



THE ROADRUNNER



The Auto Trades Bulletin for Businesses in the Automotive Industry

Automotive Service Association of Arizona



Driving Your Business Into the Future

Saturday, July 18, 2009

7 a.m.—6 p.m.

Full day classes and lunch included.

New location: Hilton Garden Inn Phoenix Airport

www.hiltongardeninn.com

3422 E. Elwood Street, Phoenix, AZ 85040

(I10 and University) 602-470-0500

It's no secret that the economy has brought on additional challenges to us all. ASA of AZ is aware of the challenges that our members are facing and therefore has reformatted the Sunrise Convention bringing quality management and technical training at a price you can't beat! Reserve your space today, we have limited space available at our new location!

“Increasing Car Count & Making Every Car Count”

Kelly Bennett

Returning based on popular demand

Electrical Module 1

(DVOM Tests of Electrical Circuits)

Far too many technicians are ill-prepared to deal with new or even some of the older electrical systems still on the road. As the technology continues to evolve they will fall even further behind. As managers and owners, the result of this is inadequate selling of time, low profit per hour, comebacks and the dreaded parts tossing, so our responsibility is to insure our technicians become far better trained to overcome their fear of electrical systems, basic or not.

Dean Parsons

The Automotive Training Group

Download registration @ www.asaaz.org

Collision Meeting Draws Large Crowd



Over 150 collision shop owners and managers attended the “Profitability to Preserve Survivability” Presentation by Tim Ronak at the ASA of Arizona offices on

February 4. At a time when the industry's profit continues to decline, ASA of Arizona took a proactive stance to bring real solutions that can move shops from survivability to profitability.

...Very nice job by the ASA and member shops getting the unbelievable turnout last night. Now if everyone will stay involved and recruit involvement then we may be able to get the industry to move forward...time will tell.

...Good Job ASA and all those who helped with the presentation on February 4. My hat is off to you! I believe you hit the nail on the head. I look forward to the next presentation and you can be sure I will drag other shops there, kicking and screaming if necessary.

...I do think Tim's message should have hit home and hopefully a lot more shops are going to be putting down more realistic numbers. I liked the "sink or swim" analogy.

The Automotive Service Association of Arizona

5060 N. 19th Avenue, Suite 216

Phoenix, AZ 85015

602-544-2600 Fax: 602-544-2277

info@asaaz.org www.asaaz.org



iATN® Poll Shows Positive Outlook for Auto Repair Industry

More than 60 percent of respondents to a recent online poll done by the International Automotive Technicians' Network (iATN®), www.iatn.net, forecast an increase in business in 2009. Of the responses, 16 percent expect a dramatic increase, while 45 percent anticipate a slight increase. Business is expected to stay the same in 2009 for an additional 18 percent of respondents.

The poll was added to the members-only area of iATN on Jan. 5, 2009, and concluded with approximately 3,600 votes on Jan. 29, 2009.

"iATN members are confident and optimistic about their abilities to succeed even during tough economic conditions," said Brent Black, iATN founder and president. "Plus, their membership in iATN gives them access to technical and management forums and resources that can help strengthen their businesses during good and bad times."

Two previous online polls done in November and December 2008 demonstrate that many iATN members know how to manage through tough times. The November poll, which had approximately 3,800 participants, revealed that 22 percent of iATN members were still hiring technicians even though at the time, many businesses throughout the country were having layoffs. The December poll, which asked participants to compare 2008 to 2007 and had approximately 3,200 participants, showed that business increased significantly, slightly or stayed the same for 43 percent of members in 2008. Approximately 27 percent reported that business was off slightly in 2008.

iATN regularly conducts online polls of its membership that totals more than 65,000 members from 151 countries. Poll results are online at: <http://www.iatn.net/press/surveys.html>.

iATN is the largest online network of automotive repair professionals in the world with more than 65,000 members from 151 countries. The members of this group exchange technical knowledge with their peers around the globe, sharing over 1 million years of experience.

The iATN Mission of Excellence: To promote the continued growth, success and image of the professional automotive technician by providing a forum for the exchange of knowledge and the promotion of education, professionalism and integrity. For additional information about iATN, [visit www.iatn.net](http://www.iatn.net).



Welcome New members

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Phoenix, AZ 85027
623-582-2982

MPG Automotive Services

Patrick Lopez
3571 W. Ina Road, #101
Tucson, AZ 85741
520-744-7997

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623-215-1309
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Toll Free: 888-989-8837
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Looking for service information?



www.nastf.org

ASA AZ Meetings & Events

For details of these meetings, please contact your Chapter President listed on this Page.

