

MPS PRESS

YOUR VIRTUAL REFINISH RESOURCE

UPCOMING EVENTS

Event	DAM07 Damage Analysis of Advanced Automotive Systems	Telephone	
Date & Time	August 4, 2011	Event	ADH01 Adhesive Bonding
Location	California State Auto Association Colorado Springs, CO 80919-2218	Date & Time	August 10, 2011
Link	www.i-car.com	Location	Cars Collision XXI Englewood, CO 80112
Telephone		Link	www.i-car.com
Event	Masters: The Nuts and Bolts of Sales and Estimating™	Telephone	
Date & Time	Saturday, August 6, 2011	Event	MEA01 Measuring English
Location	Fairfield, CA	Date & Time	August 10, 2011
Link	www.masters-school.com	Location	M & M Auto Reconditioning Inc. Aurora, CO 80011-8002
Telephone	800-563-1883	Link	www.i-car.com
Event	PLA03 Plastic & Composite Repair	Telephone	
Date & Time	August 8, 2011	Event	DuPont™ Refinish Cromax®
Location	Cars Collision XXI Englewood, CO 80112	Date & Time	Pro Refinisher Certification August 11 - 12, 2011
Link	www.i-car.com	Location	Pomona, CA
Telephone		Link	www.pc.dupont.com/dpc/en/US/html/visitor/b/dr/s/training/home.html
Event	STA01 Cosmetic Straightening Aluminum Spanish	Telephone	
Date & Time	August 8, 2011	Event	ELE01 Electrical Circuits & DVOM Usage
Location	Addison Auto Repair & Body Shop Denver, CO 80222-4817	Date & Time	August 15, 2011
Link	www.i-car.com	Location	Cars Collision XXI Englewood, CO 80112
Telephone		Link	www.i-car.com
Event	DuPont™ Refinish Cromax® Pro Refinisher Certification	Telephone	
Date & Time	August 8 - 9, 2011	Event	DAM03 Mechanical Systems Analysis English
Location	Pomona, CA	Date & Time	August 15, 2011
Link	www.pc.dupont.com/dpc/en/US/html/visitor/b/dr/s/training/home.html	Location	Addison Auto Repair & Body Shop Denver, CO 80222-4817
Telephone		Link	www.i-car.com
Event	GLA02 Stationary Glass	Telephone	
Date & Time	August 9, 2011	Event	DAM04 Restraints, Interior, Glass, Side & Rear Impact Analysis
Location	Cars Collision XXI Englewood, CO 80112	Date & Time	August 16, 2011
Link	www.i-car.com		

Location	Phil Long Collision Repair Center Colorado Springs, CO 80907	Event	REF01 Refinishing Equipment & VOC Regulations
Link	www.i-car.com	Date & Time	August 22, 2011
Telephone		Location	Cars Collision XXI Englewood, CO 80112
Event	DuPont™ Refinish Chroma System™ Refinisher Certification	Link	www.i-car.com
Date & Time	August 16 - 18, 2011	Telephone	
Location	Pomona, CA	Event	MEA01 Measuring Spanish
Link	www.pc.dupont.com/dpc/en/US/html/visitor/b/dr/s/training/home.html	Date & Time	August 22, 2011
Telephone		Location	Addison Auto Repair & Body Shop Denver, CO 80222-4817
Event	FCR01 Fundamentals of Collision Repair English	Link	www.i-car.com
Date & Time	August 17, 2011	Telephone	
Location	Warren Technical Center Lakewood, CO 80228-1256	Event	DAM08 Advanced Material Damage Analysis English
Link	www.i-car.com	Date & Time	August 23, 2011
Telephone		Location	Phil Long Collision Repair Center Colorado Springs, CO 80907
Event	WCS04 Squeeze-Type Resistance Spot Welding English	Link	www.i-car.com
Date & Time	August 17, 2011	Telephone	
Location	M & M Auto Reconditioning Inc. Aurora, CO 80011-8002	Event	REF02 Surface Preparation & Masking
Link	www.i-car.com	Date & Time	August 23, 2011
Telephone		Location	Cars Collision XXI Englewood, CO 80112
Event	DPS- Lean Foundations Workshop - Ron Kuehn	Link	www.i-car.com
Date & Time	Wednesday, August 17, 2011	Telephone	
Location	Rancho Cucamonga, CA	Event	DuPont™ Refinish Cromax® Pro Refinisher Certification
Link	http://www.pc.dupont.com/dpc/en/US/html/visitor/common/pdfs/dps/North_American_Training_Calendar_071811.pdf	Date & Time	August 24 - 25, 2011
Telephone	608-395-3479	Location	Pomona, CA
Event	DAM08 Advanced Material Damage Analysis	Link	www.pc.dupont.com/dpc/en/US/html/visitor/b/dr/s/training/home.html
Date & Time	August 18, 2011	Telephone	
Location	California State Auto Association Colorado Springs, CO 80919-2218	Event	REF04 Detailing
Link	www.i-car.com	Date & Time	August 29, 2011
Telephone		Location	Cars Collision XXI Englewood, CO 80112
Event	REF07 Waterborne Products, Systems, & Application English	Link	www.i-car.com
Date & Time	August 18, 2011	Telephone	
Location	Warren Technical Center Lakewood, CO 80228-1256	Event	PLA03 Plastic & Composite Repair Spanish
Link	www.i-car.com	Date & Time	August 29, 2011
Telephone		Location	Addison Auto Repair & Body Shop Denver, CO 80222-4817
Event	Equivalency Test	Link	www.i-car.com
Date & Time	August 18, 2011	Telephone	
Location	M & M Auto Reconditioning Inc. Aurora, CO 80011-8002	Event	NEW11 Vehicle Technology & Trends 2011
Link	www.i-car.com	Date & Time	August 30, 2011
Telephone		Location	Autobahn Auto Body Castle Rock, CO 80109-0000
Event		Link	www.i-car.com
Date & Time		Telephone	
Location		Event	
Link		Date & Time	
Telephone		Location	

Event	CYC01 Overview of Cycle Time Improvements for the Collision Repair Process	Link	www.pc.dupont.com/dpc/en/US/html/visitor/b/dr/s/training/home.html
Date & Time	August 30, 2011	Telephone	
Location	Cars Collision XXI Englewood, CO 80112	Event	DAM09 Hail, Theft, & Vandalism Damage Analysis English
Link	www.i-car.com	Date & Time	September 12, 2011
Telephone		Location	Addison Auto Repair & Body Shop Denver, CO 80222-4817
Event	CYC01 Overview of Cycle Time Improvements for the Collision Repair Process English	Link	www.i-car.com
Date & Time	August 30, 2011	Telephone	
Location	Warren Technical Center Lakewood, CO 80228-1256	Event	REF01 Refinishing Equipment & VOC Regulations English
Link	www.i-car.com	Date & Time	September 13, 2011
Telephone		Location	Phil Long Collision Repair Center Colorado Springs, CO 80907
Event	HON01 Collision Repair for Honda & Acura Vehicles English	Link	www.i-car.com
Date & Time	August 31, 2011	Telephone	
Location	Warren Technical Center Lakewood, CO 80228-1256	Event	RCY01 Recycled Parts for Collision Repair English
Link	www.i-car.com	Date & Time	September 13, 2011
Telephone		Location	Warren Technical Center Lakewood, CO 80228-1256
Event	Spies Hecker: L2 VOC Technician Certification	Link	www.i-car.com
Date & Time	September 6-8, 2011	Telephone	
Location	Anaheim, CA	Event	Spies Hecker: L2 Technician Certification
Link	www.SpiesHeckerUSA.com	Date & Time	September 13-15, 2011
Telephone	888-371-3313, Prompt 5	Location	Anaheim, CA
Event	TOY01 Collision Repair for Toyota, Lexus, & Scion Vehicles English	Link	www.SpiesHeckerUSA.com
Date & Time	September 7, 2011	Telephone	888-371-3313, Prompt 5
Location	Warren Technical Center Lakewood, CO 80228-1256	Event	Equivalency Test
Link	www.i-car.com	Date & Time	September 14, 2011
Telephone		Location	Phil Long Collision Repair Center Colorado Springs, CO 80907
Event	DAM01 Vehicle Identification, Estimating Systems, & Terminology English	Link	www.i-car.com
Date & Time	September 7, 2011	Telephone	
Location	M & M Auto Reconditioning Inc. Aurora, CO 80011-8002	Event	PLA03 Plastic & Composite Repair
Link	www.i-car.com	Date & Time	September 14, 2011
Telephone		Location	Autobahn Auto Body Castle Rock, CO 80109-0000
Event	GLA02 Stationary Glass	Link	www.i-car.com
Date & Time	September 8, 2011	Telephone	
Location	California State Auto Association Colorado Springs, CO 80919-2218	Event	REF03 Color Theory, Application, Tinting, & Blending English
Link	www.i-car.com	Date & Time	September 14, 2011
Telephone		Location	Warren Technical Center Lakewood, CO 80228-1256
Event	DuPont™ Refinish Cromax® Pro Color Solutions	Link	www.i-car.com
Date & Time	September 8-9, 2011	Telephone	
Location	Pomona, CA	Event	DAM02 Frontal Impact Analysis English
		Date & Time	September 14, 2011

Location	M & M Auto Reconditioning Inc. Aurora, CO 80011-8002	Date & Time	September 21, 2011
Link	www.i-car.com	Location	Warren Technical Center Lakewood, CO 80228-1256
Telephone		Link	www.i-car.com
Event	DuPont™ Refinish Cromax® Pro Refinisher Certification	Event	DAM04 Restraints, Interior, Glass, Side & Rear Impact Analysis English
Date & Time	September 14 - 15, 2011	Date & Time	September 21, 2011
Location	Pomona, CA	Location	M & M Auto Reconditioning Inc. Aurora, CO 80011-8002
Link	www.pc.dupont.com/dpc/en/US/html/visitor/b/dr/s/training/home.html	Link	www.i-car.com
Telephone		Telephone	
Event	WKR01 Hazardous Materials, Personal Safety, & Refinishing Safety	Event	DuPont™ Refinish Cromax® Pro Refinisher Certification
Date & Time	September 19, 2011	Date & Time	September 21 - 22, 2011
Location	Cars Collision XXI Englewood, CO 80112	Location	Pomona, CA
Link	www.i-car.com	Link	www.pc.dupont.com/dpc/en/US/html/visitor/b/dr/s/training/home.html
Telephone		Telephone	
Event	FCR01 Fundamentals of Collision Repair English	Event	HON01 Collision Repair for Honda & Acura Vehicles
Date & Time	September 19, 2011	Date & Time	September 22, 2011
Location	Addison Auto Repair & Body Shop Denver, CO 80222-4817	Location	California State Auto Association Colorado Springs, CO 80919-2218
Link	www.i-car.com	Link	www.i-car.com
Telephone		Telephone	
Event	Masters: Body Shop Management Essentials™	Event	STE02 Suspension Systems English
Date & Time	September 19-22, 2011	Date & Time	September 22, 2011
Location	Galesburg, IL	Location	Warren Technical Center Lakewood, CO 80228-1256
Link	www.masters-school.com	Link	www.i-car.com
Telephone	800-563-1883	Telephone	
Event	REF02 Surface Preparation & Masking English	Event	Equivalency Test
Date & Time	September 20, 2011	Date & Time	September 22, 2011
Location	Phil Long Collision Repair Center Colorado Springs, CO 80907	Location	M & M Auto Reconditioning Inc. Aurora, CO 80011-8002
Link	www.i-car.com	Link	www.i-car.com
Telephone		Telephone	
Event	CPS01 Corrosion Protection	Event	LSC01 Lighting, Starting, & Charging Systems
Date & Time	September 20, 2011	Date & Time	September 26, 2011
Location	Cars Collision XXI Englewood, CO 80112	Location	Cars Collision XXI Englewood, CO 80112
Link	www.i-car.com	Link	www.i-car.com
Telephone		Telephone	
Event	REF01 Refinishing Equipment & VOC Regulations English	Event	FOM01 Automotive Foams Spanish
Date & Time	September 20, 2011	Date & Time	September 26, 2011
Location	Warren Technical Center Lakewood, CO 80228-1256	Location	Addison Auto Repair & Body Shop Denver, CO 80222-4817
Link	www.i-car.com	Link	www.i-car.com
Telephone		Telephone	
Event	STE01 Tires & Wheels English	Event	DuPont™ Refinish Cromax®

