



**SCRS NEWS**



**EPA Deadline  
Fast Approaching  
for all Body Shops**

Article By Colette Bruce, Team Safety LLC

By January 11, 2010 all body shops must file an Initial Notification with the EPA and/or their State identifying the shops compliance status with the NATIONAL EMISSION STANDARDS FOR HAZARDOUS AIR POLLUTANTS NESHAP (SUBPART HHHHHH) which became effective in January 2008.

Such notification may certify that the shop is currently in compliance with all aspects of the rule. If a shop is not currently in compliance with the rule, the notification may be filed stating the shop will be in compliance by the final compliance deadline of January 10, 2011. An additional notification must then be submitted by March 11, 2011 to certify this compliance.

This new rule is intended to control emissions from paint stripping and miscellaneous service coating operations. To comply with this rule, all shops must do the following:

**Paint Stripping Operations**

Implement management practices that minimize emissions of Methylene Chloride (MeCl).

- Evaluate the need for paint stripping (e.g., is it possible to re-coat without stripping?).
- Evaluate each application to identify potential alternative stripping methods.
- Reduce exposure of strippers to air.
- Optimize application conditions.
- Practice proper storage and disposal.

For each paint stripping operation with > 1 ton MeCl annual usage, develop and implement a written MeCl minimization plan. No implementation plan is needed if usage is < 1 ton MeCl; however, sources must still utilize work practices to minimize emissions of MeCl. Consult the MSDS sheet to identify the amount of MeCl contained in the paint stripper, but note that annual usage should not exceed 181 gallons of MeCl.

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## Executive Director's Message



In a seminar series delivered several years ago, Susan Ellis, President of Energize, Inc., shared with her audience an important and fitting reminder; Paul Revere earned his living as a silversmith, but it is not what we remember him for. We remember him for his *volunteer* work. "All activism is volunteering in that it's done above and beyond earning a living, and deals with what people really care passionately about."

Much is to be said for recognizing the talent, knowledge and passion that infuses the hard working volunteers within the collision industry. That dedication, passion and determination embodies the grassroots of our industry, and is perhaps one of the greatest fundamental reasons I consider myself so fortunate to be a part of this trade, and so fortunate to work side-by-side with those individuals who offer so much of themselves in the name of progress. The volunteer's work is not without cost, both financial and personal, and far too often is without direct reward or recognition.

2009 has been wrought with challenges and difficulties, but perhaps it is more important to recognize that it has also filled with tremendous accomplishments as well; and has seen its share of information and action vital to the enhancement of collision repair businesses across the nation. SCRS National, along with our state level affiliates, has worked tirelessly addressing issues that impact our membership and our industry to better their business. Our accomplishments and activities have varied greatly, from interjecting the repairers perspective into model legislations considered by the National Conference of Insurance Legislators (NCOIL) at meetings in Philadelphia, PA and New Orleans, LA, to direct interaction with federal regulators and members of Congress in Washington, D.C. to bring light to current market practices that impact the small businesses whom we represent. We delivered educational programs to aid in developing more efficient and profitable approaches within our businesses to repair facilities in Atlanta, GA; Los Angeles, CA and Seattle, WA; and held meetings and conferences in Scottsdale, AZ and Hartford, CT where we were joined for SCRS week by Attorney General Richard Blumenthal, Washington, D.C.; Chicago, IL and most recently in Las Vegas, NV. These meetings and venues allowed industry participants to understand the key issues being addressed by their national association, and interject feedback into those issues and any others that they felt were deserving of additional focus. Outside of SCRS' own meetings, we traveled and participated in meetings and interactions with well over a dozen of our affiliates from coast to coast around the country, spoke of all this industry has to offer to up-and-coming student competitors at the National SkillsUSA competition, and imparted the industry's concerns and perceptions to the various information providers at meetings conducted by the three national trade associations through the Collision Industry Conference (CIC) Database Committee. To further the communication at the state level, SCRS continued facilitating monthly calls through our legislative committee, allowing SCRS affiliate associations the

opportunity to learn from each others' successes and challenges, while promoting further communication between the states; and we added a new affiliate communication conference call to the rotation, allowing our volunteers around the country to focus on the dynamics of their association's' business, and how to foster the most productive and effective associations we can for our membership. In addition, SCRS has complied and delivered information from vehicle and refinish manufacturers on operations that repairers can utilize to validate their services, while continuing to fund and manage industry resources such as the Database Enhancement Gateway (DEG) alongside the two other national trade associations. These items only touch on a fraction of the work that has been done throughout the year; however, it shows the diversity and broad scope of efforts that have been expended on behalf of the repair industry.

In 2010, we look forward to continuing with the strong momentum that has been gained over the past year, and using that energy towards efforts and issues such as data privacy, the quality and safety expectations of structural replacement parts and development of more educational opportunities. These efforts, driven by the needs and desires of the collision repairer, do not come to fruition without the hard work, attention and effort specifically delivered by the great volunteers of our organizations. With that said, it is equally imperative that the industry embrace and utilize the tools that come of these efforts, and to put the information to use in their daily business. British Prime Minister and novelist Benjamin Disraeli has been attributed to stating that, "As a general rule, the most successful man in life is the man who has the best information." I would contend that having the information is simply not enough to ensure success, but that the information must be utilized to its greatest extent to reap the benefits.

As we watch the final days of the year come to a close, I would be remiss not to take an opportunity to publicly recognize the hard work of some key *volunteers* within our industry. It is with the most humility and pride that I get to serve alongside the men and women of the SCRS Board of Directors, and our affiliate organizations, for the betterment of the industry. You are all some of the most talented, dedicated and hard working individuals that I have ever had the opportunity to work with and to call friends. On behalf of repairers from all over North America, I offer you a collective "thank you" for your support of our association, and for your unwavering attempt to ensure that our industry is protected, respected and viable for years to come.

I wish you all the most prosperous and satisfying year in 2010, and look forward to continuing to serve by your side.

A handwritten signature in black ink, appearing to read 'ASL' followed by a flourish.

Aaron Schultenburgh  
SCRS Executive Director



### SCRS Offers Documentation on Final Sand and Polish

*Project stems request for all repair facilities to highlight desires for additional repair information*

The Society of Collision Repair Specialists (SCRS) recognizes that many collision repairers across the United States are in need of clear and concise documentation to substantiate many of the operations performed when billing for the related services.