- March 7 ASA AZ State Board Meeting
All members invited, RSVP 602-544-2600
ASA AZ offices @ 10:00 a.m.
- March 8 ATI—Cash Profits Boot Camp
Phoenix—1-866-389-7999
- March 11 Tucson Chapter Meeting
RSVP to Jacqui @ 520-790-6035
- March 13-15 Automotive Training Expo—ASA Washington
www.atetrainingexpo.com
- March 19 Verde Valley Chapter Meeting
RSVP to Ann Anderson @ 928-282-9264
- April 29 Tucson Student Awards Dinner
Pima Community College
Details contact Bob Schlanger 520-882-7026
- April 30—May 2
ASA National Meeting
Caribe Royal All Suites Hotel—Orlando, FL
www.asashop.org
- May 5-6 Safety Works Expo cost \$89
SCF of Arizona 631-2038
Fiesta Resort, Tempe
www.scfaz.com
- July 18 Sunrise 2009
Hilton Garden Inn Phoenix Airport
Details: www.asaaz.org
Call: 602-544-2600
- November 4-7 ASRW—Automotive Service &
Repair Week
CARS & NACE
Mandalay Bay Convention Center
Las Vegas, NV
Registration code for AZ: 24L

Questions, call the ASA AZ office 602-544-2600
Visit our website at www.asaaz.org

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Bob Jones

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Russell McCloud, AAM

Affiliate Assembly Representative
928-783-8808 rmccloud@theriver.com

Staff: Luz Rubio

Executive Director
602-544-2600 luzrubio@asaaz.org

ASA Newsletter—The Roadrunner

Is owned and published by the Automotive Service Association of Arizona, representing businesses in the automotive industry. This newsletter is published at least 11 times a year and is for information purposes only. The contents of the newsletter including editorials do not necessarily represent the views of the association.



The Automotive Service Association of Arizona is an affiliate of ASA, the largest not-for-profit trade association of its kind serving automotive service professionals. ASA is dedicated to and governed by independent automotive service and repair professionals. ASA's international membership base includes numerous affiliate, state and chapter groups from both the mechanical and collision repair segments of the automotive service industry.

ASA advances professionalism and excellence in the automotive repair industry through education, representation and member services. ASA's national office is in Bedford, Texas. For additional information about ASA, including past news releases, go to www.asashop.org, or visit ASA's legislative Web site at www.TakingTheHill.com.

Tech Tip from Denny



Denny Mandeville, AAM is the owner of Canyon Automotive in Sedona and the Verde Valley Chapter President he can be reached at 928-282-4424

Ford 6.0 Diesels have two fuel filters, as most of us know by now- one located on the left frame rail and one in the engine compartment. Good news is they are self bleeding and need nothing additionally performed when changing them. I'm sure most of you perform the same way I do- replace the lower filter first, run to make sure air is all out, then replace the upper, engine compartment, filter. On the lower filter element, pay attention to the plastic retainer- it only goes into the element one way. If yours doesn't snap in easily, turn it around- don't force it.

Did you know (I didn't until this morning) replacing the lower filter element does NOT drain any water? The WIF sensor is in a separate housing from the filter, and needs to be drained by it self. The WIF sensor has a fairly high failure rate, and can be the cause for an intermittent WIF light on the dash. A later version of the WIF sensor, part number 6C3Z9C264A is recommended, and will work in, earlier years- '03 & '04- but is not cataloged for those years. The sensor is serviced separately, you do not have to replace the HCFM.

If you have not had the experience of draining the filter on the rail, it is a stinker. Someone, in engineering, thought laying a canister filter on its side was a good idea. The fuel will run along the frame rail and drain out all over you if not careful.

Federal Vehicle Safety Inspection Bill Introduced

The Michael Jon Newkirk Transportation Safety Enhancement Act of 2009, H.R. 259, has been introduced by Rep. Sheila Jackson-Lee, D-Texas, in the first week of the 111th Congress. The bill was referred to the Committee on Transportation and Infrastructure.

H.R. 259 proposes to establish state safety inspection programs and national standards for state safety inspections of motor vehicles across the United States.

Due to many states having no vehicle safety inspection program as well as inconsistent state standards for safety inspection programs in states that do have inspections, the Automotive Service Association (ASA) supports federal legislation mandating periodic motor vehicle safety inspection.

