog, Monroe, Walker, Fel-Pro, BWD, Dorman, Delphi, Dayco, ACDelco, Bosch, Cardone, Denso, Intermotor, NGK, Trico, Wagner, Akebono
Programs: Technet, ProRewards, Carquest Technical Institute, Worldpac Training Inst.

Continue to grow our customers' business. Deploy cross-banner visibility to give customers access to a broader range of product inventory in one place than they've had before from Advance, Carquest and Worldpac.



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 WWW.ADVANCEPRO.COM

Aftermarket Auto Parts Alliance

CEO/President: John R. Washbish
Year established: 1999
WD members: 50+
Member-owned warehouses: 150+
Total jobber stores: 2,000+
Total service centers: 3,500+
States covered: All 50, Canada, Mexico, Latin America and China
Major members: Automotive Parts Headquarters, Auto-Wares, Bennett, Eastern Warehouse, Hanson, Hahn, MAYASA, Vast-

Auto, Warren
Group structure: Ten shareholder board of directors and five standing committees: Product, IT, Marketing, Finance, National Accounts. A Service Center Advisory Council.
Retail: 14%
Wholesale: 86%
Private label: 12%
Major brands: 88%
Programs: Certified Service Centers, Nationwide Warranty, National Sweepstakes, Alliance Technology Suite, Shop Financing

The 2018 Aftermarket Jackpot Convention will send 5,000 technicians to AAPEX and SEMA. Other 2018 promotions are Race to Charlotte and Orlando Experience. Further grow domestic and global markets with emphasis in Latin America and China.



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 SAN ANTONIO, TX 78258
 (210) 492-4868
 FAX: (210) 492-4890
 WWW.ALLIANCE1.COM

Program Distribution Group Report

AAM Group

Advance Auto Parts

Aftermarket Auto Parts Alliance

AIM Automotive Group

Automotive Distribution Network

Automotive Parts Associates

Engine Pro/Engine Parts Group

Federated Auto Parts

NAPA

National Pronto Association

TruStar



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AIM Automotive Group

General Manager: Bill McConnell
Year established: 1990
WD members: 435
Member-owned warehouses: 455
Member-owned jobber stores: 852
Non-member owned jobber stores: 1,292
Total jobber stores: 2,144
Total service centers: 242
States covered: All 50
Major members: AIM, AIM Alliance, Auto Extra, Cygnus, DWC and SDI

Group consists of: The AIM Automotive Group consists of six integrated groups (AIM, AIM Alliance, Auto Extra, DWC, Cygnus and SDI) representing 455 independent automotive parts distributors throughout the U.S. The combined group also represents more than 200 suppliers.

Retail: 20%
Wholesale: 80%
Private label: 15%
Major brands: 85%

The group's focus in 2018 is to strengthen its relationship with customers and manufacturing partners and constant development of its association with Auto Plus and all of its distribution centers and manufacturers.



1155 ROBERTS BLVD.
 SUITE 175
 KENNESAW, GA 30144
 (901) 490-5456
 FAX: Not provided
 WWW.THEAIMAUTOMOTIVEGROUP.COM

Automotive Distribution Network

CEO/President: David Prater
Year established: 1977
WD members: 165
Member-owned warehouses: NA
Total jobber stores: 1,127
Member-owned service centers: 1,513
States covered: All 50 plus Canada, Mexico and Puerto Rico
Major members: ACI Parts Warehousing, ASA, Big City, Car Parts Warehouse, Fast Undercar, The Parts House, WM Automotive,

ASA, Modern Sales.
Group consists of: Parts Plus, Auto Pride, IAPA, Parts Plus Mexico.
Group structure: Shareholder members elect a nine-person Executive Committee.
Retail: 10%
Wholesale: 90%
Private label: 10%
Major brands: 90%
Programs: Network Intel, including EOP and eCommerce, WebShop, Network Products Warehouse, complete pricing support, shop CCC & ASE programs.

The Network's main focus for 2018 is driving purchasing power to strategic vendors, making maximum use of data to drive sales, and targeting marketing efforts to reward both existing and new customers.



3085 FOUNTAINSIDE DRIVE, SUITE 210
 GERMANTOWN, TN 38138
 (901) 682-9090
 FAX: (901) 682-9098
 WWW.NETWORKHQ.ORG

Automotive Parts Associates

Chairman of the Board: Douglas Squires
Year established: 1973
WD members: 70
Member-owned warehouses: 100+
Member-owned jobber stores: 400+
Total service centers: 1,500+
States covered: All 50, Canada and Mexico.
Group structure: Shareholders elect a board of directors with staggered three-year terms. Product Committee and Information Technology

Committee appointed by board of directors.
Retail: 15%
Wholesale: 85%
Private label: 10%
Major brands: 90%
Programs: Professionals' Choice Service Center, Technology Suite: BI - Data Solutions, Product Information Management (PIM), EDI/Virtual Inventory Cloud - Centralized Supplier Special Ordering; marketing programs - Harley-Davidson Sportster Shop Promotion.