In April of 2009, Toyota, Lexus and Scion issued a Collision Repair Information Bulletin (#173) illustrating the manufacturer's recognition of "topcoat sand & polish" techniques commonly performed by both the factory and collision repair facilities in order to meet the consumers high expectations for automotive paint and finish appearance as they relate to color, gloss and texture. While this operation is both commonly performed, and often necessary to produce quality repairs, SCRS recognizes that it continues to be a source of friction in the settlement of the repair, and the Society felt obliged to work with all major paint manufacturers in an effort to clarify their positions on this operation. The responses can be found on the SCRS website, and by clicking on the following links:

**TOYOTA** [HTTP://SCRS.COM/TECHNICAL%20INFO/L-CRIB-173-W.PDF](http://scrs.com/technical%20info/L-CRIB-173-W.pdf)

**AKZONOBEL** [HTTP://SCRS.COM/TECHNICAL%20INFO/AkzoNobel%20-%202009%20EM%20POLISHING%20MEMO.PDF](http://scrs.com/technical%20info/AkzoNobel%20-%202009%20EM%20POLISHING%20MEMO.PDF)

**BASF** [HTTP://SCRS.COM/TECHNICAL%20INFO/BASF%20-%20SAND%20POLISH%20AND%20DENIB%20POSITION%20LETTER.PDF](http://scrs.com/technical%20info/BASF%20-%20SAND%20POLISH%20AND%20DENIB%20POSITION%20LETTER.PDF)

**DUPONT** [HTTP://SCRS.COM/TECHNICAL%20INFO/DPC%20POSITION%20ON%20POLISHING%20CLEARCOATS%20v2\\_2009.7.PDF](http://scrs.com/technical%20info/DPC%20POSITION%20ON%20POLISHING%20CLEARCOATS%20v2_2009.7.PDF)

**PPG** [HTTP://SCRS.COM/TECHNICAL%20INFO/PPG%20-%20CLEARCOAT%20DEFECT%20REMOVAL.PDF](http://scrs.com/technical%20info/PPG%20-%20CLEARCOAT%20DEFECT%20REMOVAL.PDF)

**SHERWIN-WILLIAMS** [HTTP://SCRS.COM/TECHNICAL%20INFO/SW%20-%20COLOR%20SAND%20%20BUFF.PDF](http://scrs.com/technical%20info/SW%20-%20COLOR%20SAND%20%20BUFF.PDF)

"Having documentation that supports and substantiates the work we do is critical to our collision repair members," stated SCRS Secretary Aaron Clark. "To have documentation that specifically spells out the manufacturer's position on an operation removes the personal opinion from the shop level discussions, and allows the repair facility to simply focus on the facts of what is necessary. We certainly applaud these companies for their interest in helping to provide useful and relevant information as a resource to our membership."

In an effort to identify the specific need for supporting documentation from the industry, SCRS has constructed a survey to allow collision repair facilities to identify the most pertinent items that would be positively impacted with supporting documentation. To submit your responses, please visit the SCRS website at [www.scrs.com](http://www.scrs.com), or [click here](#). This survey will be available through January 31<sup>st</sup>, 2010, at which time the results will be analyzed and provided to the respective manufacturers for consideration.

"It is critical to SCRS to have industry feedback into projects such as this," added SCRS Chairman Barry Dorn. "SCRS wants to make sure that as we speak, we are speaking with a collective voice to the vehicle and refinish manufacturers, and that our efforts are based on the needs of those whom we represent. This is the opportunity for your voice to be heard and amplified through the association, and we hope and encourage every repair facility across America to take advantage of the opportunity to share their input in this project. We want to hear from you."

### SCRS Effectively Minimizes Negative Ramifications of NCOIL Model Act

On November 19<sup>th</sup> - 21<sup>st</sup> the Society of Collision Repair Specialists (SCRS) participated in hearings held by the National Conference of Insurance Legislators (NCOIL) in New Orleans, Louisiana relative to a proposed model act on airbag fraud and being entertained by the NCOIL Property and Casualty committee.

SCRS had previously provided testimony in opposition to the model at the summer NCOIL meeting held in Philadelphia, Pennsylvania, and has since been involved in at least seven interim conference calls with legislators held on both this particular model act, and another that addresses both aftermarket crash parts and steering. NCOIL model acts are developed

and passed by NCOIL, and then made available for individual state's legislators to consider for adoption within their own legislative sessions.

In the most recent November meeting, SCRS' testimony of opposition, delivered by Executive Director Aaron Schulenburg, was paired with similar opposing testimonials from the Alliance of Auto Manufacturers (AAM), the Association of International Auto Manufacturers (AIAM) and various individuals representing automakers such as BMW and GM. The opposition was not against direct notification to the consumer, or more thorough documentation as

### SCRS Continues Delivery of Educational Seminar Offerings Across the United States

The Society of Collision Repair Specialists (SCRS) has announced dates for the first two appearances of SCRS seminars being offered by the association in 2010.

The first series will be a continuation of the 8-hour intensive training program entitled "Improving Workshop Efficiency," which was previously delivered in the Atlanta, Seattle and Los Angeles markets in 2009. Instructor Steve Feltovich provided the participants with a very focused understanding of the history of lean production and specifically the application of the process of continual improvement within collision repair facilities. The course includes such topics as running the shop more efficiently and effectively, raising output quality while lowering operating costs, capturing more market share through continuous improvement, maximizing production and profit opportunities, and developing systems and processes for assuring greater customer loyalty.

"Having attended numerous seminars and educational opportunities regarding continual improvement in shop efficiency, I can easily state that this course was perhaps the most concise, well delivered, and powerfully thought provoking presentations I have seen on the subject matter," shared Steve Morris, Chief Operating Officer for Holmes Body Shop in California. "I attended with two of my employees, and have already made the commitment to my business that if this offering from SCRS comes back to the California market, I will make sure all 7 of my shop managers are there to take in the tremendous information offered."

SCRS has partnered with Sherwin-Williams, ALLDATA Collision Connect, and Summit Software as key sponsors in the event and will be bringing the next class, co-hosted by Alliance of Automotive Service Providers of New Jersey (AASP/NJ) held in **Clark, New Jersey** on **January 20<sup>th</sup>, 2010**. In addition to the course content, attendees of the class will receive 15 credits towards their Automotive Management Institute (AMI) accreditation.

