



# THE ROADRUNNER



The Auto Trades Bulletin for Businesses in the Automotive Industry

Automotive Service Association of Arizona

## A Message from the Chairman



*Kathy Draskovic owns Mike's Auto Tech in Glendale with her husband Mike. She can be reached at 623-979-2653*

There is strength in numbers. As business owners, we have more power to effect change and promote the professionalism of our industry, if we have a strong voice. We have a stronger voice to get discounts and services from our suppliers. We also have a stronger voice in the changes affecting our businesses as employers and business owners. The higher our membership numbers, the stronger our voice.

Is your membership dues costing you money, or saving you money? I challenge you to really look at the BIG picture. Look at the benefits, seen and unseen. We tend to look at the tangibles and never consider the intangibles when we evaluate the value of our membership in ASA.

Your local ASA office is only one resource. Look at the list of benefits from the National ASA office. You can save far more than your dues are costing.

I have always told my kids, if you want to be successful, hang around successful people. Whenever we, as business owners, have had to make a major business decision, or purchase, we have always talked to the successful business owners within this industry. Ninety-Nine percent of the time, it means an ASA shop owner.

ASA shops have such an advantage. There are so many recourses that we don't even take advantage of. I encourage you to TAKE ADVANTAGE OF US!



**Have You Registered?**

[www.naceexpo.com](http://www.naceexpo.com) / [www.carsevent.com](http://www.carsevent.com)

Arizona ASA Code: **24L**



## Post Your ASA Sign Proudly...

Look for this logo when selecting a repair facility



When your vehicle is repaired by an **Automotive Service Association (ASA)** member-business, you can expect the following:



- An attentiveness to you, the customer. ASA members work to earn and keep your satisfaction and trust. An average of 78 percent of customers are repeat customers.
- Repairs and service backed by years of experience. The average ASA shop is 19 years old and 92 percent of ASA members are part of family-owned businesses.

- Adherence to ASA's Code of Ethics that outlines professional business practices.
- Access to information. By belonging to ASA, members have access to more than 35 association benefits, including the latest technical and management education, and regulatory information.

**To find a shop near you visit**  
[www.asaaz.org](http://www.asaaz.org)



**Automotive Service Association of Arizona**  
602-544-2600

## Reminder

### Has your cost of doing business changed?

For collision shops, if the number of technicians and/or work stalls or if the cost of business has changed, remember that you should go online and complete the State Farm survey. When shops do not keep their rates updated in the State Farm Survey, the established rate may not be accurately reflective of the current market conditions.

The survey is not time consuming or difficult, once you complete it the first time, you will find it faster the second time around. To complete the survey, visit [www.b2b.statefarm.com](http://www.b2b.statefarm.com)

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## Chapter Happenings

### Tucson Chapter

**Jacqui Harry** is Chairman of the Tucson chapter and is the Owner of Jay Bees Auto Service in Tucson and can be reached at 520-790-6035. Jacqui was named the "Volunteer of the Year" at Sunrise 2008.



Hello Everyone,

My new job is to make the monthly meetings interactive and informative. This is a feat in itself as Bob has always done such an awesome job running "feel good" meetings.

Last month we discussed Ethanol and it's effects on our economy and our vehicles. We discussed E85 and how it might effect a normal gas vehicle if added. We discussed recycling - [n/c from city on most items]. Waste oils is also another subject handled very differently from shop to shop. We also discussed how important it is we all get to "Green Shop Status" and by sharing, we found most all of us were already there or almost there. Not as scary as we thought-mostly housekeeping issues. This month Jerry Coons gave a great Presentation on natural occurring microbes. How easy it is to clean up with non-toxic microbes, and feel good knowing the problem's cleaned up correctly and safely.

Our next months meeting is going to be on the 15th of October at the Franklin Museum. We must must have confirmed attendance to this meeting as it's limited to 40 people. So call and reserve EARLY for Oct. 15th!!! See you there ! P.S. The status of the Car Care Clinic for Oct. [25th.is](#) to be announced.