Date & Time	Pro Refinisher Certification September 26 - 27, 2011	Event	DAM05 Aluminum Panels & Structures Damage Analysis
Location	Pomona, CA	Date & Time	October 6, 2011
Link	www.pc.dupont.com/dpc/en/US/html/visitor/b/dr/s/training/home.html	Location	California State Auto Association Colorado Springs, CO 80919-2218
Telephone		Link	www.i-car.com
Event	STE03 Rack & Pinion & Parallelogram Steering Systems English	Telephone	
Date & Time	September 27, 2011	Event	NEW11 Vehicle Technology & Trends 2011 English
Location	Warren Technical Center Lakewood, CO 80228-1256	Date & Time	October 8, 2011
Link	www.i-car.com	Location	Warren Technical Center Lakewood, CO 80228-1256
Telephone		Link	www.i-car.com
Event	DAM08 Advanced Material Damage Analysis English	Telephone	
Date & Time	September 28, 2011	Event	DuPont™ Refinish Cromax® Pro Refinisher Certification
Location	M & M Auto Reconditioning Inc. Aurora, CO 80011-8002	Date & Time	October 10 - 11, 2011
Link	www.i-car.com	Location	Pomona, CA
Telephone		Link	www.pc.dupont.com/dpc/en/US/html/visitor/b/dr/s/training/home.html
Event	DuPont™ Refinish Cromax® Pro Refinisher Certification	Telephone	
Date & Time	September 29 - 30, 2011	Event	REF04 Detailing English
Location	Pomona, CA	Date & Time	October 11, 2011
Link	www.pc.dupont.com/dpc/en/US/html/visitor/b/dr/s/training/home.html	Location	Phil Long Collision Repair Center Colorado Springs, CO 80907
Telephone		Link	www.i-car.com
Event	ASE Written Test Registration Deadline	Telephone	
Date & Time	Friday, September 30, 2011	Event	Masters: Interactive Cycle Time & Production Management™
Location	N/A	Date & Time	Tuesday, October 11, 2011
Link	www.ase.com	Location	Galesburg, IL
Telephone	866-427-3273	Link	www.masters-school.com
Event	DAM09 Hail, Theft, & Vandalism Damage Analysis English	Telephone	800-563-1883
Date & Time	October 5, 2011	Event	Spies Hecker: Waterborne Workshop
Location	M & M Auto Reconditioning Inc. Aurora, CO 80011-8002	Date & Time	October 11-12, 2011
Link	www.i-car.com	Location	Anaheim, CA
Telephone		Link	www.SpiesHeckerUSA.com
Event	NACE Expo	Telephone	888-371-3313, Prompt 5
Date & Time	October 5 - 8, 2011	Event	SPS07 Steel Unitized Structures Technologies & Repair English
Location	Orlando, FL	Date & Time	October 12, 2011
Link	http://www.naceexpo.com/	Location	M & M Auto Reconditioning Inc. Aurora, CO 80011-8002
Telephone		Link	www.i-car.com
Event	DuPont™ Refinish Cromax® Pro Color Solutions	Telephone	
Date & Time	October 5 - 6, 2011	Event	Masters: Marketing, Sales and Operations
Location	Pomona, CA	Date & Time	Wednesday, October 12, 2011
Link	www.pc.dupont.com/dpc/en/US/html/visitor/b/dr/s/training/home.html	Location	Galesburg, IL
Telephone		Link	www.masters-school.com
Event		Telephone	800-563-1883
Date & Time		Event	DuPont™ Refinish Cromax®
Location		Date & Time	
Link		Location	
Telephone		Link	
Event		Telephone	

Date & Time	Pro Refinisher Certification October 13 - 14, 2011	Telephone	
Location	Pomona, CA	Event	RCY01 Recycled Parts for Collision Repair
Link	www.pc.dupont.com/dpc/en/US/html/visitor/b/dr/s/training/home.html	Date & Time	October 20, 2011
Telephone		Location	California State Auto Association Colorado Springs, CO 80919-2218
Event	Masters: Body Shop Management Essentials™	Link	www.i-car.com
Date & Time	October 17-20, 2011	Telephone	
Location	Galesburg, IL	Event	DuPont™ Refinish Cromax® Pro Refinisher Certification
Link	www.masters-school.com	Date & Time	October 20 - 21, 2011
Telephone	800-563-1883	Location	Pomona, CA
Event	GLA01 Movable Glass English	Link	www.pc.dupont.com/dpc/en/US/html/visitor/b/dr/s/training/home.html
Date & Time	October 18, 2011	Telephone	
Location	Phil Long Collision Repair Center Colorado Springs, CO 80907	Event	Equivalency Test
Link	www.i-car.com	Date & Time	October 22, 2011
Telephone		Location	M & M Auto Reconditioning Inc. Aurora, CO 80011-8002
Event	DAM01 Vehicle Identification, Estimating Systems, & Terminology English	Link	www.i-car.com
Date & Time	October 18, 2011	Telephone	
Location	Warren Technical Center Lakewood, CO 80228-1256	Event	GLA01 Movable Glass Spanish
Link	www.i-car.com	Date & Time	October 24, 2011
Telephone		Location	Addison Auto Repair & Body Shop Denver, CO 80222-4817
Event	DPS- Marketing to Consumers Workshop - Dick Elder	Link	www.i-car.com
Date & Time	Tuesday, October 18, 2011	Telephone	
Location	Fairfield, CA	Event	STE05 Electronically Controlled Steering & Suspension Systems English
Link	http://www.pc.dupont.com/dpc/en/US/html/visitor/common/pdfs/dps/North_American_Training_Calendar_071811.pdf	Date & Time	October 25, 2011
Telephone	608-395-3479	Location	Warren Technical Center Lakewood, CO 80228-1256
Event	DAM07 Damage Analysis of Advanced Automotive Systems English	Link	www.i-car.com
Date & Time	October 19, 2011	Telephone	
Location	Warren Technical Center Lakewood, CO 80228-1256	Event	FOM01 Automotive Foams English
Link	www.i-car.com	Date & Time	October 26, 2011
Telephone		Location	M & M Auto Reconditioning Inc. Aurora, CO 80011-8002
Event	NEW11 Vehicle Technology & Trends 2011 English	Link	www.i-car.com
Date & Time	October 19, 2011	Telephone	
Location	M & M Auto Reconditioning Inc. Aurora, CO 80011-8002	Event	DuPont™ Commercial Finishes Certification
Link	www.i-car.com	Date & Time	October 27 - 28, 2011
Telephone		Location	Pomona, CA
Event	QUA01 Inspecting Repairs for Quality Control English	Link	www.pc.dupont.com/dpc/en/US/html/visitor/b/dr/s/training/home.html
Date & Time	October 20, 2011	Telephone	
Location	Phil Long Collision Repair Center Colorado Springs, CO 80907	Event	SEMA Show 2011
Link	www.i-car.com	Date & Time	November 1 - 4, 2011
		Location	Las Vegas Convention Center
		Link	http://www.semashow.com/the-2011-sema-show

Telephone	702-450-7662, ext. 120	Event	Spies Hecker: L3 Color Tinting and Theory
Event	REF04 Detailing English	Date & Time	November 8-10, 2011
Date & Time	November 2, 2011	Location	Anaheim, CA
Location	Warren Technical Center	Link	www.SpiesHeckerUSA.com
Link	Lakewood, CO 80228-1256	Telephone	888-371-3313, Prompt 5
Telephone	www.i-car.com	Event	ALT01 Electric & Electric Hybrid Vehicles English
Event	CPS01 Corrosion Protection English	Date & Time	November 9, 2011
Date & Time	November 2, 2011	Location	Warren Technical Center
Location	M & M Auto Reconditioning Inc.	Link	Lakewood, CO 80228-1256
Link	Aurora, CO 80011-8002	Telephone	www.i-car.com
Telephone	www.i-car.com	Event	PLA03 Plastic & Composite Repair English
Event	Collision Industry Conference	Date & Time	November 9, 2011
Date & Time	November 2 - 3, 2011	Location	M & M Auto Reconditioning Inc.
Location	Las Vegas Hilton, Las Vegas, NV	Link	Aurora, CO 80011-8002
Link	www.ciclink.com	Telephone	www.i-car.com
Telephone	509-543-7773	Event	DuPont™ Refinish Cromax® Pro Refinisher Certification
Event	DAM01 Vehicle Identification, Estimating Systems, & Terminology	Date & Time	November 9 - 10, 2011
Date & Time	November 3, 2011	Location	Pomona, CA
Location	California State Auto Association	Link	www.pc.dupont.com/dpc/en/US/html/visitor/b/dr/s/training/home.html
Link	Colorado Springs, CO 80919-2218	Telephone	
Telephone	www.i-car.com	Event	ASE Fall Written Testing
Event	DuPont™ Refinish Cromax® Pro Color Solutions	Date & Time	November 10, 15, and 17, 2011
Date & Time	November 3 - 4, 2011	Location	Various Locations Nationwide
Location	Pomona, CA	Link	www.ase.com
Link	www.pc.dupont.com/dpc/en/US/html/visitor/b/dr/s/training/home.html	Telephone	866-427-3273
Telephone		Event	DuPont™ Refinish Cromax® Pro Refinisher Certification
Event	WCS04 Squeeze-Type Resistance Spot Welding Spanish	Date & Time	November 14 - 15, 2011
Date & Time	November 7, 2011	Location	Pomona, CA
Location	Addison Auto Repair & Body Shop	Link	www.pc.dupont.com/dpc/en/US/html/visitor/b/dr/s/training/home.html
Link	Denver, CO 80222-4817	Telephone	
Telephone	www.i-car.com	Event	GLA02 Stationary Glass English
Event	Masters: Body Shop Management Essentials™	Date & Time	November 15, 2011
Date & Time	November 7-11, 2011	Location	Phil Long Collision Repair Center
Location	Santa Barbara, CA	Link	Colorado Springs, CO 80907
Link	www.masters-school.com	Telephone	www.i-car.com
Telephone	800-563-1883	Event	ALT02 Hybrid Electric & Alternative Fuel Vehicles English
Event	REF02 Surface Preparation & Masking English	Date & Time	November 15, 2011
Date & Time	November 8, 2011	Location	Warren Technical Center
Location	Warren Technical Center	Link	Lakewood, CO 80228-1256
Link	Lakewood, CO 80228-1256	Telephone	www.i-car.com
Telephone	www.i-car.com		