SCRS is also adding another seminar series to their roster, entitled "Profiting From Control," and instructed by longtime industry veteran Jeff Hendler. This 8-hour seminar looks at opportunities and processes to allow today's shop owner to regain control of their business, and leading to better management techniques, better trained and more satisfied employees, and better more productive businesses. This series really teaches about implementing strategies to find greater success.

SCRS and the Auto Body and Painting Association of Hawaii (ABPAH) will be co-hosting this event in **Honolulu**,

**Hawaii** on **February 20<sup>th</sup>, 2010**, and the seminar will run from 8:45 a.m. until 4:30 p.m. Interested parties are encouraged to register early because space is limited.

"Providing educational opportunities and offerings to the industry will continue to be a focus for SCRS in 2010," stated SCRS Executive Director Aaron Schulenburg. "We have received tremendous feedback from the participants of the classes we have already provided, and have every intention to build upon that momentum. Staying motivated and focused on improving your business and service offerings can be challenging in the face of the pressures that our members experience every day. For SCRS to provide opportunities to step out of the four walls of the shop and get a renewed motivation through education, delivers exactly the type of information and forum that many of our members hunger for; and further serves our mission to educate, inform, and represent the collision repair professional in all aspects of the industry.

SCRS will be adding additional course dates periodically and we encourage you to visit our website, [www.scrs.com](http://www.scrs.com), for updates on educational programs being offered near you. Registration forms for the current seminars can be found on the SCRS website, or for more information about any of these events, please contact the SCRS office at [info@scrs.com](mailto:info@scrs.com).

## REGISTER NOW

### Improving Workshop Efficiency

January 20<sup>th</sup> in Clark, NJ

Co-hosted by the Alliance of Automotive Service Providers of NJ (AASP/NJ)

Click Link: <http://www.scrs.com/pdf/Lean%20Workshop%20Registration%20Form%20-%20NJ.pdf>

### Profiting From Control

February 20<sup>th</sup> in Honolulu, HI

Co-hosted by the Auto Body & Paint Association of HI (ABPAH)

Click Link: <http://www.scrs.com/pdf/PFC%20Workshop%20Registration%20Form%20-%20Hawaii%20Version%202.pdf>

### SCRS, MABA and AASP Address Paint Material Pricing Concern With Mitchell

Body and refinish materials represent a significant and continually growing component in the overall cost of an auto body repair; therefore, it is critically important that the cost-accounting of these materials be as accurate as practically possible. The “refinish calculators” presently available from several vendors, with new offerings presently under development, offer the potential for more detailed and accurate calculations of these costs compared with the “dollars times refinish hours” approach that has been prevalent in the United States for several decades now. Two of the primary reasons that these refinish calculators claim increased accuracy is because they a) factor in cost variations that may be present relative the specific color (paint code) in use, and b) their pricing is regularly updated to reflect the most current paint manufacturer pricing.

The Mitchell Refinish Materials Calculator (RMC) is one such product. Beginning in the year 2006, and in parallel with significantly rising petroleum costs, the auto body industry experienced significant increases in the cost of paint and paint-related materials. During this same time period, some individual RMC end-users began to experience what they perceived as an apparent disconnect between published paint manufacturer price increases and the accompanying RMC calculation increases. *In simple terms, it appears to the product users that suggested refinisher paint costs have increased in price at a pace that significantly exceeds the frequency and amount of the increases reflected in the periodic RMC data updates.* These RMC end

-users, through their affiliations with national and regional trade associations, took it upon themselves to investigate the matter further. The trade associations involved in addressing the concerns are the Massachusetts Auto Body Associations (MABA), the Society of Collision Repair Specialists (SCRS), and the Alliance of Automotive Service Providers (AASP).

Beginning in 2008, the above three associations began to jointly and formally interact with Mitchell on this issue. Our objectives were clear and focused:

1. We sought a better understanding of the intended relationship between RMC calculations and “suggested cost to refinisher” pricing.
2. We sought an explanation of what we saw as a disparity between RMC calculations and the rising material costs.

If the investigation revealed errors in RMC calculations and/or process, we sought reasonable disclosure to RMC end-users and a prompt and reasonable process toward correction, if warranted.

From October 2008 to the present, there have been several interactions with Mitchell in an effort on our part to accomplish the above three objectives. These interactions have included written communications, numerous conference calls, as well as a face-to-face meeting at Mitchell’s San Diego headquarters. Early on within this process, we concluded that an audit of RMC data, in direct parallel with a compilation of paint manufacturer pricing data, was the most clear and direct approach to either identifying any exist-

ing issues or to clarifying any data misinterpretations that may have existed on our part. Mitchell agreed to this audit and furthermore agreed to have the results of this exercise be shared transparently both with our trade associations and with the industry at large.

Unfortunately, we are disappointed that through all the efforts over the last year and a half, we do not feel as if much progress has been made toward achieving our three main objectives. At the association level, we find ourselves frustrated, but more importantly obligated at this point in time to share with our membership the issues we have identified and our efforts at resolving them. While Mitchell has stated that they remain committed to interacting with our trade association representatives, we must frankly convey our frustration at the overall process and lack of conclusion. Mitchell seemingly does not share our concern or sense of urgency in this matter based on the fact that after all this time they have not addressed our concerns in a manner that we feel satisfies our obligation to our members and our industry.

We are committed to both work with Mitchell towards the above stated goals, and to continue to report back to the industry with the results of this effort. While one might conclude that a refinish calculator is of lesser significance than an estimating platform, we contend that the concept and need for the greatest practical level of data accuracy applies equally to both product types.

### RI Clarifies Definition of Insurer Interference in Steering Case

**Allstate fined \$5000 for unfair business practices. State authority clarifies the kind of activities that are considered interference with a customer's choice of shop.**

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Allstate was found to be in violation of Rhode Island's unfair business practices laws after a hearing before the Department of Business Regulation (DBR) Insurance Division determined that the insurer not only failed to inform a claimant of his right to select his own collision repair facility, but later interfered with his choice of repair facility.

Under Rhode Island law, insurers are prohibited from ". . .interfering with the insured's or claimant's free choice of repair facility." The problem with a prohibition like this lies in the definition of the word interfere. What exactly does it mean to interfere with a consumer's choice of repair facility?

In a November 20, 2009 decision adopted by the DBR, the department tackled the definition of interference with regard to customer choice, and shed some light on its interpretation of the Rhode Island law.

The DBR determined that the intent of the legislature is that insurers not undertake actions that "hamper" repair by the shop of the customers' choice. In other words, without a legitimate business reason, an insurer may not take actions which make it more difficult to have the repair done at a non-DRP shop.