### ASA AZ Meetings & Events

For details of these meetings, please contact your Chapter President listed on page 2.

- October 8 Phoenix Chapter Board Meeting  
@ Arizona Automotive Institute 11:45—1:30
- October 15 Tucson Chapter Dinner Meeting  
Franklin Museum—RSVP Required
- October 15 Verde Valley Chapter Meeting  
Details, Ann Anderson 928-828-9464
- October 25 Tucson Car Care Clinic  
Details, Jacqui Harry 520-790-6035
- November 5—8 CARS/NACE  
Mandalay Bay, Las Vegas  
[www.asashop.org](http://www.asashop.org)

**Questions, call the ASA AZ office 602-544-2600**

## Phoenix Chapter goes to the Ballgame

On September 16, Phoenix Chapter members attended the Diamondback vs. the Giants game at Chase Stadium.



The Phoenix Chapter will be holding its annual holiday party on Saturday, December 13 at Turf Paradise. Join us for a day at the races. Details will be available soon, or call the office for details. 602-544-2600.

## Welcome New Members



The Neighborhood Auto Repair Professionals is an online referral of independent automotive repair facilities.

### NARPRO

Jay Jennings  
6333 E. Camelot  
Mesa, AZ 85215  
602-228-6217



## Is your shop ready for a Green Shop Inspection?

Download the checklist on the ASA AZ website:  
[www.asaaz.org](http://www.asaaz.org) / Questions 602-544-2600

A “Green” automotive business goes beyond what the minimum requirements are on environmental standards and takes additional measures to protect the environment, save resources, and keep Arizona clean. The good news is that though these “green” measures might cost money to implement initially, ultimately they will save money by recycling materials, reducing repair and maintenance costs, and making your business a safer, healthier place to work.

The checklist is posted on the ASA AZ website, the minimum requirement to qualify is 300 points. Once you’ve completed the checklist, call the ASA AZ office to schedule an inspection. ASA AZ has several volunteers ready to inspect your facility, the application along with the inspection forms are submitted to ADEQ for certification.

We are very excited to be part of this program and offer this opportunity to our members. To download the checklist, visit [www.asaaz.org](http://www.asaaz.org) or call Luz at 602-544-2600.



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](http://www.asashop.org), or visit ASA’s legislative Web site at [www.TakingTheHill.com](http://www.TakingTheHill.com).

## ASA—Arizona State Board

### Officers

#### Kathy Draskovic—Chairman

Mike’s Auto Tech, Glendale  
623-979-2653 [kathydraskovic@yahoo.com](mailto:kathydraskovic@yahoo.com)

#### Joe Cross, State Secretary

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#### Danny Guido, State Treasurer

Tony’s Service Center, Phoenix  
602-550-4715 [phxguido@yahoo.com](mailto:phxguido@yahoo.com)

### Board Members

#### Denny Mandeville, AAM

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#### Josh Schmidgall

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#### Sean Booth

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#### Danny Guido, AAM—Chairman

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### 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.

## 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*

As I have often said about AllData- the information is all there, but finding it can be a challenge- mostly because the material is all copies of OE information, and there is no consistency within each OEM as to repair manual set up, or wording. This said, I accidentally saved myself a whole lot of dismal time and the customer a whole lot of money today.

We had a late model S10 with automatic HVAC- also called Computer Climate Control, and/or ECC. We had recently replaced the AC compressor and parts, the customer more recently replaced an alternator and battery. When the AC only blew hot air, he (naturally) blamed our work. Well, the compressor was on, the accumulator was sweating and cold- doubted it was an issue with our work. Performed the usual diagnostics, including removing the RDO fuse from the dash fuse panel.

I had printed out the original diagnostic procedure- something I like to do for the customer. I write out my test results on the repair procedure so there is no doubt how I arrived at my conclusion, and it gets left in the car when I am done. The original test procedure led me to a bad air temp door actuator.