Event	DPS- Production Management - Ron Kuehn	Link	www.i-car.com
Date & Time	Tuesday, November 15, 2011	Telephone	
Location	Burlingame, CA	Event	DuPont™ Refinish Cromax® Pro Refinisher Certification
Link	http://www.pc.dupont.com/dpc/en/US/html/visitor/common/pdfs/dps/North_American_Training_Calendar_071811.pdf	Date & Time	November 29 - 30, 2011
Telephone	608-395-3479	Location	Pomona, CA
Event	Spies Hecker: L2 VOC Technician Certification	Link	www.pc.dupont.com/dpc/en/US/html/visitor/b/dr/s/training/home.html
Date & Time	November 15-17, 2011	Telephone	
Location	Anaheim, CA	Event	MEA01 Measuring English
Link	www.SpiesHeckerUSA.com	Date & Time	November 30, 2011
Telephone	888-371-3313, Prompt 5	Location	M & M Auto Reconditioning Inc. Aurora, CO 80011-8002
Event	DAM04 Restraints, Interior, Glass, Side & Rear Impact Analysis	Link	www.i-car.com
Date & Time	November 15, 2011	Telephone	
Location	Phil Long Collision Repair Center Colorado Springs, CO 80907	Event	WNW01 Wind Noise & Water Leaks Spanish
Link	www.i-car.com	Date & Time	December 5, 2011
Telephone		Location	Addison Auto Repair & Body Shop Denver, CO 80222-4817
Event	Equivalency Test	Link	www.i-car.com
Date & Time	November 16, 2011	Telephone	
Location	Phil Long Collision Repair Center Colorado Springs, CO 80907	Event	DuPont™ Refinish Cromax® Pro Color Solutions
Link	www.i-car.com	Date & Time	December 5 - 6, 2011
Telephone		Location	Pomona, CA
Event	ALT01 Electric & Electric Hybrid Vehicles English	Link	www.pc.dupont.com/dpc/en/US/html/visitor/b/dr/s/training/home.html
Date & Time	November 17, 2011	Telephone	
Location	Phil Long Collision Repair Center Colorado Springs, CO 80907	Event	DAM05 Aluminum Panels & Structures Damage Analysis English
Link	www.i-car.com	Date & Time	December 6, 2011
Telephone		Location	Phil Long Collision Repair Center Colorado Springs, CO 80907
Event	CYC01 Overview of Cycle Time Improvements for the Collision Repair Process	Link	www.i-car.com
Date & Time	November 17, 2011	Telephone	
Location	California State Auto Association Colorado Springs, CO 80919-2218	Event	Spies Hecker: L2 Technician Certification
Link	www.i-car.com	Date & Time	December 6-8, 2011
Telephone		Location	Anaheim, CA
Event	DuPont™ Refinish Cromax® Pro Refinisher Certification	Link	www.SpiesHeckerUSA.com
Date & Time	November 17 - 18, 2011	Telephone	888-371-3313, Prompt 5
Location	Pomona, CA	Event	WKR01 Hazardous Materials, Personal Safety, & Refinish Safety English
Link	www.pc.dupont.com/dpc/en/US/html/visitor/b/dr/s/training/home.html	Date & Time	December 7, 2011
Telephone		Location	M & M Auto Reconditioning Inc. Aurora, CO 80011-8002
Event	ADH01 Adhesive Bonding Spanish	Link	www.i-car.com
Date & Time	November 21, 2011	Telephone	
Location	Addison Auto Repair & Body Shop Denver, CO 80222-4817	Event	DuPont™ Refinish Cromax® Pro Refinisher Certification
		Date & Time	December 8 - 9, 2011

Location Pomona, CA
Link www.pc.dupont.com/dpc/en/US/html/visitor/b/dr/s/training/home.html
Telephone

Event TRM01 Trim & Hardware Spanish
Date & Time December 12, 2011
Location Addison Auto Repair & Body Shop
Denver, CO 80222-4817
Link www.i-car.com
Telephone

Event Spies Hecker: Waterborne Workshop
Date & Time December 13-14, 2011
Location Anaheim, CA
Link www.SpiesHeckerUSA.com
Telephone 888-371-3313, Prompt 5

Event SPS07 Steel Unitized Structures
Technologies & Repair English
Date & Time December 14, 2011
Location M & M Auto Reconditioning Inc.
Aurora, CO 80011-8002
Link www.i-car.com
Telephone

Event DuPont™ Commercial
Finishes Certification
Date & Time December 14 - 15, 2011
Location Pomona, CA
Link www.pc.dupont.com/dpc/en/US/html/visitor/b/dr/s/training/home.html
Telephone

Event DuPont™ Refinish Cromax®
Pro Refinisher Certification
Date & Time December 19 - 20, 2011
Location Pomona, CA
Link www.pc.dupont.com/dpc/en/US/html/visitor/b/dr/s/training/home.html
Telephone

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Standoblue® Sunrise Orange Mix 178 - Now Available!

Standoblue® Sunrise Orange Mix 178 (02017178) is part of the Standoblue® Basecoat system offering painters easy application and blending, excellent coverage, and color accuracy. It is a special use water-borne mixing toner for a small number of specialty colored vehicles (see list below).

For more information, visit www.pc.dupont.com

Or contact Metro Paint at info@metropaint.com / 800-316-2744

STANDOX

The Art of Refinishing.

Manufacturer	Paint Code	Years Used	Old Stock Code	F Fmla Std Num
CHRYSLER	PVE	2003-2008	P2236	839108
HONDA	YR53P (L)	2003-2006	P7304	839364
HONDA	YR577P	2009-2010		815905
HONDA	YR580M	2009-2010		836350
KIA	O8	2006-2011		839361
NISSAN	A12	2004-2006		736625
NISSAN	EAF	2010-2011		849509
SUZUKI	ZFM	2007-2011		839363
TOYOTA	3P1	2001-2008	M4337	849596



Permahyd® Hi-TEC 480 Base Coat Ruby Red WT 311 - Now Available!

Spies Hecker® Permahyd® Hi-TEC Mixing Color - Ruby Red, WT 311, is part of the Permahyd® Hi-TEC Base Coat system offering painters easy application and blending, excellent coverage and color accuracy. It is a limited use waterborne mixing color for a small number of OEM Vehicles (see list below).

For more information, visit www.pc.dupont.com

Or contact Metro Paint at info@metropaint.com / 800-316-2744

OEM	Paint Code	Color Name	Year Used	FSN
Chrysler	PEL	Inferno Red	99 - 09	407495
Ford	U6	Candy Red	09 - 12	803546
Honda	YR539P(L)	Sunset Orange	02 - 06	839364
Kia	O8	Tropical Red	06 - 11	839361
Mazda	27A	Velocity Red	03 - 10	100990
Subaru	33J	Garnet Red	03 - 08	747402
Nissan	A12	Imperial Orange	04 - 06	736625



Permahyd® Hi-TEC 480 Base Coat Brilliant Orange WT 383 - Now Available!

Spies Hecker® Permahyd Hi-TEC® Mixing Color - Brilliant Orange, WT 383, is part of the Permahyd® Hi-TEC Base Coat system offering painters easy application and blending, excellent coverage, and color accuracy. It is a limited use waterborne mixing color for a small number of OEM Vehicles (see list below).

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Manufacturer	Paint Code	Years Used	Old Stock Code	F Frmla Std Num
CHRYSLER	PVE	2003-2008	P2236	839108
HONDA	YR539P (L)	2003-2006	P7304	839364
HONDA	YR577P	2009-2010		815905
HONDA	YR580M	2009-2010		836350
KIA	O8	2006-2011		839361
NISSAN	A12	2004-2006		736625
NISSAN	EAF	2010-2011		849509
SUZUKI	ZFM	2007-2011		839363
TOYOTA	3P1	2001-2008	M4337	849596

DeVilbiss® Dirt Control Floor Coat

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For more information, visit www.autorefinishdevilbiss.com

Or contact Metro Paint at info@metropaint.com



Audatex Launches AudaVIN Intelligent Vehicle Identification System

Audatex North America, Inc. recently announced the launch of AudaVIN, an intelligent vehicle identification system that makes use of vehicle identification number (VIN) data to give insurance claim representatives, appraisers and collision repair estimators complete vehicle-specific

information recorded by manufacturers on the production line. Within seconds, Audatex claims, vehicle-specific content such as model name, standard equipment, engine and transmission data, as well as all factory-fitted optional equipment, is returned to the application through a direct connection to vehicle manufacturers.

"This information is critical for the accuracy of total loss fair market values and calculation of damage repair costs. Better accuracy in options identification with AudaVIN reduces total loss corrections and part returns," said Patrick Schmidlin, vice president of product management, Audatex North America. "The end result is reduced cycle times and loss adjustment expenses, as well as improved vehicle owner satisfaction.

Featuring one-click or automatic capabilities, AudaVIN is designed to yield time savings of up to 20 percent per vehicle inspection. Plus, the software is fully integrated within Audatex total loss (Autosource) and estimating systems.

"AudaVIN is an example of best-in-class technology that was developed in collaboration with our global partners at Audatex. At the same time, AudaVIN leverages our strong relationships with vehicle manufacturers worldwide," said Gary Gumushian, vice president, Audatex North America, Solera Global Automotive Center.

For more information, visit www.audatex.us

Or contact Metro Paint at info@metropaint.com / 800-316-2744

DuPont 2012 Calendar

DuPont Performance Coatings has announced the winners of the 2012 Calendar Competition. Twelve win-

ners were selected from entries of vehicles custom-painted with DuPont Refinish, Hot Hues or Cromax Pro Waterborne products based on best use of color, including finish quality, technical difficulty and design originality.

Order your 14"x22" wall calendar, hand-held day planners, journals and mousepads at www.dpccalendars.com.

For more information, visit <http://www.hothuescalendar.dupont.com/>

Or contact Metro Paint at info@metropaint.com / 800-316-2744

2012 Hot Hues Calendar Competition!
[order your calendar today](#)

One of only a handful remaining, this meticulously restored Hudson Motor Company 1936 Templane Express Cab Truck, painted and owned by Scott White, is the grand prize winner.

1933 Ford Roadster Coupe Owner & Painter: Pete Hagan, Hagan Street Rods	1955 Ford F-100 Painter: Murphy's Paint & Body Shop	1956 Chevrolet Bel Air Painter: Brian Butler, East Coast Restorations	1978 AMC AMX Owner & Painter: Derek White, Street Colors Motors & Custom Paint
1937 Ford Sedan Delivery Owner: Derrick Guzman, Painter: Scott's Automotive	1961 Chevrolet Impala Owner & Painter: Tim Brown, Certified Collision Repair Center	1930 Ford A Tudor Sedan Owner & Painter: Dave Hammer	1949 Chevrolet C-10 Painter: Bob Bodish, Top Gun Customs
1951 Chevrolet Business Coupe Owner & Painter: Derek Samsen, Samsen Design	1963 Chevrolet C-10 Pickup Owner: Ron Balle, Painter: Bodyworks Ltd.	1935 Ford Speedster Owner & Painter: Micky Heller	

2011 winners
past winners

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High performance stripping products add the perfect finishing touch to any custom project. Available in solid, metallic, pearlcoat and color-etch colors.