The department allowed for certain legitimate business delays involved when the consumer selects a shop outside the insurer's network (for instance, the insurer may need to schedule a special appointment to inspect the damage). However, the department ruled that a violation occurs when the insurer takes an action or sets up a procedure with no legitimate business purpose that makes getting the repair done at an independent shop more difficult.

In the case before the department, Providence Autobody v. Allstate Insurance Company, Allstate insisted on speaking to the customer, (a third party claimant) before even starting to

make arrangements with Providence. The DBR questioned why Allstate could not have made arrangements with the shop for the appraisal concurrent with contacting the claimant- especially since they had already confirmed liability by speaking to their own insured.

Once Allstate reached the claimant, their representative put him on hold to determine whether his choice of shop was "approved." The DBR noted that the Allstate rep could have checked the "status" of that shop at any time during the previous week in preparation for the call. However, she did not do so, kept the consumer on hold while she checked and then stated that the shop was not "approved" without any explanation.

Once Allstate spoke to the vehicle owner, it took another eight days to schedule the appraisal and an additional seven days for the appraisal to actually occur. The DBR noted that Allstate did not present any evidence showing a reasonable explanation for these delays. In fact, the only evidence at all on this issue was Allstate's statement that the shop chosen by the vehicle owner was a facility which required an "appointment" to inspect a vehicle. The DBR said it found this explanation particularly interesting considering that in previous testimony, the Allstate rep had said she knew nothing about this shop prior to this claim.

The hearing also investigated a specific complaint of steering against Allstate in this case. Rhode Island law states, "Once the insured or claimant has advised the insurer that an auto body repair shop has been selected, the insurer may not recommend that a different auto body repair shop be selected to repair the automobile."

Allstate's position was that since its representative "did not identify another shop by name" and did not recommend or refer the customer to any other specific shop, the statute could not have been violated.

The DBR responded, "This means

that discussion of an insurer's drive in claim center and/or a direct repair program is not in and of itself an indication of steering. However, when the customer indicates that he does not need or want that information, as [the customer] did here, the conversation must stop. The customer has the right to simply choose a shop and have the shop "handle" the repair, as [the customer] appears to have intended in this case.

In the end, the DBR found that Allstate took a number of actions which made it much more difficult for the vehicle owner to have his vehicle repaired at the shop of his choice, and it is the combination of all of these actions which leads to the violation.

These actions are (1) delayed arrangements for repair of the vehicle until she could locate and speak to the claimant; (2) placed the insured on hold while she determined whether PAB was an "approved" shop when she had plenty of time to make that determination before placing the call; (3) told the claimant that PAB was not "approved" without explanation (4) suggested that the claimant take his vehicle to a drive in claim center after he had informed her that he wanted his repair done at PAB and (5) delayed another fifteen days before the appraisal was completed. These actions taken together constitute "interfering" with the claimant's free choice of repair facility and are prohibited by law.

On November 20, Allstate was found to have violated R.I. Gen. Laws § 27-29-4 (15) by interfering with the consumers' free choice of repair facility. The insurer was ordered to cease and desist from engaging in any activities that violate R.I. Gen. Laws § 27-29-4(15) and was fined \$5,000.

Download the decision: <http://www.collisionweek.com/cw/graphics/2009-RI-DBR-Decision-Providence.v.Allstate.pdf>

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**Steering Case**

The following is excerpted from the list of prohibitions under

R.I. General Laws 27-29-4(15)

Requiring that repairs be made to an automobile at a specified auto body repair shop or interfering with the insured's or claimant's free choice of repair facility. The insured or claimant shall be promptly informed by the insurer of his or her free choice in the selection of an auto body repair shop. Once the insured or claimant has advised the insurer that an auto body repair shop has been selected, the insurer may not recommend that a different auto body repair shop be selected to repair the automobile. An auto body repair shop may file a complaint with the department of business regulation alleging a violation of this subdivision (15). Whenever the department of business regulation has reason to believe that an insurer has violated this subdivision (15), the department shall conduct an investigation and may convene a hearing. A complaint filed by an auto body repair shop must be accompanied by a statement written and signed by the insured or claimant setting forth the factual basis of the complaint, and the insured or claimant must voluntarily appear and testify at any administrative proceed-



Remember to visit the "Members Only" section of the SCRS website to view new postings on industry issues. Obtain login information from Linda in the Administration Office. Phone: 1-877-841-0660 or email [info@scrs.com](mailto:info@scrs.com).

## Minnesota Fines GEICO Over Collision Repair Claims Payments

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The Alliance of Automotive Service Providers, Minnesota (AASP-MN) announced that the Minnesota Commissioner of Commerce, Glenn Wilson, has issued a Consent Order to GEICO Insurance Company alleging that the company violated Minnesota law when it paid an alleged "prevailing rate" to Minnesota body shops that was less than the total charged by the body shops resulting in consumers paying claim amounts out-of-pocket that should have been paid by the insurer.

The Order cited Minn. Stat. 72A.201, subdivision 6(2) (a) (2008), which requires insurers to "pay all costs for the satisfactory repair to the insured's or claimant's vehicles." For the violation, GEICO was ordered to pay a civil penalty of \$30,000 and to cease and desist from any further violations of the Statute. In addition, the Commissioner also ordered GEICO to contact insureds or claimants referenced in the Order and provide reimbursement for the amount they were required to pay out-of-pocket to body shops.

GEICO agreed to informal disposition of the matter without a hearing and accepted the terms of the Consent Order.

The Department took similar action against AIG in December of 2007. In both cases, the investigations were advanced by unfair claims practice reports submitted by the Alliance of Automotive Service Providers, Minnesota (AASP-MN). The Association encourages its members to document cases of improper insurance company practices on an ongoing basis and, in the case of short pays, urges its members to stop absorbing these costs and to inform their customers that they will be responsible for their insurance company's failure to pay reasonable costs.

"We are very pleased by the Department's action," said Judell Anderson, AASP-MN Executive Director. "This sends a strong message to all insurers that they must play by the rules or be held accountable. It should also motivate repairers to be more proactive in their reporting and documentation of unfair insurer practices. It's not enough to just complain, shops have to take action," Anderson added.

## AFFILIATE HAPPENINGS

### WMABA Announces New Richmond Chapter

The Washington Metropolitan Auto Body Association (WMABA) is proud to announce its first chapter with the creation of the Richmond Chapter. The development of the chapter came through the discussions held at the Meet-N-Greet meetings WMABA has been holding in the area during recent months to gain further participation and interest by the local repairers.