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## American Honda to Reduce Price of Service Information Subscriptions

Honda and Acura Service information for less than \$1.00 a day

(AHM) announced that, beginning November 1, 2008, the factory service information website for Honda and Acura vehicles, Honda ServiceExpress, will sell combined subscriptions at reduced prices. The new price for a standard combined Honda and Acura 3-day subscription will be \$10, a 30-day subscription will be \$50, and a 365-day subscription will now cost just \$350. For less than a dollar per day, subscribers can receive access to all Honda and Acura service information, including: Service Manuals, Body Repair Manuals, Wiring Diagrams, Service Bulletins, Parts Catalogs, and Accessory Installation info. Additionally, newly released animated circuit schematics and 3D repair procedures on select vehicles can be viewed through the website. Key code access is also available to qualified subscribers for an additional fee.

To help promote Honda ServiceExpress, AHM will participate in the upcoming International Autobody Congress and Exposition (NACE Expo) from November 6-8, 2008 at the Mandalay Bay Convention Center in Las Vegas. The AHM booth will feature brief demonstrations of the website along with complimentary gifts for participants. For more information, please visit the website at

According to Hoyle, it sure looked like a bad temp actuator. This repair is 4.2 hours of IP and dash removal. Not a job many of us look forward to, that's for sure. While researching the IP removal procedure I stumbled across a slightly different reset procedure for the ECC and I will pass it on.

This is the first listed procedure and is repeated several times in various diagnostics;

- 1) Turn the ignition switch to off position.
- 2) Remove the RDO fuse for 10 seconds.
- 3) Reinstall the RDO fuse and turn the ignition switch to ON.
- 4) Ensure that the air mix door actuator cycles through hot and cold range.

And here is the same test procedure with one teeny little change in the last sentence;

- 4) Place the ignition switch to the RUN position and *wait for 40 seconds for the ECC module to initialize.* (my note) It might be helpful to point out the ECC module doesn't actually cycle until almost the end of this 40 second wait time.

Recently read an article in one of the trade magazines about scan data lying to you. We had an Expedition in for intermittent CHTS information. That was relatively easy to fix- bad jumper harness to the sensor (under the intake manifold), but we had a miss after the repair. No doubt it was a miss- and checking all the electrical connections showed they had been made. No problemo- I tried to show my new apprentice and tech how to use mode 6. Ford's misfire counters are in \$5. Confidently I went through all 8 tests---all showed "pass". Hmmm, took it out on test drive- definite miss, even had the MIL flashing. Mode 6 had all 8 cylinders passing! But, it did show Pending Code for cylinder 5 (how lucky can anyone be?). Long story short, it was a spark plug. One of those \$30 spark plugs everyone is worried about. Wait until those customers are due for spark plug replacement; are they, or we, ready for a potential \$400+ spark plug change?

Along those lines I am wondering if a de-carbon procedure before plug replacement would remove the carbon from the lower ends of the spark plugs and reduce the risk of breakage? I, for one, am going to try it. If anyone has tried a de-carbon before removal, and it seemed to work-let us know.



[www.nastf.org](http://www.nastf.org)

*Answer to Trivia Question on Page 9:  
Abraham Lincoln born in Kentucky.*

## One of the Three Great Myths of Auto Service

By Ken Brookings, Automotive Training Institute

John F. Kennedy once said, "The enemy of truth isn't the lie – deliberate, contrived and dishonest, but the myth - persistent, persuasive and dangerous." I can bring this closer to home: "Shop owners often operate under incorrect assumptions that cost them a lot of money and generate a lot of stress."

Here is one of the three great myths that rob shop owners of wealth and peace:

**"You cannot increase your margins without raising your prices or lowering your costs."**

Wrong! You absolutely can, and more important, you must – if you hope to begin to enjoy your drive to work each morning.