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03511 2-Gun Package Includes:

- TEKNA® Copper HE Gravity Gun/Cup (1.2, 1.3 - 7E7)
- TEKNA® Copper HE Gravity Gun Uncupped (1.2, 1.3 - 7E7)
- (2) HAV-555 - Digital Gauges w/ Air Adj. Valves
- CAMAIR® Aerodry® Hand Held Paint Dryer Gun
- 1.4mm Needle/Nozzle Set
- Professional Spray Gun Cleaning Kit Precision
- Slicker clears, superior metallic control, better blends
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For more information, visit www.autorefinishdevilbiss.com

Or contact Metro Paint at info@metropaint.com

Maximize Energy Efficiency With These Rotary Screw Air Compressors

FS-Curtis recently introduced the GS Series, a new line of variable speed drive air compressors that are energy saving, environmentally friendly and economical.

They feature FS-Curtis' exclusive eCOOL Technology, which maximizes energy efficiency by providing improved cooling of the main drive motor and other critical components, improving volumetric and electrical efficiency and compression.

Cooler airflow and shielding heat-sensitive components helps to reduce thermal stress and provides up to 50 percent longer service life for motors and electrical components and a 30 to 50 percent longer service life for bearings, hoses and seals.

For more information, visit www.fscurtis.com

Or contact Metro Paint at info@metropaint.com



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Automakers face a tough challenge to cut weight and up fuel economy in U.S.

Automotive News Europe / August 3, 2011

TRAVERSE CITY, Michigan -- New fuel economy rules unveiled by the Obama administration in the U.S. last week will push the auto industry to explore more lighter materials and faster, cost-efficient ways of preparing them for vehicle production.

Automakers and suppliers are already using materials that are lighter than traditional steel to help cars and trucks wring out more mileage from each gallon of gasoline.

Costs of those materials are high, but finding a swifter way to "cure" or prepare these materials can help make those materials less expensive to use, executives and analysts said at an industry conference on Monday.

Such improvements can help the industry achieve the new corporate average fuel economy (CAFE) standard of 54.5 miles per gallon by 2025, a figure that one auto industry executive called "daunting."

"Many suppliers, as we now face this 54.5 coming down the road, are going to have to change a little bit the way they look at the business model going forward," said Lyle Otremba, head of commercial and product development for Cooper-Standard Automotive, during a panel discussion.

The industry is already using high-strength steel, aluminum and magnesium to cut weight and boost fuel efficiency in future vehicles to meet 2016 CAFE standards that call for an average fuel economy of 35.5 mpg.

Finding cheaper ways of processing these materials can help lower the overall cost of using them and make them more viable options for 2025, analysts and executives said.

It would also allow the industry to expand use of materials like carbon fiber and silicon. Otremba said the price of silicon, used as a braking lubricant because it can withstand high temperatures, would have to come down around 50 percent for it to be used elsewhere in the vehicle.

SGL Automotive Carbon Fibers, for example, was able to cut costs of making carbon fiber by switching to a lower-grade material that took less than half the time to prepare and was just as effective, Joerg Pohlman, the managing director of SGL Automotive said.

This material is one-third the cost per-kilogram of the carbon fiber currently being used on the roof of BMW's M3 coupe. Pohlman said the reduced time to prepare the material was "the biggest driver" of cost reduction.

"There's still a lot of potential in the future to bring it down even further," Pohlman said, during the panel at the Center for Automotive Research Management Briefing Seminars conference.

Can't squeeze every penny

Since 2009, Obama has been tightening fuel economy standards, which remained unchanged for decades. The CAFE target does not take into account some factors that can lower fuel economy for drivers in real-life driving conditions.

The new standards have forced automakers and suppliers to overhaul their approach to vehicle design, a process that typically begins many years before those cars and trucks make it on the dealer lot. Among the challenges is creating vehicles that appeal to the American sensibilities.

"Americans still want large vehicles," said Mary Foster, vice president of supply chain management for Inteva Products.

"So we're not going to get there by all running around in subcompacts because that's not what the American consumer is interested in," said Foster, a 30-year veteran of Ford Motor Co. "So weight's got to come out."

Automakers are also making improvements to the traditional combustion engine and developing aerodynamic designs. These strategies, coupled with lighter materials, will help boost fuel economy, analysts and executives said.

"Sometimes you get 10, 20 percent weight reduction just by putting the material in a different place," said Jeffrey Brennan, chief marketing officer for Altair Engineering.

Automakers initially will have to spend more on developing upcoming generations of vehicles as the industry finds ways to meet the new standards, analysts and executives said.

"We don't have time to squeeze out every penny," Otremba said. "We'll never make 54.5 miles per gallon in a broad way unless there is cooperation."

Source: Reuters

<http://www.autonews.com/apps/pbcs.dll/article?AID=/20110803/ANE/308039983/1135>

VW prepared to expand U.S. Passat production

Automotive News Europe / August 3, 2011

Volkswagen Group of America is prepared to expand production of the U.S. Passat less than four months after building its first one.

The automaker is looking for a sign from the market to boost output at its just-opened plant in Chattanooga.

"We've already taken steps to decide how we will do it," Don Jackson, president of the Chattanooga operations, said after speaking to an industry audience Monday at the seminars here. "We've looked at the different shift models to do it. We have the planning all done. We just haven't pulled the trigger."

The plant, constructed to build as many as 150,000 vehicles a year, would make adjustments to boost the volume to between 200,000 and 220,000 annually.

The early optimism is significant for Volkswagen. Its Passat has been a distant also-ran in the United States for a decade, frustrating VW's desire to increase its U.S. market share. Last year, U.S. consumers bought fewer than 13,000 Passats, compared with more than 311,000 Honda Accords and more than 327,000 Toyota Camrys.

Jackson said Monday that Chattanooga will build 45,000 to 50,000 Passats by year end as the factory ramps up.

The plant builds a different version of the Passat than the one sold in Europe and other markets. Jackson said Chattanooga also plans to export the car to South Korea.

He said the increase in output is separate from the possibility of longer-range expansion for Chattanooga, which would depend on market demand. The factory was built with an eye toward more than doubling its size to around 500,000 vehicles a year as it adds models. That increase would require a large-scale new investment.

Volkswagen spent \$1 billion to open the plant.

Jackson said no decisions have been made about adding a second model.

<http://www.autonews.com/apps/pbcs.dll/article?AID=/20110803/COPY/308039861/1129>

Investment fund buys into Saab rescue

Automotive News / August 3, 2011

AMSTERDAM (Reuters) -- Swedish Automobile, the owner of cash-strapped carmaker Saab which is scrambling to pay workers and restart production, said an investment fund will take a substantial stake following a new share issue.

The Swedish car manufacturer has moved from one cash crisis to another in recent months and was forced to halt production at its factory in April because its suppliers refused to deliver parts until their bills were settled.

In recent months, it has announced new funding plans with Chinese partners and existing shareholders in a bid to prevent bankruptcy.

But the new share issue, announced today, is unlikely to buy Saab much time: based on the current share price, it would raise just under 7 million euros (\$10 million).

"Let's assume they get around 6.5 million euros from this sale looking at where the share price is. They need at least 50 million euros to pay suppliers and get things started again. They have much more to do," said Tom Muller, an analyst at Theodoor Gilissen.

Swedish Automobile said GEM Global Yield Fund Ltd. will acquire about 5 million new shares in the Amsterdam-listed company, giving it a 17 percent stake.

Swedish Automobile said it has issued a subscription notice for the shares under a 150 million euro equity facility which was set up in early 2010.

Just last month, Saab managed to fend off a bankruptcy claim by settling with a supplier, but within days it announced it was unable to pay almost half its workforce because some of the funds committed by investors had not been paid in time.

On Wednesday, it said it expected to be able to pay the wages of its white-collar workers this week.

"Swedish Automobile and Saab Automobile continue their discussions with parties to obtain further short-term funding to be able to restart and sustain production," it said in a statement.

<http://www.autonews.com/apps/pbcs.dll/article?AID=/20110803/COPY01/308039767/1193>

Audi Peddles U.S. Luxury Coupe to Catch BMW

Bloomberg / August 2, 2011 / By Andreas Cremer

Audi AG (NSU) will introduce its top-of-the line sports cars in the U.S. from next month to enhance the brand's image and charge higher prices as it bids to narrow the gap to luxury-car leader Bayerische Motoren Werke AG. (BMW)

Audi's 340-horsepower TT RS will go on sale in the U.S. next month, while the 78,000-euro (\$111,000) RS 5 coupe, which competes with BMW's two-door M3, will hit showrooms next year, sales chief Peter

Schwarzenbauer said in an interview. Audi has a goal of doubling U.S. sales of high-performance cars to about 16,000 by 2015.

The Volkswagen AG (VOW) luxury brand, which lags behind BMW and Daimler AG (DAI)'s Mercedes-Benz in pricing power, will offer the top-end RS variants as part of a decade-long effort to get more money for its cars. RS models, which have all-wheel drive and bigger engines, sell for a higher amount and help increase the appeal of the entire model range.

"This is part of a very effective strategy on Audi's part to get the brand perceived to be something more," said Jim Hall, principal of 2953 Analytics, a consulting firm in Birmingham, Michigan. "Selling the RS 5 and the TT RS will continue that change of perception."

The percentage of U.S. consumers considering an Audi has grown to 5.5 percent last month from 3.9 percent in June of 2007, according to U.S. auto website Edmunds.com. Audi sold 9,146 cars in the U.S. last month, an increase of 17 percent on the previous year and a record for the month, though less than half BMW's 21,409, the German carmakers said yesterday.

Price Increases

Audi, the biggest contributor to VW profit, raised average U.S. transaction prices over the past 18 months faster than its two German competitors, Edmunds.com data shows. The carmaker's average selling price has increased 9.1 percent since January of last year to \$48,127. BMW prices fell 3.6 percent to \$52,552, while Mercedes's rose 2.6 percent to \$54,530.

"This is a great trend for Audi," Edmunds.com analyst Jeremy Acevedo said. "Their vehicles are popular, demand is meeting supply and cars aren't sitting on the lot for excessive periods of time."

The VW division in the U.S. currently only sells S-line high-performance cars, which have less power than RS models. The offerings include an S4 sedan, S5 coupe and TTS roadster.

BMW has the highest per-car profit of the top three luxury-car makers. Its auto unit posted second-quarter earnings before interest and taxes equivalent to 14.4 percent of sales, up from 9.6 percent a year earlier, helped by its high-end offerings. That beat margins of 11.8 percent at Audi and 10.7 percent at Mercedes-Benz.

M Models

The U.S. is the biggest market for BMW M performance cars and the Munich-based manufacturer is selling all of its current models including the X5 M and X6 M sport-utility vehicles in the country, according to spokesman Stefan Behr.

BMW's overhauled M5, to be unveiled at the Frankfurt auto show next month, will go on sale in the U.S. next year, he said. The model will burn over 30 percent less fuel than its predecessor while allowing for 10 percent more performance.

Audi's current RS 5, which surges to 100 kilometers (62 miles) per hour in 4.6 seconds, burns 30 percent less fuel than its predecessor because of lighter weight, upgraded powertrains and regenerative braking. The car, powered by an eight-cylinder 450-horsepower engine, caters to a "growing number" of ecologically conscious sports-car buyers in the U.S., Schwarzenbauer said.

The TT RS, which features a high-gloss black diamond-patterned grill, a fixed rear-wing spoiler and oval exhaust pipes, limits fuel consumption to 9 liters per 100 kilometers (26 miles per gallon) because of an aluminum-based body that makes the car 80 kilograms (176 pounds) lighter than a steel frame. The interior has aluminum door sills with the RS logo and specially designed door handles.

American Plea

"The technical capabilities of the Audi brand are perfectly distilled in the RS models," Johan de Nysschen, Audi's U.S. chief, said in an e-mail. "For the past few years, American sports car enthusiasts have pleaded with us to make the marque available here."