The unanimous vote, taken by all the repairer participants at the September 23<sup>rd</sup> meeting at Bruce's Super Body Shop in Richmond, shows how much they wanted this chapter to happen. The association knows that the key to having strength in moving forward is growing the number of repairers that attend and get involved.

"Richmond has needed community amongst the shops for quite some time," remarked Ben Gibson, owner of Harrison Body Works in Richmond. "WMABA

brings a great amount of credibility to the Northern Virginia market, and now we'll have it in Richmond and should be able to make great strides with their help. We hope all of the Richmond shops will rally around the causes of the industry through this effort, so we can make a real difference."

The new chapter held a meeting on November 10<sup>th</sup> at Dominion Auto Group in Richmond, VA to discuss their governing structure and what initiatives they would like to address during future meetings.

"We had many current members of the association asking us to bring more awareness and education to the shops here," commented WMABA executive director Jordan Hendler. "WMABA is excited that the recent addition of the Richmond Chapter will spur other areas to get together with the same purpose in mind, such as in the Norfolk/Hampton or Bal-

timore areas. This grows the membership base as well as strengthens the relationships that repairers have amongst each other in that region. Where there is strength in numbers, there is unity on some of the major issues that they face daily."

If you have interest in attending any future chapter meetings, go to <http://www.wmaba.com> and view the meeting information on the Calendar page or call the WMABA office at (804) 789-9649.

The WMABA is a regional collision industry association, currently covering the areas of Maryland, Virginia, and Washington DC whose mission is to serve the best interests of collision repairers through leadership, education and initiatives that strengthen the professionalism and business conditions for the professional collision repairer. If you would like to find out more information about WMABA and its activities, you can contact Executive Director Jordan Hendler (Phone: 804-789-9649 or Email: [jordanhendler@wmaba.com](mailto:jordanhendler@wmaba.com)) or visit its website at: <http://www.wmaba.com>

### CAA Rallies Members to Contest Non-Compliant Labor Rate Surveys

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The California Autobody Association (CAA) said it is considering petitioning the California Department of Insurance (CDI) regarding at least two insurers' labor rate surveys that CAA believes do not comply with current regulations.

CAA maintains that if an insurer does not have a compliant labor rate survey on file with the Department, the insurer has no basis to lower the shop's labor rate when exercising their legal option to reasonably adjust the shop's esti-

mate. CAA believes that if an insurer files a labor rate that is not compliant with current regulations, the insurer does not actually have a survey on file, and therefore should be expected to pay the shop's regularly charged retail labor rate.

However, CAA has learned that it is unlikely CDI will take any action unless they receive a substantial number of RFA's (Requests for Assistance) from shops and consumers and the association is now asking its members to file an RFA against those insurers that CAA

believes may have non-compliant surveys on file any time the shop believes their rate has been unreasonably lowered from what they normally charge retail customers.

Shops would not be expected to file RFA's against insurers they have DRP relationships with because DRP shops do not expect retail pricing from their DRP agreements.

The association also feels that by demonstrating how some insurers violate current labor rate survey regulations, they can demonstrate a need for further legislation.

### Successful SCRS Affiliate Builds on Momentum and Establishes New Chapter

by Georgia Thorson

The Tennessee Collision Repairers Association (TCRA) is growing! TCRA currently has two chapters - the original West Tennessee chapter, serving the Memphis and Jackson areas since 2006 - and the new Mid-Tennessee chapter, which covers Nashville and the surrounding area. The current objective of the organization is to create a unified interest for expansion, with a goal to open a third chapter in east Tennessee during 2010. Certainly, the successful pattern used to open the first two chapters will be utilized for expanding into other areas.

TCRA is divided into 3 basic segments: board of directors, sponsors, and members. The board of directors consists of a core group of dedicated industry leaders. Both TCRA chapters have local officers, as well as recently elected state officers and members-at-large. Sponsors come from all areas of the collision and refinish industry, namely - parts suppliers, PBE suppliers, car rental companies, and tool & equipment suppliers. They provide meals for meetings, arrange speakers, and help promote meetings and events. General members are primarily made up of body shops and affiliated busi-

nesses.

Originally, the association had difficulty getting started, due to an earlier Tennessee organization that violated anti-trust laws. As a result, area businesses were hesitant to participate in any group that appeared to be similar. In spite of the earlier debacle, the TCRA group decided to press ahead with ethical tenacity. They did the necessary legal work to obtain non-profit status, and became affiliated with SCRS. Great care has been taken in TCRA to exclude collusion or any appearance of price fixing.

During the time TCRA was chartered, a local PBE jobber held a training session and dinner that was attended by approximately 14 area shops. This event turned out to be a perfect opportunity to promote TCRA. Two weeks later, approximately 50 people attended the first ever TCRA meeting. Since then, average meeting attendance is about 25 people. The meetings are held at the same time and place every month in a convenient location. They are open to the public and guests are invited to attend. There is no charge for the regular monthly meetings and a casual dinner is typically supplied through the courtesy of a TCRA corporate sponsor. Guest speak-

ers are frequently arranged to provide brief and informative presentations.

The success of TCRA is due to 7 major factors: 1.) The dedication of leadership; 2.) The support of faithful corporate sponsors; 3.) The ongoing recruitment of members; 4.) The promotion of regular monthly meetings; 5.) The quality of meeting content; 6.) The caliber of speakers; and 7.) The camaraderie offered by getting together with other professionals in the same industry. This last aspect is probably the most crucial factor toward success, because barriers must be removed that normally separate professionals from their competitors. *There is no power in disenfranchisement.* Through the establishment of TCRA, friendships have been created and new levels of trust have been established. This is necessary to accomplish the organization's primary goal, which is to become a viable state-wide force that obtains positive results for the collision industry in Tennessee.

Becoming successful at opening multiple chapters is crucial to TCRA. Once an affiliation like TCRA is spread across the state, it can impact legislation that will eventually affect business. This may be far from where things stand today, but it's not nearly as distant as it used to be.

## MORE AFFILIATE HAPPENINGS

### Georgia Collision Industry Association Teams Up with EPA

*Reprinted with permission of CollisionWeek (www.collisionweek.com)*

The Georgia Collision Industry Association (GCIA) teamed up with the Georgia Small Business Environmental Assistance Program this week to assist shops in their efforts to comply with the new rule passed by the U.S. Environmental Protection Agency (EPA).