Gross Profit (GP) generated by your shop is more important than total revenue. GP is the part of revenue that remains after you pay the direct or variable costs incurred because you did the work. At ATI we call the total of those type of costs *Production Costs*; the cost of producing the work. With some classes of work like heavy line work, diagnostic work and major repairs the average percentage of the revenue you keep after paying the production costs of doing the job is small. On other classes of work, like maintenance and certain fairly routine work you retain a much larger percentage of the revenue after paying the cost of producing the job.

Therefore, one fundamental principal you must observe is to try to optimize your business model to attract the types and classes of work that allow you to keep (and therefore apply to overhead and profit) the highest possible percentage of your revenue. The amount of revenue you can retain after paying the production costs is called Gross Profit, or GP. The percentage of total revenue that your Gross Profit represents is called Average Gross Margin, or AGM.

And this is where the myth comes in to play. You can raise your AGM substantially simply by shifting your *Job Mix* toward the higher gross margin jobs; which will proportionately increase the percentage of the total revenue you retain after paying to produce the job. This increase in Gross Profit will then fall directly to your bottom line (your pocket).

For example:

Let's say you do 75 jobs at average revenue of \$200 per job, generating total revenue of \$15,000.

Further, let's assume that of those 75 jobs 50 of them were low margin type jobs yielding a 20% AGM, and 25 of the jobs were high margin type jobs yielding a 75% AGM.

The result would be Car Count (CC) of 75 generating \$15,000 in total revenue. The AGM would be 38.3% generating \$5750 dollars of GP. Remember now, revenue doesn't matter; it's the GP that is the only portion of your revenue that you can use to pay your overhead and contributes to profit.

NOW, let's say you tune your business model to reverse your job mix. You still do 75 jobs and they still average \$200 each, still generating the same \$15,000 in total revenue. BUT, now the job mix is 50 jobs of the higher margin type jobs and 25 are the lower margin types. What is the impact?

The result is that your AGM would climb to 56.6% and your new Gross Profit is \$8500!

Summary: In this example an incremental \$2750 would fall to your bottom line on the same car count and the same revenue level. If you just focus on car count and revenue you might have disastrously observed that the two models are identical; 75 cars and \$15,000 in revenue.

**Myth Busted!** Without raising a labor rate or price or lowering a cost you would increase your AGM by 18.3 percentage points (and your GP by \$2750).

What is the learning point here: To achieve your dreams you must push the right buttons and pull the right levers. It just doesn't matter how great of a button pusher/lever puller you may be if you don't push/pull the right ones at the right times. At ATI we have enjoyed having tens of thousands of shops attend our field workshops. One of the greatest gifts we can send you home with is correcting the three greatest myths that steal your profit and increase your stress. Please consider attending one of our low cost field events; we'll tell you about the other two myths hurting you now plus send you home with 24 powerful strategies to increase your cash flow immediately.

Ken Brookings, Automotive Training Institute.

For a workshop schedule for Arizona please call 866-389-7999. [www.autotraining.net](http://www.autotraining.net)



**At SCF Arizona,**



When it comes to controlling the costs of workers' compensation insurance, SCF Arizona is pleased to work in partnership with the **Automotive Service Association of Arizona.**

- Safety Services and Loss Control
- Claims Management
- Association Safety Program

**SCF Arizona**  
*As work for you*

**602.631.2000**

**We Team Up for Safety.**

## Collision News

ASA's Collision division has developed several business tools to help collision repair professionals stay successful. Designed with ASA members in mind, these FREE tools are accessible 24/7 in the Members Only Section at [www.asashop.org](http://www.asashop.org).