APA will focus on improving member profitability and efficiencies, establish COMAN distribution, streamlining supplier programs, member sourcing and enhancing the business intelligence interface.



10551 LACKMAN ROAD
 LENEXA, KS 66219
 (913) 310-9250
 FAX: (913) 310-9255
 WWW.PROFESSIONALSCHOICE.COM

Engine Pro/Engine Parts Group Inc.

CEO/President: Don Weber
Year established: 1989
WD members: 9
Member-owned warehouses: 36
Member-owned jobber stores: 0
Non-member owned jobber stores: 9,000
Total jobber stores: 9,000
Total service centers in the program group: zero
States covered: All 50 plus Australia.
Major members: Not provided

Group structure: Equally owned by nine independent distributor members.
Retail: 0%
Wholesale: 100%
Private label: 15%
Major brands: 85%
Programs: Engine Pro parts program exclusive to members. National parts finder; motorsports affiliation; and other sales, marketing and promotional programs.

In 2018, Engine Pro aims to focus on continuing to maximize profit margins and selling opportunities for its shareholder.



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 WHEAT RIDGE, CO 80033
 (303) 424-3200
 FAX: (303) 424-4999
 WWW.ENGINEPRO.COM

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Federated Auto Parts

CEO: Rusty Bishop
President: Larry Pavey
Year established: 1985
WD members: 63
Member-owned warehouses: 172
Total jobber stores: 4,200
States covered: 50 plus Puerto Rico, Canada, Mexico, Latin America.
Group structure: Board of directors are elected to serve one-year terms.
Retail: 20%
Wholesale: 80%
Private label: 15%
Major brands: 85%

Programs: Computerized parts ordering, proprietary catalog system, Telematics initiative, obsolete parts program, inventory management, Enhance Supply Chain initiative, Internet support, Federated Car Care Installer Program, credit card program, roadside assistance program, national warranty program, road hazard warranty program, shop layout/design, merchandising aids, signage, POP displays, Technician's Diagnostic Hotline, natl. advertising.

Federated's 2018 focus continues to be supporting member growth in sales and profitability. Federated also will work to reduce administrative costs and improve supply chain efficiency through collaboration with supplier partners.



P.O. BOX 2248
 STAUNTON, VA 24402
 (540) 885-8460
 FAX: (540) 885-7612
 WWW.FEDERATEDAUTOPARTS.COM

National Automotive Parts Association

CEO/President: Dan Askey
Year established: 1925
WD members: 1
Member-owned warehouses: 57
Total jobber stores: 6,000
Total service centers: 16,000
States covered: All 50
Major members: Genuine Parts Company
Group structure: Board of directors
Retail: 25%
Wholesale: 75%
Private label: 90%

Major brands: 10%
Programs: In-store design and merchandising; counter personnel training/certification; technology services; dealer merchandising programs; advertising; inventory management; obsolescence protection; preferential billing terms; specialty items; employee uniforms; market research; seminars; extended product warranties; group insurance plans, financial assistance/loans; among others.

NAPA's main focus is to drive business growth on the retail and commercial segments of the aftermarket. NAPA offers a complete suite of estimating, shop management and technical software tools to help installer customers profitably grow their businesses.



2999 WILDWOOD PARKWAY
 ATLANTA, GA 30339
 (678) 934-5000
 FAX: (770) 956-2201
 WWW.NAPAONLINE.COM

National Pronto Association

CEO/President: Bill Maggs
Year established: 1978
WD members: 90
Member-owned warehouses: 150
Member-owned jobber stores: 750
Non-member-owned jobber stores: 4,000
Total jobber stores: 4,750
Member-owned service centers: 0
Non-member-owned service centers: 78,000
Total service centers: 78,000.

States covered: 45 plus Canada, Mexico and Puerto Rico.
Major members: Visit www.pronto-net.com for membership roster.
Group structure: North American members elect an executive board of directors.
Retail: 15%
Wholesale: 85%
Private label: 10%
Major brands: 90%
Programs: Pronto Smart Choice Service Center Marketing Program.

Pronto and its members' challenges include growth and to stay profitable in an increasing and very competitive market space. Members look to grow organically with existing business units and through new greenfield locations and acquisitions.



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 GRAPEVINE, TX 76051
 (817) 430-9449
 FAX: (817) 430-9559
 WWW.PRONTO-NET.COM

TruStar Inc.