Bob Redding, ASA's Washington, D.C., representative, said, "We are so pleased to see the new Congress taking an interest in periodic motor vehicle safety inspections. Less than half the states have vehicle safety inspection programs. These programs, in some states, are faced with elimination each year during the legislative cycle. We have had little support from the National Highway Traffic Safety Administration in protecting or expanding these programs. This lack of support, at one point, was highlighted by a U.S. General Accounting Office Report. It will take congressional action to ensure that the safest possible vehicles are on the road today." To view the text of H.R. 259, visit ASA's legislative Web site at www.TakingTheHill.com.

ATI AD

ASA National, CCC Discuss Bumper Refinish Prompt

For years, ASA has been working with the other members of the CIC Database Task Force to provide valid arguments from repairers and documentation from paint manufacturers to show CCC Information Services that its estimating system bumper refinish prompt conflicts with paint manufacturer-approved refinish procedures.

ASA and others met with paint manufacturers and CCC to validate the need for flex additive on plastic parts and to clarify that refinishing a flexible bumper would not be a continuous refinish process with metal panels, such as fenders or hoods, based on manufacturer recommendations, material difference, efficiency and materials costs. By following paint manufacturer recommendations, refinishing a flexible part should be done separately, which results in no deduction for overlap by the estimating system - therefore not including the necessary clear coat time in the 2.5 hour maximum.

As a result of these conversations and internal research, CCC's Bruce Yungkan announced during NACE 2007 that "based on some documented and very compelling and convincing new information to us, we've been able to determine unequivocally that ... refinishing non-metallic bumpers requires use of a material that is not recommended on the rest of the vehicle." CCC removed the prompt from its estimating system.

However, ASA is disappointed to learn that CCC has reinstated the bumper refinish prompt in its Pathways 4.5 estimating system. With a focus on ensuring accuracy in today's estimating systems, ASA has contacted CCC to determine what additional information caused the reverse of its earlier decision, as well as to discuss what systems are in place to prevent database inaccuracy.

Since mid-November, ASA has been participating in talks with CCC representatives in efforts to resolve this situation. To date, no resolution is in place and another in-person meeting with CCC representatives, association representatives and paint manufacturers is in the process of being scheduled.

If you would like to share your concerns about this issue, contact Denise Caspersen, ASA's Collision Division manager, at denisec@asashop.org.

Editor's note: Continuing coverage of developments in this story will be posted on the ASA Collision Repair Report, the online division newsletter available to ASA members. Log in to the Members Only section to access the latest edition of CRR.

Labor Law Posters

ASA gives members easy access to state and federal labor law posters. This benefit simplifies the task of locating the necessary information employers are legally mandated to post in the workplace. 1-800-272-7467

2009 Best Insurer Survey

The ASA of Arizona is once again conducting its annual Best Insurer Survey. The results of the survey will be release upon completion of the survey and posted on the website. The information will help consumers make more educated purchasing decisions.



Shops are asked to rate the top 40 insurers on the overall Policies, Attitude and Payment Procedures focused on a Quality and Timely repair for the customer. Statewide repairers are invited to complete the survey, this is not only for ASA members, but an industry-wide poll. The top 10 insurers will be recognized at the annual Best Insured Dinner.

To obtain a copy of the survey, please contact our office at 602-54402600.

Hybrids Costing More To Repair

Mitchell International reported last year that average severity was 11 percent to 42 percent higher for hybrid vehicles than on comparable gas-powered versions of the same vehicle model. Average severity for a hybrid Honda Civic, for example, was \$2,714, 11.3 percent higher than a gas-powered Civic. Average severity for a hybrid Ford Escape was \$3,236, 27 percent higher than a gas-powered Escape.

Now Mitchell's "Regional Trends Report" shows that such higher severity is found in all states, so it is not driven by higher labor or living costs in some areas. Some of the difference, the report said, is driven by higher use of OEM parts on hybrid vehicles (91 percent compared to 79 percent for gas vehicles). But repairs for the hybrid versions of the vehicles also included more body labor hours (an average of 14.7 compared to 13.7) and mechanical labor hours (1.3 compared to 1) at higher average labor rates than those on comparable gas-powered versions of the same model. Average body and refinish labor rates, for example, were more than \$2 higher for hybrid than gas-powered vehicles, and average mechanical and structural labor rates were \$14-\$17 higher.

"This result might be explained (because) repairers undergo additional training to work with hybrid vehicles and pass along costs in the form of higher labor rates," Mitchell's Jamison Day wrote in the report.

Are You Getting Your Discount On your Health Insurance?

Members of ASA of AZ receive a discount on Individual Health Policies offered by Blue Cross and Blue Shield of Arizona, to find out more information,

Call 602-863-0080 or 800-777-5300

Associate Members Looking to bid out a service, contact one of our associate members!

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February/March 2009

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