Sales of Audi's 333-horsepower S4, which debuted in the U.S. in 2009 and uses a quarter less fuel than its predecessor, have more than tripled, accounting for 14 percent of A4 deliveries in the market. Audi is

mulling a sportier version of the A6 sedan, its second-best selling model, for the U.S.

"We're now taking the first steps with the TT RS and the RS 5," Schwarzenbauer said by phone from Audi's Ingolstadt, Germany-based headquarters. "I could indeed imagine that we'll continue along that route in the future."

Schwarzenbauer, who ran Porsche AG's operations in North America before joining Audi in 2008, said Audi will use special advertising events in the U.S. to promote the TT RS and RS 5 models. The launch of the TT RS next month comes after 11,500 fans signed a Facebook petition drive calling on Audi to introduce the model in the U.S., he said.

"Our performance-car strategy isn't geared to volumes," Schwarzenbauer said. "The point of this model offensive is to sharpen the brand and to illustrate what Audi stands for in the U.S."

<http://www.bloomberg.com/news/2011-08-02/audi-peddles-luxury-coupe-rs-5-on-course-to-catch-bmw-in-u-s-market-cars.html>

SCRS surveys insurers on aftermarket parts use

Auto Body Repair News / August 2, 2011

The Society of Collision Repair Specialists (SCRS) is conducting a survey of 13 major insurance companies to determine their use of aftermarket replacement parts.

The survey was sent last week to Allstate, American Family, Farmers, GEICO, Liberty Mutual, Mercury Insurance, Met Life Auto and Home, Nationwide, Progressive, State Farm, The Hartford, Travelers and USAA, according to Aaron Schulenburg, executive director of SCRS. He said the survey was "an effort to bring further transparency to our understanding of carrier's approaches to use of aftermarket replacement parts."

The survey was motivated by input from SCRS members and ongoing discussions stemming from aftermarket replacement parts, Schulenburg said.

"We are finding that members in different parts of the country are submitting conflicting reports about the policies of some major national insurance companies. In other words, we are hearing that in some cases field level practices may vary from official corporate policy on parts use. In some cases, an insurer may have a policy for use of only certified parts, but when a certified part is unavailable, the shop is instructed to simply select a non-certified part by the field adjuster," Schulenburg said.

those cases, some shops may assume that a non-certified part is what the carrier wants them to do, and may not realize that the insurer would prefer an OEM replacement part if the only available alternative is a non-certified part," he continued. "Knowing what specific corporate policies exist, provides for a better, more transparent, understanding of the approach taken in settling a vehicle owners claim. "In the interest of transparency, and with an issue as important as aftermarket parts in structural repair, the SCRS board of directors felt that it would be worth our efforts to conduct this study, and share the results with the industry."

To see the insurer survey, click below.

<http://abrn.search-autoparts.com/abrn/data/articlestandard//abrn/322011/733770/article.pdf>

<http://abrn.search-autoparts.com/abrn/Collision+Repair/SCRS-surveys-insurers-on-aftermarket-parts-use/ArticleStandard/Article/detail/733771?contextCategoryId=498>

Workshop Explains FTC Green Guides for Collision Repair Shops

CollisionWeek / August 2, 2011

If you want to promote your company as a "green business" there are certain requirements you must

meet according to the U.S. Federal Trade Commission. Falsely claiming to be a green business in order to win customers is called "greenwashing."

GRC-Pirk Management announced that they have developed a free "Green Guides" workshop for owners and managers in the automotive service and collision repair business. The first of its kind workshop describes why "greenwashing" seems to be the new craze and why some shops find Green hype to be a convenient, yet dangerous advertising tool. And, why many collision repair shops are so anxious to create positive public opinion as an environmentally-friendly business that they are willing to grasp at any option.

Among other things, various stakeholders have partnered with GRC-Pirk to create a unique workshop that explains the Green promotional practices and procedures permitted by the U.S. Federal Trade Commission and the new ISO-50001 sustainability requirements.

Invited attendees will learn that greenwashing has escalated sharply in recent years as shops have strived to meet escalating consumer and insurance demands for greener products and services. Authority is cited from consultancy TerraChoice Environmental Marketing, that 5,296 products have been identified as making green claims with the conclusion that 95 percent of the products were guilty of greenwashing. Furthermore, according to TerraChoice vice president Scot Case, the problem is escalating. Tests are based on the FTC Green Guides, and the Canadian Competition Bureau Guidelines for Environmental Claims, ISO 14021. The "Sin of No Proof" has increased from 56.4 percent of all products to 70.1 percent. And, the "Sin of Worshiping False Labels" has increased from 23.3 percent to 30.9 percent.

The Green Guides lesson is offered free of charge in conjunction with regional trade association events to promote federal, state and local green business programs. Along with a certificate of completion executed by a licensed engineer, each participant receives a commemorative evergreen tree seedling as evidence of their commitment to protect the environment. The next workshop is scheduled in September, during a Georgia Collision Industry Association meeting.

<http://www.collisionweek.com/cw/news/2011/0802-work.asp>

Developing industry standards draws spirited discussion at CIC

Auto Body Repair News / July 29, 2011 / By Bruce Adams

An update on efforts to develop collision industry repair standards drew spirited discussions during the Collision Industry Conference (CIC) meeting July 20 in Salt Lake City.

The Standards Advisory Committee, co-chaired by CIC Chairman Mike Quinn and former CIC Chairman Russell Thrall, said the fundraising and research efforts are moving along but more money is needed to fund the work.

The Fundraising/Marketing Committee has \$26,600 committed to the project, which is 44 percent of the \$60,000 goal to fund the case study statement development, according to Dale Delmege, chairman of that committee. The purpose of the study is to develop a business case to create repair standards in the United States, and to define the scope of the organization and how it might be organized, governed, staffed and funded, according to Michael Condon of Condon Consultants LLC. Condon is a former Allstate Insurance executive whose consulting company was hired by CIC to explore these issues.

Condon said his methods include interviewing industry members to establish the opinion of the industry on standards, study existing repair standards in the United Kingdom and to create a comprehensive report on his findings. He said he plans on conducting about 40 interviews (50 percent will be of collision repairers) by mid- August. About 10 interviews had been done at the time of the meeting.

Several CIC attendees said that those being interviewed need to be well-informed shop owners or else the results will have little value. Aaron Schulenburg, executive director of the Society of Collision Repair Specialists, cautioned against creating new standards that are different from original equipment repair standards. He said that would not be in the best interests of the repairer or the customer. Other meeting attendees said that creating new standards would require a new organization to oversee and enforce the standards, which would be a drain on industry resources.

"There are no plans to create an entity, we are only looking to develop repair standards," Quinn said. Click on video of Mike Quinn to see him discussing collision industry repair standards.

"The industry wants standards, it's just a matter of how the standards are developed," said Jeff Hendler, administrator of CIC. "How they are developed is in question. I don't think the industry is ready for another entity, but existing standards need to become code." Click to see video of Jeff Hendler discussing repair standards.

Rollie Benjamin, chairman and chief executive officer of ABRA Auto Body & Glass, cautioned CIC members about micro-managing the process, and suggested the committee be allowed to do its work and present its results.

"This is an enormous issue and is threatening to so many groups, individuals and organizations," said Scott Biggs of Assured Performance Network. "But think how much better the industry could be if we actually had clear repair standards."

Repair standards have made a big difference in the United Kingdom, according to Delmege, who is a former Mitchell International executive and CIC chairman.

"Establishing repair standards in the United Kingdom transformed the collision industry in a positive way," he said. "We are asking you to fund an utterly unbiased effort. There will be no insurer or OEM bias in the work that Mike is doing. Please consider donating \$100 per location. This is a worthwhile cause."

The committee will present a more complete report at the CIC meeting in November in Las Vegas.

<http://abrn.search-autoparts.com/abrn/Collision+Repair/Developing-industry-standards-draws-spirited-discu/ArticleStandard/Article/detail/733305?contextCategoryId=498>

FTC Clarifies Use of Non-OEM Parts in Warranty Repairs

Collision Week / July 26, 2011

The Automotive Recyclers Association said that the Federal Trade Commission (FTC) this week affirmed the use of recycled automotive parts in warranty repairs in a letter to ARA Chief Executive Officer (CEO) Michael Wilson.

In the letter, the FTC said, "Warrantors may not claim that a warranty is void simply because a consumer has used an aftermarket or recycled part."

"Tying warranties to the use of new, authorized replacement parts is illegal under the Magnuson-Moss Act," said Wilson. "Several months ago we asked the FTC to review position statements by several automobile manufacturers that implied that recycled parts are lesser quality parts than new OEM parts and that their use could void a manufacturer warranty," said Wilson.

ARA raised concerns with the FTC that the position statements of the automobile manufacturers might mislead consumers into thinking that using recycled parts in a repair could void their warranty. As a result, the FTC announced the update of a consumer alert entitled Auto Warranties, Routine Maintenance, and Repairs: Is Using the Dealer a Must? The revised alert specifically notes that the mere use of recycled parts does not void a warranty and that it is illegal for warrantors to void a warranty or deny coverage simply because a recycled part was used.

In the alert, the FTC goes on to explain that, "if it turns out that the aftermarket or recycled part was itself defective or wasn't installed correctly, and it causes damage to another part that is covered under the warranty, the manufacturer or dealer has the right to deny coverage for that part and charge you for any repairs.

Download the updated version of the alert

<http://www.ftc.gov/bcp/edu/pubs/consumer/alerts/alt192.pdf>

<http://www.collisionweek.com/cw/news/2011/0726-ftc.asp>

Volvo Bulletin Warns Against Aftermarket Structural Parts

Collision Week / July 25, 2011

Volvo Cars of North America has issued a new Service Manager Bulletin that warns against the use of anything other than new, original parts for structural repairs to collision damaged vehicles. The carmaker says it does not support the use of aftermarket, alternative or salvage parts for repairs to structural components or supplemental restraint systems.

The bulletin, issued for the U.S. and Canadian markets, also says the company does not recommend the use of salvage parts because, "Although these parts may appear equivalent, it is difficult to tell if the parts have been previously replaced with non-OE parts."

The bulletin encourages service managers to communicate this message to collision repair shops, insurance adjusters, and Volvo owners.

The bulletin, issued on July 18, reads as follows:

Volvos are designed to absorb the impact of a collision. This energy absorption system including, but not limited to, structural components such as bumper reinforcement bars, bumper energy absorbers, frames, rails, fender aprons, A-pillars, B-pillars and body panels must work together to maintain cabin integrity and protect vehicle occupants.

The supplemental restraint system including but not limited to air bags, side curtain air bags, and deployment sensors work together with the above components to provide proper timing for air bag deployment.

Due to the above, Volvo Cars of North America does not support the use of aftermarket, alternative or anything other than original Volvo parts for collision repair.

In addition Volvo does not support the use or re-use of structural components from an existing vehicle that has been previously damaged. Although these parts may appear equivalent, it is difficult to tell if the parts have been previously replaced with non-OE parts or if the part has been damaged as a result of a prior collision. The quality of these used parts may also have been affected due to environmental exposure.

Download a copy of the bulletin.