Just prior to its November regular meeting on Thursday morning, the association offered painters the chance to take a two hour training course for compliance with the new Area Source Rule for Paint Stripping and Miscellaneous Surface Coating Operations.

The course offered painters a background on Federal Air Emis-

sions Regulations as well as details on compliance with the new rule (40 CFR 63, Subpart HHHHHH). Along with the painter training, shops were offered the opportunity to fill out the initial notification paperwork required to be submitted to the EPA by January 10 in order to be in compliance with the new paint rule.

"The painter certification class went very well. We had 28 people show up for the class," said GCIA Executive Director Howard Batchelor. "We definitely plan on hosting several more of the certification classes next year."

Following the training session, the association held a lunch meeting

hosted by Sports & Imports in Duluth, Georgia. At the meeting, the association approved funds for the fourth annual GCIA labor rate survey and an Insurer Rating survey. "We are going to move forward quickly with the insurer survey and hope to complete this by the end of the year," said Batchelor.

"The GCIA members also approved funds to host a two-day collision industry event," Batchelor reported. "The event will include Toby Chess's Extrication program, a trade show, EPA Certification, I-CAR classes and a waterborne seminar. We are trying to coordinate this around CIC in Atlanta in April."

### AASP/NJ Plans Online Promotion for NORTHEAST Show, Rockland Lawsuit Clears

The Alliance of Automotive Service Providers of New Jersey (AASP/NJ) said it is now free to aggressively market its signature tradeshow event, NORTHEAST 2010. The association also said it will be taking a unique approach to the event by adding an Internet-based media campaign.

Along with traditional marketing including print and direct mail, AASP/NJ plans to market NORTHEAST 2010 through social networks such as Twitter, Facebook and Myspace, a new approach that the association feels will bring many new attendees to the event. "We have always had a lot of success with traditional marketing," newly elected AASP/NJ President Jeff McDowell said from his shop in Fords, NJ. "But we live in an ever-changing world and although we plan to continue to send out mailers as well as promote the show in industry publications, we are now looking to take advantage of the technology that the Internet provides in order to promote the show to its fullest capacity."

Another reason for the association's optimism is that legal disputes over the show's future have been settled in the association's favor. AASP/NJ said it can now give complete assurance about going forward with NORTHEAST 2010 free of its former manager's contract claims following a November 5, 2009 Federal Court decision. The Court granted partial summary judgment in favor of AASP/NJ, ruling that NORTHEAST 2010 is not subject to a terminated management contract and AASP/NJ has no future contractual obligations to Rockland Exposition.

McDowell said, "NORTHEAST 2010 can now go forward at our new Meadowlands venue, using aggressive marketing to deliver great value to our exhibitors and attendees along with some excitement. Last year was great; this year's 33rd NORTHEAST 2010 will be even better."

With many industry professionals looking to save money in a down economy, NORTHEAST 2010 is preparing for a record-setting turnout. "We realize that a lot of people don't have the

budget to travel across the country to attend educational, motivational and compliance seminars, or to see new products that will make their businesses more profitable," McDowell said. "That's why NORTHEAST 2010 provides a perfect opportunity for any automotive repairer from Maine to Virginia to travel a relatively short distance and get everything they need in order to survive and succeed in our business. Our challenge is to get our information to them. And we will accomplish that through every possible form of marketing available."

The NORTHEAST 2010 automotive repair trade show will take place March 19-21, 2010 at the Meadowlands Exposition Center (MEC) in Secaucus, NJ.

Over 200 exhibitors and 350 booths are expected at NORTHEAST 2010 at the Meadowlands. The seminar agenda will be highlighted by the Society of Collision Repair Specialists (SCRS)/AASP/NJ-hosted East Coast Resolution Forum, as well as several training courses, I-CAR classes and other special events.

For more information visit [www.aaspnjnortheast.com](http://www.aaspnjnortheast.com).

## 2009–2010 BOARD OF DIRECTORS

(Visit [www.scrs.com](http://www.scrs.com) for contact information)

### Executive Committee



**Barry Dorn**  
Chairman



**Dan Bailey**  
Vice Chairman



**Aaron Clark**  
Secretary



**Craig Griffin**  
Treasurer



**Rollie Benjamin**  
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**Gary Wano, Jr.**  
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**Luis Alonso**



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**Steve Regan**



**Andy Dingman**

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**Aaron Schulenburg**



**Jeff Hendler**



**Linda Atkins**

## MORE INDUSTRY NEWS

### DEG Surpasses 1900 Inquiries

The Database Enhancement Gateway (DEG) announced that it has now processed more than 1900 inquiries - an indication of its early success as it nears its second full year in existence.

"The DEG has proven to be an invaluable asset to the collision repair industry as a whole," commented Barry Dorn DEG Joint Operating Committee member. "The DEG continues to prove its ability to successfully assist collision repair estimating end users in their quest for accurate collision repair data. The DEG provides a standardized, quick and easy forum for the collision repair industry to communicate with each of the three major information providers to process data related inquiries."

"When the three major collision repair trade associations, ASA, AASP, and SCRS joined together to create the DEG, which was an extension of March Taylor's efforts prior to the creation of the DEG, we envisioned a service that would inspire collision repair professionals around the country to step up and get involved in the solution." said Lou DiLisio. "There is still a lot of work to be done but the fact that the DEG has received more than 1900 database inquiries to date is a very clear sign the collision repair industry has embraced the DEG and the results speak for themselves."

"I've been impressed by the level of commitment I've seen from each of the information providers; (Audatex, CCC / Motor, Mitchell) there is a very clear message of commitment toward improving the accuracy of the data each of them provide," stated Bud Center Jr., DEG Administrator. "I have seen example

after example of the information providers taking the feedback provided in the DEG Inquiries and then working diligently to provide a timely response with accurate data being the common end goal."

"The success of the DEG relies heavily on the support of the collision repair industry," said Darrell Amberson, another DEG Joint Operating Committee member. "In order for the DEG to grow and continue to provide this invaluable service to the collision repair industry we all need to ensure we are doing our part. We need to make sure we are submitting an inquiry to the DEG any time we see inaccurate data in any of the collision estimating databases. In addition, we need to spread the word to all of our collision industry peers about the tremendous progress we are making with the assistance of the DEG."