CEO/President: Steve Upton
Year established: 1987
WD members: 62
Member-owned warehouses: 120
Total jobber stores: 30
Total service centers: 36,000
States covered: 47 plus Canada & Mexico.
Group consists of: AB&S Warehouse, Brown Distributing, Frank Supply, Full Line Exhaust, Henschel & Sons, Jobbers Exhaust, Peveto Co., Transbec and Toys for Trucks

Group structure: Geographically diverse members head the steering and marketing committees.
Retail: 20%
Wholesale: 80%
Private label: 40%
Major brands: 60%
Programs: TruStar Distribution Center, TruStar Promotion Calendar, Warehouse Distributor Trip Promotion; Member Website Development Program, TruStar Graphic Packaging, WD Flyers and Line Cards, Monthly E-news.

TruStar's focus for 2018 will be to develop new supplier programs while creating additional support for the current programs. Also, continue to increase support through the TruStar Distribution Center.



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 PEARLAND, TX 77581
 (281) 485-9908
 FAX: (281) 485-4101
 WWW.TRUSTARINC.COM

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Automotive Parts Associates Strength Lies in the Unity of its Shareholders – Allies for Success

With over 40 years of service in the automotive aftermarket industry, Automotive Parts Associates (APA) is one of the oldest program distribution groups of its kind, and a member-owned cooperative with 70 independent Warehouse Distributor (WD) shareholders in North America.

As a nonprofit member-owned cooperative, all APA shareholders have equal voting rights and stake in the organization, which is focused on member services and aggressive supplier programs. APA shareholders create a half-billion dollars of buying power annually resulting in robust rebate returns back to the membership. APA is unique with no compliance requirements, and rebates include full itemized transparency relating to purchase histories with patronage dividend payouts of remaining revenue to each member at the end of the year.

Automotive Parts Associates is headquartered and centrally-located in Lenexa, Kansas in the Kansas City metro area for its diverse members that include Bestbuy Distributors Limited based in Canada and Society of Import Parts Specialists (SIPS) buying groups. As an added benefit to members for global product programs, APA is a founding shareholder of NEXUS North America and member of NEXUS Automotive International (NI) trade groups. In addition, APA is a member of the Auto Care Association (formerly known as AAIA), Automotive International Association (AIA) and Automotive Warehouse Distributors Association (AWDA).

APA member services include dynamic incentive programs with top-tier name brand products as well as with the Professionals' Choice private label brand. Members also have access to competitive and industry-leading business intelligence tools for inventory and pricing management



programs designed to increase efficiency and the bottom line.

In 2016 APA launched the Professionals' Choice Service Center to expand the relationship between shareholders and customers. Features of the banner program include, marketing materials, roadside assistance, nationwide warranty, optional road hazard warranty, in-shop labor and ASE certification reimbursement programs, so shop owners can focus on repairs and customer service instead of paperwork.

APA not only provides members with exclusive programs designed to grow their business and increase the bottom line, the organization also rewards shareholders' customers with loyalty programs, incentive trips to tropical locales and promotions.

In 2017, APA held a contest for Professionals' Choice Service Center shops, sent spring promotion grand prize winners to Las Vegas for an adrenaline-filled weekend that included an exotic driving experience and helicopter trip through the Grand Canyon. In the fall, APA awarded a 2018 Harley-Davidson Sportster motorcycle with a limited-edition tour of the production facility. In 2018 APA members and their customers will be rewarded with a sunny trip to Montego Bay, Jamaica.

In addition to attending the APA Annual Shareholders' and Manufacturers' Conference or other regional meetings for networking and product training, shareholders are encouraged to get involved by participating in the Product Committee for supplier and product reviews, or the iSuccess Committee for evaluating technology initiatives, as well as serving on the Board of Directors.

Automotive Parts Associates believes our strength lies in the unity of our membership and together, we are allies for success.

- Click once to zoom in
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AUTOMOTIVE PARTS ASSOCIATES

PROFESSIONALS' CHOICE auto parts
automotive parts associates, inc.



"BEING A MEMBER OF APA HAS GIVEN ME THE OPPORTUNITY TO GROW AS A BUSINESSMAN AND LEADER."

Jim Holmquist, H&H Wholesale Parts
APA Member Since 2010

AS A NONPROFIT MEMBER-OWNED COOPERATIVE WE BELIEVE OUR STRENGTH LIES IN THE UNITY OF OUR MEMBERSHIP AND TOGETHER, WE ARE ALLIES FOR SUCCESS.

FOR MORE INFORMATION ABOUT AUTOMOTIVE PARTS ASSOCIATES MEMBER BENEFITS, VISIT OUR WEBSITE

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#AlliesForSuccess

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For immediate assistance in placing your Marketplace ad, please call Keith Havemann at: 310-857-7634. Send a fax: 310-943-1465 or e-mail: Keith.Havemann@ubm.com

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