<http://www.collisionweek.com/cw/graphics/2011-0718-volvo-am-parts.pdf>

<http://www.collisionweek.com/cw/news/2011/0725-volv.asp>

Gunder's Claims State Farm Altered Prevailing Rate Survey

Body Shop Business / July 25, 2011

Gunder's Auto Center, which recently filed an appeal with the United States Supreme Court in its slander/tortious interference case against State Farm, is now claiming that documents surrendered to the court prove State Farm altered information provided by Gunder's on paint materials in its prevailing rate survey.

Gunder's claims that it completed and submitted the survey on Sept. 29, 2009, answering "Yes" to the question, "Do you use an automated paint materials rate calculator?" and leaving a blank when asked for "rate charged for paint materials." It also listed 15 employees for "shop capacity."

However, Gunder's claims the documents demanded in the court's order show that the shop capacity was changed to 10, the answer to "Do you use an automated paint materials calculator" was changed to "No," and a rate of \$26 per refinish hour for materials was listed next to "rate charged for paint materials."

"I'm confident that this is not an isolated incident and that this is the likely reason [State Farm] has failed to supply us all the surveys and other information as ordered by the court," said Ray Gunder, owner of Gunder's. "For years, across the entire country, monies have been withheld from repairers under the guise of the so-called survey and 'Prevailing Competitive Pricing' by State Farm and all those insurers who follow

their lead. Such deceit and unethical business practices have earned State Farm many billions of dollars in unjust profits – billions that the consumer never received benefit of through proper and thorough repairs.”

http://bodyshopbusiness.com/Article/89928/gunders_claims_state_farm_altered_prevaling_rate_survey.aspx

NSF International Launches New Automotive Aftermarket Collision Parts Distributor Certification Program

Body Shop Business / July 23, 2011

NSF International announced the launch of a new program to certify distributors that sell automotive aftermarket collision parts at the Collision Industry Conference held July 20-21 in Salt Lake City, Utah.

NSF International says the new NSF Automotive Aftermarket Collision Parts Distributor Certification Program closes the gap in the supply chain between the parts manufacturers and body shops.

The Automotive Body Parts Association (ABPA) sponsored and worked closely with NSF to develop the new program to meet supply chain requirements, including parts traceability. NSF believes that the program meets the needs of collision repair shops, insurers and ultimately consumers, as it requires distributors to have quality management systems in place that address traceability, service and quality issues with regard to both certified and non-certified parts.

NSF certified distributors will be required to have records systems and inventory tracking systems in place that can track customer defective part complaints, trace a part to a body shop and trace a part sale. NSF believes that this gives the industry the ability to track all defective part complaints and trace parts from the manufacturer through the distribution channel to the body shop.

“For many years, the collision industry has asked for an effective system to track and recall, if necessary, any defective safety parts. The new NSF Distributor Certification Program accomplishes that goal,” said ABPA Board Chairman Dan Morrissey. “The NSF program provides collision repairers and their customers’ peace of mind that certified distributors are focused on delivering quality parts and service.”

Requirements for distributors to earn NSF certification include:

- ISO 9001 certified quality management system
- Part traceability and inventory tracking system
- Defective parts procedure including a customer part complaint process
- Ability to administer a manufacturer’s recall

Distributors that meet the certification requirements will be able to use the NSF Certified Distributor Mark on their websites and promotional materials indicating that they’re an NSF certified distributor. Certified distributors also will be included in NSF’s online certification listings. NSF says that all NSF certified distributors will undergo ongoing quality systems inspections to maintain certification.

“The NSF Automotive Aftermarket Collision Parts Distributor Certification Program certifies a distributor’s ability to meet rigid performance standards and was developed in support of NSF’s mission to create programs that help protect and improve public health and safety,” said Bob Frayer, director of NSF International’s Automotive Aftermarket Certification Programs and the NSF Engineering Laboratories.

NSF believes that the NSF Distributor Certification program complements the NSF Automotive Aftermarket Parts Certification Program, which certifies that automotive aftermarket parts (e.g. steel bumpers, step bumpers, brackets, rebars, sheet metal, lighting and absorbers) meet rigid quality, safety and performance standards in terms of form, fit and function

http://bodyshopbusiness.com/Article/89925/nsf_international_launches_new_automotive_aftermarket_collision_parts_distributor_certification_program.aspx

http://www.nsf.org/business/automotive_services/index.asp?program=AutomotiveSer

http://www.nsf.org/media/enews/automotive_landing.asp

Mercedes to add fifth model at U.S. factory

Automotive News / July 22, 2011 / By Harald Hamprecht

Tuscaloosa will build a coupe-styled M class, sources say

FRANKFURT -- Daimler AG will add a fifth Mercedes-Benz model at its U.S. assembly plant near Tuscaloosa, Ala., company sources told Automotive News Europe.

The model will be a variant of the Mercedes M-class crossover with a coupelike roofline. Production will likely start as soon as 2015, the sources said.

The new M-class body style will be positioned against the BMW X6 built in Spartanburg, S.C., and likely will be called MLC.

Mercedes is adding the M-class variant as part of a \$2 billion investment in the Alabama site that was unveiled on Thursday. That project will pave the way for C-class production while providing tooling for new generations of the R class and G class as well as a redesigned M class that went into production this week.

An expanded M-class lineup would fit with Mercedes' original vision for the factory before the first M class was built in Alabama 14 years ago. Executives said then the "M" designation would eventually represent a family of vehicles beyond the inaugural SUV. To date, the M's variations have been primarily engine options.

Mercedes has a precedent for charting product plans more than four years out. In 2009, the company announced its intention to build the C class in Alabama – starting in 2014.

A Mercedes spokesman declined to comment on future product plans, nor on how much Tuscaloosa's capacity and headcount will be increased in the future. Production at the plant is already close to its 160,000-unit annual capacity, and the factory employs 2,800 people.

Mercedes' internal development code for the new M-class variant is C166.

Mercedes is battling German rival BMW for the title of best-selling luxury brand in the United States, following an 11-year reign by Toyota's Lexus.

Through June, BMW sold 113,705 of its namesake vehicles in the United States. Mercedes, not counting its Sprinter commercial vans, had 110,926 sales. Lexus, hampered by the March earthquake in Japan, sold 88,010 vehicles.

Last year, BMW globally sold 46,404 units of the X6 and 102,178 of its sibling model, the X5, also built in Spartanburg.

<http://www.autonews.com/apps/pbcs.dll/article?AID=/20110723/COPY01/307239999/1286>

North State v. Progressive Decision Mirrors Recent California Steering Ruling

Collision Week / July 22, 2011

Judge finds that insurers can be sued for damages caused by steering, allows case to proceed.

A New York Supreme court ruling has determined that an insurer can be sued for damages caused by steering under the state's General Business Law even though New York law does not directly allow a private right of action against insurers for violations of Insurance Law. The late June decision is very similar to the recent case in California that also held insurers are at risk of lawsuits for violations of the state's anti-steering law. (see related story below)

In the Westchester County case of *North State v. Progressive*, Justice Gerald Loehr held that the North State claims accusing Progressive of making derogatory statements about North State to its customers in order to steer them toward its direct repair facilities are not merely “disguised” claims of steering as Progressive argued.

Like the California case, the judge found that even though state Insurance Law does not allow insurers to be sued for making disparaging comments about a business in order to steer consumers (violations of Insurance Law), that does not prohibit a lawsuit to be filed under the state General Business Law.

The original case filed against Progressive had included several causes of action against the insurer, one of them being a violation of the state’s anti-steering law. However, the violation of the state’s anti-steering law was dismissed by the lower court due to the fact that New York does not provide for a private right of action for such violations. Those violations are actionable only by a state or government agency such as the Attorney General or Department of Insurance.

In this latest decision, Progressive had filed a motion to dismiss the remaining claims against it including alleged violations of the General Business Law. They argued that North State’s claims were merely a “disguised” steering claim.

The judge disagreed and denied Progressive’s motion based on an earlier NY Federal Court case where the court found that the plaintiff had a “free-standing” claim for harmful deceptive business practices under the General Business Law.

The judge held that where violations of the General Business Law happen to overlap with provisions of the Insurance Law, such claims under the General Business Law may proceed.

Justice Loehr agreed with the earlier court and saw that “an insurer’s misrepresentations to its insureds as part of a broad DRP may be sufficiently consumer-oriented to state a cause of action under [General Business Law], that the alleged loss of business resulting there from is direct injury and that Plaintiffs cause of action is not merely a disguised claim for steering.”

Counsel for North State, Anthony J. Mamo, acknowledged that this was the first time a state court has recognized the right to bring this type of deceptive business practice claim against an insurer even though the claims overlap Insurance Law. “What’s important, is that the court is now saying that you have a right to sue where before you didn’t,” Mamo explained.

In an interesting side note to this decision, the judge found that in the eyes of the law, Progressive and independent body shops can be considered direct competitors. An argument was made by Progressive that North State could not show that any consumers were harmed as a result of its actions and therefore had no standing to bring the deceptive business practice claim.

The judge observed however, that case law has held that a “business competitor” that is harmed “has standing to assert a claim and may do so without proving specific harm to any consumer.” The judge found that, “Having created and promoted the DRP, Progressive made itself, in a real sense, a competitor of [North State].”

<http://www.collisionweek.com/cw/news/2011/f0722-nort.asp>

Allstate Wants Cycle Time Improvement from Network Shops

Insurer now requiring shops to guarantee delivery dates, provide “priority service” to Allstate claimants.

Body Shop Business / July 21, 2011

Allstate is requiring its Good Hands Network shops to “deliver priority service to [the] mutual customer” by working to reduce cycle time and guaranteeing vehicle delivery dates, among other requirements. A video featuring Tracy Tramm, Allstate Claim Service Manager for the Good Hands Repair Network, summarizes the requirements, which were previously outlined in a series of cycle time Web conferences focused on the insurer’s 2011 customer service initiatives.

“Reducing cycle time is a key component for increasing customer satisfaction for both Allstate and your

facility," Tramm said in the video.

The four key network process changes, as outlined by Tramm in the video, are as follows:

- "Priority service" will be given to Allstate customers having their vehicles repaired at Good Hands Network shops.
- Estimates must be uploaded and completed within 24 hours of receipt of the vehicle.
- The facility will be required to commit to a guaranteed completion date for all vehicles repaired under the network program. "Your shop will be responsible for any and all costs caused by a failure to meet the guaranteed completion date," Tramm noted.
- At the customer's "reasonable request," shops will provide extended hours of operation.

"These changes are aligned with Allstate's commitment to keep the customer at the center of all we do and are intended to positively impact both customer service and cycle time," Tramm said. " Compliance with these items remains a core requirement for your participation in Allstate's direct repair program."

http://bodyshopbusiness.com/Article/89843/allstate_wants_cycle_time_improvement_from_network_shops.aspx

Collision Billing Services Launches Claims Database for the Collision Industry

The database will track what repairs, rates and materials have been charged to an insurer and what payment has been made by an insurer on the consumer's behalf. CBS will use the information to help repairers to obtain payment for legitimate charges.

Body Shop Business / July 20, 2011

Collision Billing Services (CBS) announced the launch of its Claims Database to assist the collision industry in obtaining payment for all of the charges relating to the repairs of customers' vehicles. The Claims Database was created to track information submitted by subscribers to document what repairs, rates and materials have been charged and what payment has been made by an insurer on the consumer's behalf.

CBS says it will use the information to track the procedures, materials, rates and costs paid on the invoice, as well as those charges that were not paid. The database identifies each specific insurer's practices and enables CBS to utilize the information to assist repairers to obtain payment for legitimate charges and to provide reporting to state departments of insurance and other agencies regarding insurers' practices.