In keeping with tradition, the DEG and the Joint Operating Committee recognized two individuals who have shown their commitment to improving the accuracy of collision repair data through their continued submission of DEG inquiries. The DEG expressed its gratitude to Michael Ferrucci, Appraiser, Ray's Carstar Auto Body in Bristol, CT and John Ritter, General Manager, Highland AutoStar Collision Center in St.Paul, MN for their individual efforts to improve database accuracy.

The DEG was created by the Automotive Service Association (ASA), the Alliance of Automotive Service Providers (AASP) and the Society of Collision Repair Specialists (SCRS).

Visit the DEG online at [www.degweb.org](http://www.degweb.org)

Continued from Page 1 –

### EPA Deadline Fast Approaching

#### Motor Vehicle/Mobile Equipment/Miscellaneous Surface Coating Operations

- Train/certify all painters on spray gun equipment selection, spray techniques, maintenance, and environmental compliance (consult 73 FR 1738, pg. 1762, section 63.11173(f)(2)(i)-(iv)).
- Install/operate filter technology on all spray booths/stations/enclosures to achieve at least 98% capture efficiency.
- Spray booths/stations used to refinish complete motor vehicles or mobile equipment must be fully enclosed and ventilated at negative pressure or up to 0.05 inches water gauge positive pressure for booths that have seals on all doors and other openings and an automatic pressure balancing system.
- Spray booths/stations used to coat miscellaneous parts or products or vehicle subassemblies must have a full roof, at least three complete walls or side curtains, and ventilated so that air is drawn into the booth.
- Spray-applied coatings must be applied with a high volume, low pressure (HVLP) spray gun, electrostatic application, airless or air-assisted airless spray gun, or an equivalent technology.
- Paint spray gun cleaning must be done so that an atomized mist or spray of the cleaning solvent is not created outside a container that collects used gun cleaning solvent.
- Train and certify all personnel who spray apply surface coatings no later than 180 days after hiring or by July 7, 2008 (new sources) or by January 10, 2011 (existing sources).

Once compliant, each shop must maintain a compliance file accessible for inspection. Such file should include the following documents:

- Copies of Notifications submitted to EPA.
- Painter training certifications.
- Spray booth filter efficiency documentation.
- Spray gun transfer efficiency.
- MeCl content information such as MSDS.
- Annual usage of MeCl for paint stripping, and written MeCl minimization plan if annual usage > 1 ton per year.
- Deviation and corrective action documentation.

An annual notification of changes report is then required to be filed each calendar year in the event any reportable changes occur.

To obtain further information and assistance in complying with this rule, contact the following sources:

U.S. Environmental Protection Agency (EPA) - Technology Transfer Network Air Toxics Web Site:  
<http://www.epa.gov/ttn/atw/area/arearules.html>

EPA State Contacts: [http://www.epa.gov/ttn/atw/area/table\\_state\\_contacts.doc](http://www.epa.gov/ttn/atw/area/table_state_contacts.doc)

The National Association of Clean Air Agencies (NACAA) - U.S. Agency Contacts (State Air Quality Division):  
<http://www.4cleanair.org/contactUsaLevel.asp>

Your State Small Business Environmental Assistance Program

Continued from Page 3 —

### SCRS Effectively Minimizes Negative Ramifications of NCOIL Model Act

outlined in the model; but was specifically over the perception that the model may legitimize the use of salvaged airbags by describing a proper process to follow if they are used in the repair process.

It was also conveyed that the industries hold a tremendous amount of concern over the safety for the consumer and liability for the repair facilities that is tied to the use of salvaged airbags, a currently uncommon practice in collision repair facilities. In addition, the testimony offered by SCRS discussed concerns of the “unintended consequences” the model may have, which could generate a more widespread use of airbags, opening the door for insurers to specify these parts in claims settlement, which was seemingly legitimized through the original language in the model.

The preliminary hearing was held on Thursday, November 19th with a vote held on Saturday, November 21<sup>st</sup>. After the preliminary hearing, SCRS offered an interim update via email to its affiliate associations urging the state affiliates and its members to immediately start on a grassroots outreach to the state legislators who were in attendance at the meeting, and strongly urge to oppose the model act as written.

“I am proud of the efforts from those ‘back home’ in our industry,” stated Schulenburg. “I had numerous representatives of the legislature serving on the NCOIL committee comment to me on how many calls and emails they received from SCRS members and collision repair facilities on Friday. It was very obvious that the direct communication from our industry to the legislators from the district level was impactful and effective in their votes on Saturday. Our industry’s voice was heard, and the concerns expressed certainly played a large role in improving the outcome.”

After much lobbying and discussion with the representatives, the opposing parties, including SCRS, supported an amendment offered by Kentucky Representative Steve Riggs which added that, ***“any person who installs a salvaged airbag in a vehicle shall apply a permanent, durable label that clearly states that the vehicle contains a salvaged airbag. Such label must be permanently installed on the dashboard of the vehicle. Any person who removes such a label shall be guilty of a criminal offense.”***

“We appreciate the support from Representative Riggs and all those who voted in favor of including this amendment in the

model,” added SCRS Chairman Barry Dorn. “This one amendment reduces the negative impact we felt the bill had the potential to unleash, and ensures that any consumer who owns or enters the vehicle, now or in the future, is aware of the presence of salvaged airbags and can make informed decisions due to that very visible information.”

Schulenburg concluded, “it is obvious that there are many entities pulling at the state level legislators in attendance at NCOIL, but we are fortunate they are willing to listen to, and act upon, reason. It is important for our industry to have a strong and unwavering voice present as decisions that impact our industry our made; a voice that represents the best interest of those who continue to pick the tools up and fix the car the right way without compromise, and I am glad that SCRS could be involved on behalf of our members in this capacity.”





# Member Benefits

Society Of Collision Repair Specialists





# 2009 Benefits Resources

SCRS recognizes the challenges of running a business in today's environment and are working actively on behalf of our members to provide a growing portfolio of benefit programs that will truly enhance the successful operation of your business. We hope that you take advantage of these SCRS endorsed member benefits and discount programs.



**Provided by Siriani & Assoc. Inc.** (<http://www.siriani.com/scrsinfo.html>)

- Discounted shipping costs for SCRS members on inbound, outbound, small package, less-than-truckload, domestic and international.
- No commitments
- Great savings!