"We know, for example, that some auto insurers are playing games with labor rates by paying shops lump sum amounts entered as manual generic entries on the insurer's estimate or supplement, rather than openly acknowledging the additional money represents an increase in the shop's labor rate," said Erica Eversman, counsel and a member of CBS. "This tactic allows insurers to claim that shops are continuing to accept low labor rates, when they know the evidence supporting these claims is artificial and manufactured by them. For companies demanding 'transparency' from others, these auto insurers don't appear to provide transparency in their own actions. The only way to demonstrate this duplicity is by tracking the information on repairer charges and insurers' claims payment by an entity wholly independent of the insurance industry."

Beyond enabling shops to use tools provided by the Claims Database, CBS says it "levels the playing field" by identifying if an insurer is denying a charge's reimbursement for the consumer as a widespread practice or if the insurer is simply focused on refusing to pay one or a small group of repair facilities. With CBS tracking repair facility charges, the group believes insurance companies will no longer be able to unjustly assert to the shop that, "You're the only one charging for that."

"We saw the need to create a solution for many of the collision industry's issues over proper payment that allows shops to participate without running afoul of antitrust or other laws," said Chuck Gosney, president of CBS. "While launching and working with our Full Billing Services clients, we saw how thinly supported insurer arguments were as to why they refused to pay for legitimate charges and realized we could expand the database we developed to enable it to become a large and powerful resource for body shops and

their customers.”

The Claims Database enables subscriber shops to send their blueprints for repair and repair invoices to CBS electronically along with the insurance company final estimate and payment information. CBS compiles that information to track which procedures, operations, materials, rates and administrative costs were charged and which were paid.

Shops also can submit requests to CBS during a repair if an issue arises to identify other repair jobs where the same or other insurers have paid for the activity or for which other repair facilities have also charged. CBS sends the information to the insurer with confirmation to the repairer identifying the insurer has paid for the same charge, other insurers that have paid for the charge, or other collision repairers who also charge for the activity.

All collision repair facilities are welcome to participate in this new service, whether independent shops or ones with one or more direct repair affiliations. Many insurers use the practices of their direct repair shops — which are usually dictated by a written arrangement between the repairer and insurer about what may be charged — to substantiate denials of legitimate charges to independent shops, according to CBS, and often, insurers will pay their network shops for activities they refuse to pay independents.

“If shops have agreed with insurers not to charge for certain activities, that is their own business decision,” said Eversman. “But that fact should not be used against other shops that receive no benefit from the arrangement with an insurer. Our mission is to provide fair, reliable data of activities charged by collision repairers and insurer practices paying or not paying for those charges on behalf of consumers.”

http://bodyshopbusiness.com/Article/89797/collision_billing_services_launches_claims_database_for_the_collision_industry.aspx

Mercedes to invest more than \$2 billion in Alabama plant

Automotive News / July 21, 2011 / By Lindsay Chappell

Daimler AG has approved an expenditure of more than \$2 billion for upgrading and expanding operations at its U.S. auto assembly plant near Tuscaloosa, Ala.

The new spending will pay for the plant to begin building the Mercedes-Benz C class car, as previously announced, and also to retool for new generations of two of the plant’s existing models, the Mercedes-Benz R-class crossover and G-class SUV.

The investment comes as Mercedes battles German rival BMW for the title of best-selling luxury brand in the United States, following an 11-year reign by Toyota’s Lexus.

In a statement released today, Daimler did not say what time period the investments will cover or what other future projects they might fund.

The plant will launch C-class production in 2014, Daimler said in late 2009.

The company revealed the investment figure today following a Job 1 plant celebration yesterday that kicked off production of the new-generation Mercedes M class there.

The Tuscaloosa plant opened in February 1997 as a modest \$350 million manufacturing investment to put Mercedes-Benz retailers into what was then a booming SUV market with the M class.

Roll of the dice

At that time, the plant was viewed as something of a risky roll of the dice. Mercedes had never operated a factory outside Germany, never trained an inexperienced work force, never worked with U.S. automotive managers and never sold an SUV in the United States.

Even as the Tuscaloosa plant prepared for launch in 1997, Mercedes executives asked members of the media whether they thought the plant would succeed.

Among those executives was Dieter Zetsche, now chairman of Daimler and head of Mercedes' car operations globally.

Several expansions

Since then, Mercedes has expanded the Tuscaloosa plant repeatedly, although production levels collapsed after the SUV market began deflating in 2008.

Last night, Zetsche told workers at the plant that Tuscaloosa is Daimler's "pioneering plant," according to the statement issued this morning. Zetsche said: "It is also the blueprint for our new operations in emerging markets.

"We're continuing to write new chapters of the plant's success story with significant investments into the future," he was quoted as saying.

Through June, BMW sold 113,705 of its namesake vehicles in the United States. Mercedes, not counting its Sprinter commercial vans, had 110,926 sales. Lexus, hampered by the March earthquake in Japan, tallied 88,010 sales.

<http://www.autonews.com/article/20110721/OEM01/110729978/1286>

Newest Volkswagen Plant Employs State of the Art Paint Shop

Collision Week / July 20, 2011

The paint shop in Volkswagen's newest production plant which recently opened in Chattanooga, Tennessee is the first in the world to employ a new waterless "dry-scrubber" system to collect overspray. The overspray, instead of running through a water filtration system, is directed through a thick cloud of extremely fine limestone powder which captures the paint. The plant then collects the powder and sends it to another company that uses it to make concrete.

The EcoDry Scrubber system not only saves 50,000 gallons of water a day, but also recycles 85 percent of the air in the booth which saves heating energy.

The plant, which builds the new 2012 Jetta, utilizes a primerless waterborne paint process. The process includes an electrocoat immersion for corrosion protection, an application of a double-thick waterborne base coat, a drying cycle, and then a solvent-based clearcoat which is followed up by a hot wax injection to seal cavities.

The paint shop has 154 employees, but not one of them works inside the 100 percent dust-free spray booth. The paint work is done by more than 50 robots and 2.8 miles of conveyor lines.

The production process for the new Jetta includes over 4700 spot welds and 107 ft of sealer.

<http://www.collisionweek.com/cw/news/2011/0720-new.asp>

Volkswagen Launches Accident Management Service

Collision Week / July 19, 2011

Volkswagen Insurance Service (VIS), the insurance arm of Volkswagen Financial Services, is now the second automaker in the UK to announce its entry into accident management services. In the event of a collision, the service will direct their car to an authorized collision repair facility for restoration to factory standards with all OEM parts.

Ford made a similar announcement this year and the addition of Volkswagen may signal the beginning of a possible trend among automakers. Given the international reach of major car companies, the idea might easily spread to other countries.

Volkswagen says its new product, 'Ensurance', works with any car insurance policy and provides full accident management support and service from the Volkswagen Group repairer network. Launched on July 15, 2011, Ensurance has an annual cost of 49.99 and will include VIS taking over the accident management process on the customer's behalf. A Volkswagen Group courtesy car will be provided in a wider range of circumstances than normal and legal expenses cover is also included in the product. Ensurance is initially available for all new and used Volkswagen, Audi, SEAT and Skoda branded vehicles.

The arrangements do not involve any referral fees or increased courtesy car costs paid in the background.

Robert Cottrell, head of insurance for Volkswagen Financial Services and Volkswagen Insurance Service, said, "Last year VIS looked at developing a proposition which would provide a consistent claims experience for customers whoever their car insurer is and whether they caused the accident or not. We wanted our customers to be able to 'put Volkswagen into their insurance'

"Unlike existing credit hire models for accident management there are no referral fees paid through Ensurance. Although the cost is 49.99 per annum, this does include legal expenses cover which can typically cost an extra 20 to 30 per annum when added to a car insurance policy. A courtesy car is also provided which often has an additional cost as well. Buying Ensurance means customers are able save these costs on a car insurance policy and still enjoy the Volkswagen Group network service for no additional cost over-all."

The legal referral fees and credit hire income that many accident management companies and insurers earn when dealing with claims push up the cost of motor insurance for everyone. Volkswagen Insurance Service doesn't accept or gain any income from these sources.

In early June, when Ford announced its service, Ford's Martin Dowding acknowledged the possibilities of the arrangement and referred to Ford as "a sleeping giant" with regards to engaging with its customers in accident management services.

<http://www.collisionweek.com/cw/news/2011/0719-vw.asp>

CCC ONE Outage Disrupts Shop Estimating

Collision Week / July 13, 2011

Repairers across the country unable to write estimates for hours.

On Tuesday morning, CCC users were wondering what was happening when they were suddenly unable to write estimates in the CCC ONE estimating platform. Email correspondence from repairers across the country seemed to indicate that the newest Web-based estimating and management system from CCC Information Services was suffering from a widespread outage that was preventing CCC ONE customers from writing estimates. One New York repairer complained that his shop was already behind by 20 estimates, "and it's only 9:45 am."

CCC Vice President of Market Solutions Jack Rozint was able to confirm that the CCC ONE system was down for nearly five hours. According to Rozint, a scheduled software update on CCC's servers, due to conclude by 5:00 am, did not work as it should have, causing the system to become unresponsive. The company was able to resolve the issue and restore service by 9:40 Central time.

Unfortunately, during those five hours, CCC and its users were suffering from one of the nearly unavoidable drawbacks of software systems based on a "hosted" application model. Unlike traditional estimating and management systems installed on a computer in the shop, the CCC ONE system operates under a hosted application model. Sometimes referred to as "on-demand software," hosted applications hold the main software program, as well as all of the user's data, not on the user's PC in their shop, but on a central server accessed through the Internet.

Hosted applications are growing in popularity. Google offers its Google Docs office productivity suite as a hosted suite. Microsoft also launched Office 365 subscription service for its popular suite of software. The benefits of a hosted application include lower internal IT support costs and typically feature subscription-based pricing that includes updates. The use of hosted applications harkens back to the days of "main-

frame" hosted applications delivered to terminals at a business that predates the arrival of the desktop computer.

However, the many benefits do come with some risk. If the Internet goes down or the main server experiences an issue, as in CCC's case on Tuesday, the functionality of a hosted application can be severely degraded or lost completely, and users are no longer able to run the application.

To address Tuesday's outage, Rozint said CCC has already made changes to prevent a similar outage in the future. "We have implemented a monitoring process so there is no way that this event could reoccur and cause a similar outage. The situation has been addressed at the root cause," Rozint said.

"CCC ONE has a fail-safe design that allows an estimate to be written, even if your Internet is down," Rozint explained, "However, this morning the system was still connected to the server, so users were unable to write estimates. We have a fix for that that will go into effect with our September release, to handle a partial server interruption like we had this morning. When the fix is installed, if a similar occurrence should occur, users will still be able to write estimates.

The fail-safe operation of CCC ONE, however, only relates to estimate writing. Rozint confirmed that the management system functionality of CCC ONE is still dependent on a connection to the server. "If the connection is lost, users do not have access to any of the work files on the management system."

Rozint also said the outage has inspired planned changes in how the company communicates these types of issues with their customers in the future. "This morning, we had a message when you called into the support line that we were having an outage, but we are working to enhance that system. We are working on an improved communication process. We don't have the final details yet, but we will implement a better way to inform the user that there is a server issue."

Rozint added, "There was no security breach or data loss related to this outage." That statement was reiterated by CCC General Manager Automotive Services Jim Dickens in an email to customers on Tuesday. Dickens added, "This unanticipated disruption of service was caused by the need to add capacity to the system. We are taking the necessary measures to prevent a recurrence."