**Provided by First National Merchant Solutions**

**Contact Craig Raridon via email at [craridon@fnni.com](mailto:craridon@fnni.com)**

**Phone: 402-981-3232**

- Rates customized & based on the collective buying power of 6000 affiliated and direct members of SCRS.
- Discounted SCRS Member negotiated rates as low as 1.25%.
- Pin-based debit lowers costs of accepting debit/check card types (swiped vs. pin-based).
- The SCRS program provides full disclosure and clarity to Visa and MasterCard interchange rates.
- Receive a side-by-side cost analysis from a direct, in-house processor that has been providing payment solutions since 1953.



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**Contact Craig Raridon via email at [craridon@fnni.com](mailto:craridon@fnni.com)**

**Phone: 402-981-3232**

- Check Verification & Guarantee Service to reduce and eliminate risk of non-sufficient funds checks.

## Have you heard the news?

The DEG has now helped collision repair professionals around the county successfully process more than 1,900 database related inquiries!

What if someone told you there was a FREE service, founded by the AASP, ASA, and SCRS that could help you improve the efficiency and profitability of your business; would you use it?



Have you ever been writing a collision repair estimate and found a part shown in the illustration but there was no part price or labor allowance?

How about a labor operation that based on your experience and visual inspection of the repair just doesn't seem correct?

If you answered "YES" to any of these questions you need to [check out the DEG](#).

The DEG is an absolutely free service for collision repair estimating system users focused on improving the accuracy of collision data.

## User Comments

Hi Bud,

This is great news and thank you for your diligent follow-up on this request!

Thank you to the DEG for this outstanding platform ... so often our voice is not heard in this industry and the DEG has provided an outlet that not only helps our individual shop but the entire industry. It also empowers shop owners to stop complaining and take action to better our industry.

Best wishes,

Carol Bonnarens

**CARSTAR Collision Auto Repair**

## Recently Resolved DEG Inquiries

### Example #1

Issue Summary (Frame Rail Ext) —The current database allows 0.5 labor each (total 1.0) to replace both parts after overlap deductions for removal of the front bumper cover and frt bumper reinforcement. This is not sufficient time to replace these plates due to the number of spot welds as required for this procedure.

### Resolution

The PLATE,SIDE MEMBER EXTN labor time has changed from 2.1 hours to 2.6 hours.

The EXTENSION,SIDE MEMBER labor time has changed from 2.6 hours to 5.1 hours.

All times are before option conditioning or overlap considerations.

The changes will appear on the August 2009 release.

### Example #2

### Missing Part

Spare Tire and Jack Carrier Brkts - When selecting the rear floor pan for R&R the current database shows the tire and jack carrier brkts as included operations.

### Resolution

After review, we have determined that the Spare Bracket and Jack Carrier are present in current chapter data. For clarification the following changes have been made:

1. An estimated work time of 0.3 hours has been applied to the Spare Bracket.
2. An estimated work time of 0.4 hours has been applied to the Jack Carrier.

## Sponsoring the DEG

The DEG offers its services to all segments of the collision industry at no cost. We are able to do this based on the funding received from the three major collision repair trade associations, AASP, ASA, and SCRS. In addition, the DEG relies on sponsorship and donations from individuals, groups, corporations and others.

For details regarding sponsorship opportunities, or to make a donation, visit the DEG website and view the [DEG Sponsorship page](#).

### FOUNDING ASSOCIATIONS:



## WELCOME NEW MEMBERS:

### General Members

Stanley Rodman — ABPA  
David Rush — D & M Auto Body  
Lee Amaradio — Faith Quality Autobody, Inc.  
Josh Dumas — NAPA Paint and Supply

### Affiliate Associations

Auto Body Association of Connecticut  
Automotive Service Association of Arizona  
Hamilton District Autobody Repair Assoc.



## PLATINUM MEMBERS:

John Arnold	Danny Bailey	Stacy Bartnik
Erick Bickett	John Borek	Toby Chess
Aaron Clark	Barry Dorn	Craig Griffin
Gene Hamilton	Jeff Hendler	Robert Jones
John Junk	Nick Kostakis	Joel Lofton
Dale Matsumoto	Dave McBroom	Ted McClintic
Ron Reichen	March Taylor	Jim Thompson
Paul Val	Tim Waldren	Gary Wano, Jr.
John/Doug Webb	Dustin Womble	



## CORPORATE MEMBERS:

1-800-Radiator	General Motors Corporation- <i>Service &amp; Parts Operations (SPO)</i>
3M Company- <i>Automotive Trades Division</i>	Gerber Collision & Glass
ABRA Auto Body & Glass	LKQ CORPORATION
Akzo Nobel Coatings Inc.	Mercedes-Benz USA, LLC
ALLDATA LLC	Mitchell International
American Honda Motor Company	MOTOR Information Systems
Audatex, a Solera company	PPG Industries
BASF Corporation	Scene Genesis, Inc.
CAR-O-LINER Company	Sherwin-Williams Automotive Finishes
CARSTAR	THE HERTZ CORPORATION
CCC Information Services, Inc.	Toyota Motor Sales, U.S.A., Inc.
CELETTE, Inc.	TRUE2FORM Collision Repair Centers
CHRYSLER MOTORS, LLC	United Recyclers Group, LLC
DuPont Performance Coatings- <i>DuPont Automotive Finishes</i>	Zurich
<i>Standex North America</i>	
<i>Spies Hecker</i>	
Ford Motor Company- <i>Ford Customer Service Division</i>	

# Best Wishes for a Prosperous New Year!

## BOARD MEETING SCHEDULE

### Tuesday, January 12th

**Palm Springs, California**

**Open Board Meeting 3:00 p.m. — 5:00 p.m.**

Palm Springs Hilton: 1-760-320-6868 (Mention CIC Rate)

### Tuesday, April 13th

**Atlanta, Georgia**

**Open Board Meeting 3:00 p.m. — 5:00 p.m.**

**Annual Meeting & Election 8:00 a.m. — 8:30 a.m.**

Crowne Plaze Ravinia: 1-877-270-1393 (Mention CIC Rate)

### Tuesday, July 20th

**Chicago, Illinois**

**Open Board Meeting 3:00 p.m. — 5:00 p.m.**

Intercontinental Hotel: 1-800-628-2112 (Mention CIC Rate)

### *Mark Your Calendar!*

2010 Affiliate Leadership  
Conference

### **September 22—23**

**Location and details  
to be announced.**



***Society of Collision Repair Specialists***

**REPAIRER BUILT. REPAIRER RUN. REPAIRER DRIVEN.**