Shop owner Matt Dewalt, Vice President of Scott's Collision Centers in Easton, Pennsylvania, confirmed that his CCC estimating system was down for a while on Tuesday morning, but said the system was back to normal now and the downtime caused only minor disruptions. "We got caught up. We just took some notes and told our customers we would get right back to them as soon as our computers came back up."

CCC not the only ONE

Service disruptions will likely remain an unavoidable consequence of hosted applications for the foreseeable future. Audatex UK has many more years of experience with hosted applications than information providers in the U.S., having offered a hosted estimating solution, AudaEnterprise, in the UK market for over six years now.

As is the nature of hosted applications, Audatex UK also has many more years of experience with service interruptions. In one extreme example, AudaEnterprise suffered a severe outage that lasted nearly a week in the fall of 2010.

On Monday morning, September 20, 2010, an issue at an Audatex facility caused widespread business interruptions for Audatex users similar to what CCC had experienced on Tuesday. By that afternoon, it became clear to Audatex that the outage was serious, and the company advised its customers that, "our system is unlikely to be available for any useful period for the remainder of the day."

In the end, what began as a Monday morning service interruption, expected to last for several hours, had evolved into a loss of service for AudaEnterprise users that was not fully restored until the following week.

Commenting on the 2010 outage, Rick Tuuri, Vice President, Industry Relations for Audatex, said, "As Audatex UK has previously disclosed, it experienced an outage in September 2010 triggered by a third-party firmware failure and has implemented appropriate corrective actions."

The fact that the Audatex trouble was ultimately attributed to failed computer hardware supplied by an outside vendor, perhaps underscores the inevitability of service disruptions to which hosted applications

are vulnerable. In order for these systems to work as designed, despite the best efforts of any provider, every link in the chain must function properly; servers, software, electric power, computer hardware, and of course, the Internet connection between the user and the server.

<http://www.collisionweek.com/cw/news/2011/f0713-ccc.asp>

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9 pc. HVLP Spray Gun Set

- Operating pressures of 15-45 psi
 - Air consumption: 7.0 to 9.0 CFM
- Contains: (1) 1.8mm Primer spray gun; (1) 1.4mm Topcoat spray gun; (1) 1.0mm Touch-up spray gun; (2) 1L Aluminum cups; (1) 125cc Stainless steel cup; (1) Locking pressure regulator (0-180 psi, 0-12 BAR); (1) Face mask
- Cleaning kit: (1) Spanner wrench; (1) Hex wrench; (1) Brush; (2) Filters

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- Scuff Stuff Cleaner and Surface Preparation, 6.6 lb. Tub
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- 6hr. runtime, Lithium-Ion battery allows for up to 1,000 charges
- Overcharge protection prolongs battery life

Sale Price: \$43.95 each

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ATD Tools

ATD80136

60 LED SABER LI-ION Cordless Worklight SHINES BRIGHTER

- 3 hour runtime

Sale Price: \$57.95 each

While Supplies Last



ATD Tools

ATD80139

90 LED SABER LI-ION Cordless Worklight SHINES BRIGHTER

- 2.5 hour runtime

Sale Price: \$71.95 each

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Central Tools

CEN13003

Underhood Lite on LitePerch

- Gives hands free lighting of entire engine compartment
- 25 watt cool running fluorescent bulb, extra-thick shatterproof housing, 25ft. 18/2 SJTOW cord is oil and water resistant, light is 44in. long

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HTP

HTP21023-2

.023 Mig Wire
E70S-6 Steel Wire 8in., 10 lbs.

Sale Price: \$29.95 each

While Supplies Last



HTP21030-2

.030 Mig Wire
E70S-6 Steel Wire 8in., 10 lbs.

Sale Price: \$29.95 each

While Supplies Last

Impact

IMP3803-1

Prep Klean Wax and Grease Remover
1 gallon can

Sale Price: \$17.88 each

While Supplies Last



IMP3805-5

Prep Klean Wax and Grease Remover
5 gallon can

Sale Price: \$64.95 each

While Supplies Last

MIPS PRESS

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The following article "*The Sad Truth About Collision Repair Labor Rates*" is published by Body Shop Business Magazine and is authored by Gregory J. Schneider. Greg discusses some of the issues that have led up to the depression of labor rates for collision shops and what to do about it. Greg also offers Shops some tools for calculating Labor Rates. For Shops interested in learning more about calculating your true effective labor rate, contact our consultants at Metro Paint (www.metropaint.com).

The Sad Truth About Collision Repair Labor Rates

Collision labor rates are pathetically low because of a variety of factors, including repairers themselves. But there are possible solutions that, if implemented, could result in more equitable compensation.

By Gregory J. Schneider

Body Shop Business / July 7, 2011

When it comes to labor rates, there shouldn't be a debate. Every collision repair facility, or any other type of business for that matter, has its own individual cost structure. Like other businesses, we all have varying overhead costs, number of locations, employee compensation plans, job quality standards, employee skill levels, ethics, etc. With so many variables, how can we all possibly have the same labor rate?

The current state of the labor rate isn't something that has appeared overnight. The structure in which the industry operates has evolved from many factors, including but not limited to insurance company demands. But probably the biggest impact on labor rates has been the shops themselves. That's right, us. We've allowed these inequities to continue.

To fully understand the severity of this labor rate issue and the implications it will have on our industry's future, you must know the facts.

The Gap Gets Bigger

Early on in the automobile industry, there was little differentiation between mechanical and collision repair, as it was typically performed by the same person. As the industry evolved, a distinction was made between the two, mainly because collision costs were paid through insurance companies while mechanical repair payments were made directly by consumers. This resulted in separate facilities for repairs and differences in the labor rate that each segment charged for the work.

The gap continued to widen as insurers began demanding specific rates for collision repair, while mechanical repair wasn't interfered with by influences outside the shop.

In 1940, the labor rate for auto body repairs was \$4 to \$5 per hour. The McCarran-Ferguson Act of 1945 gave the insurance industry an exemption from the Sherman Antitrust Act (specifically regarding aspects relating to insurance.) This act was meant to be a temporary measure after World War II to help the insurance industry recover from the war. This exemption led to insurance agents and adjusters manipulating the collision industry with biased partiality deals. These deals drove down the labor cost charged by shops, and in return, the insurers provided work to those shops while boycotting other shops that didn't agree to the reduced labor rates.

Consent Decree

This systematic behavior led to the U.S. Department of Justice, under the direction of U.S. Attorney General Bobby Kennedy, issuing the 1963 Consent Decree. In the Consent Decree, many mutual casualty carriers agreed to stop manipulating labor times, demanding discounts and steering work only to shops that agreed to those lower rates.

Many repairers argue that the same insurers that agreed and signed the Consent Decree almost 50 years ago have not only disregarded this federal document but abused their power to now control almost the entire industry through DRP arrangements. By doing this, they've been able to control the labor rate they pay and use what some call "extortion-like methods" to control their claims costs. The effect, they claim, has been the suppression of labor rates over the entire industry and making consumers take a backseat to repairs performed by the lowest bidder.

Many point to the huge rate gap between the mechanical repair rate and the collision repair rate as evidence of this interference by insurers. The current labor rate for mechanical repair is now more than double the collision repair rate.

Increasing Costs

Times have changed dramatically. The cost of utilities and business insurance and taxes have increased, and the cost of body and paint materials has quadrupled. Yet collision labor rates remain stagnant and undervalued.

Tom Justice of Valley Paint and Body in Amelia, Ohio, believes each shop's labor rate should be set by its overhead. He referred to a 1983 court case, *Roger Henn vs. Susan Stoneburger*, where he was an expert for the plaintiff. In the case, Henn (plaintiff) sued Stoneburger (defendant) for the difference between the labor rate paid and the labor rate the defendant's insurance company agreed to pay for.

The defendant argued that the estimate represented a reasonable expense to repair the plaintiff's automobile in order to restore it to its prior condition. Justice testified for the plaintiff that there was further expense for additional repairs incurred within the accident, and his hourly labor rate was \$12 higher than the labor rate provided on the estimate issued by the defendant. That's right, \$12!

The court agreed with the plaintiff, stating it was the plaintiff's obligation to minimize his damage and use reasonable care and diligence to avoid loss. However, he did not have to use the lowest labor rate in the community, as a rate isn't fixed throughout.

Falling Rates

Steve Wurtz of Blue Ash Auto Body in Cincinnati, Ohio, says that when he started in this industry in 1971, several major insurance companies had just raised the labor rate in Cincinnati to \$10 per hour. The rates in the 1970s increased 60 percent, and the industry also saw a 50 percent increase in the '80s. After the insurance industry created DRPs, many shops that participated in these new programs undervalued their compensation, which resulted in the rate increase to slow down to 33 percent in the '90s. During the last decade, the rate of increase was even less at 27 percent.

Wurtz attributes this change in the labor rate to State Farm discontinuing its annual labor rate survey in 2004, when the labor rate stayed at \$44 per hour. He recently wrote a letter to every shop in a five-county greater Cincinnati area, instructing them to visit the insurer's website and fill out the survey. Wurtz says he didn't do this because his labor rate of \$53 per hour has stayed the same since 2008; he did it for the benefit of the entire industry. This resulted in the insurer increasing labor rates and material rates slightly. However, considering what the labor rate actually should be in Wurtz's eyes, he believes that these very small increases are insignificant.

Possible Solutions

A lot of people in the collision repair industry feel that there is way too much complaining about low labor rates and not enough discussion about possible solutions. One such solution that has been bandied about is the creation of industry repair standards. To establish a true "prevailing rate" within a market, an unbiased (stress: unbiased) source needs to conduct an annual survey that includes every licensed shop in the region but excludes DRP shops since they have a skewed rate based on the discounted programs they participate in. This would provide a more accurate portrayal of what the market will bear.

Another solution might be to create a tiered shop classification system determined by the work the shops specialize in. A shop that owns a frame rack, downdraft paint booth and computerized mixing or estimating systems and properly educates its staff on how to perform high quality repairs should have a higher labor rate than a converted trim shop that's now doing auto body repairs. If the shops can be separated by tiers, for example paint shops, bump shops – non-structural and shops trained and equipped for structural repairs, then labor rates can be determined based on the services and qualities provided.

Free Enterprise

I believe that the correct solution is to take a step back and let the industry function in a free enterprise system. Each business should be allowed to determine its own rates and costs, based not only on the expenses they incur but also on the value of the services they provide.

The collision repair industry shouldn't permit the regulation of rates by another industry. Repairers all need to take a good look in the mirror and wonder why they're handing the keys to their shops over to every adjuster who walks in the door.

It's easy to blame the insurance industry for our labor rate problems due to the temptation that's dangled in front of our peers. However, the responsibility for the current issue ultimately falls upon the shoulders of each and every collision repair shop.

By shops accepting below-market labor rates, they're undercapitalizing themselves, resulting in less than adequate work being performed. Not only is the industry suffering through this self-destructive behavior, but ultimately, the consumer is the greatest victim of all.

Calculate Your Labor Rate with this downloadable Excel spreadsheet.

http://www.bodyshopbusiness.com/Content/Site303/Articles/07_01_2011/89360LaborCalc_u_00000044145.xls

Labor Rate Formula - calculate your shop's labor rate.

http://www.bodyshopbusiness.com/Content/Site303/Articles/07_01_2011/89360LaborCalc_u_00000044146.xls

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http://www.bodyshopbusiness.com/Article/89360/the_sad_truth_about_collision_repair_labor_rates.aspx