### **NEW! Raw vs. Primed Bumper Cover Flier**

ASA's Refinish subcommittee has created the **ASA Raw vs. Primed Bumper Cover flier** to document the additional steps required in refinishing a raw bumper cover compared to a primed bumper cover

### **Paint Regulation Compliance Summary**

ASA has developed an overview of the U.S. Environmental Protection Agency's newly published Auto Body Refinishing Regulation. The document, made available for members by the ASA Collision Division Operations Committee, addresses compliance questions for independent automotive repair shops in the United States that perform surface coatings

**ASA's Collision Division Estimating Subcommittee** has created a business financial tool to help collision repair professionals to better understand their profit margins.

**ASA's Collision Division Insurance Subcommittee** has created a form to help collision repair professionals communicate with their local insurance representatives regarding job supplements.

### **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**

If you already have an Individual policy with Blue Cross and Blue Shield of Arizona, Call to verify that you are receiving the discount today.

**Don't miss out  
on this member benefit!**

*The Argus Group  
Jim Groff & Dave Perolis*

**ASA's Collision Division Refinish Subcommittee** has created several documents to help collision repairers communicate with insurance representatives regarding refinish times and processes.

Download these **FREE** tools:

- "[Repaired vs. New Panel](#)" flier
- "[LKQ vs. New Panel](#)" flier
- "[Blend vs. New Panel](#)" flier
- "My Refinish Time" worksheet

### **Paint Companies Provide "Blend Within Panel" Procedures to ASA**

ASA's Collision Division asked paint manufacturers for their procedures and comments on the Blend Within Panel issue for repairs.

**The Database Enhancement Gateway (DEG)** is an initiative that was developed to help improve the quality and accuracy of collision repair estimates, through proactive feedback from the collision repair industry to information providers that supply the databases for estimating products. The DEG is created, equally funded and maintained by ASA, the Alliance of Automotive Service Providers and the Society of Collision Repair Specialists. [www.degweb.org](http://www.degweb.org)



The DEG is also your advocate for various other database issues beyond labor database inquiries. It will work closely with other entities such as, but not limited to, AASP, ASA, SCRS, and the CIC Database Task Force in addressing macro database issues, all for the sole purpose of motivating improved estimating and blueprinting platforms. Your feedback on this website and any database issues you feel need to be addressed is strongly encouraged. We are confident that you will find the website easy to use, that the process will result in direct benefits to you, and that on a regular basis you will submit to the DEG any issues you feel need to be addressed.

### **Market Profiles for ASA Members**

ASA can provide members with a free market profile based on their ZIP code. Market profiles provide demographic information of the areas that surround member mechanical and collision businesses.

For more information on market profiles, contact Karin White, ASA's research and project specialist, at 800-272-7467 ext 252.

## **Court Orders US Attorney General to Create Salvage VIN Database**

### **Federal court judge sets deadline for insurers to report total loss information to auto history database.**

U.S. Judge Marilyn Hall Patel ruled on September 22 that the U.S. Department of Justice (DOJ) has until Jan. 30, 2009 to make vehicle history information readily available to consumers.

The Anti-Car Theft Act of 1992 and the Anti-Car Theft Improvements Act of 1996 required the Attorney General of the United States to establish a database known as the National Motor Vehicle Title Information System (NMVTIS) and to provide consumers with instant and reliable access to motor vehicle history information. That database was never created.

In February of this year, several consumer groups led by Public Citizen, Inc. sued Michael Mukasey, Attorney General of the United States, to fulfill the requirements of the 1992 law requiring insurers and salvage operators to share with the public any information they have on the history of totaled vehicles.

The case brought by Public Citizen, Inc., Consumers for Auto Reliability and Safety, and Consumer Action resulted in the court ordering the US Attorney General to "provide prospective purchasers of automobiles with instant and reliable access to all information present in NMVTIS that relates to a particular Vehicle Identification Number that is reasonably necessary to satisfy the requirements of the law and that the states allow the NMVTIS operator, the American Association of Auto Motor Vehicle Administrators (AAMVA), to provide [that access]"

Public Citizen Attorney Deepak Gupta said, "The 16-year wait for a national database that will allow car buyers to determine whether a vehicle has been stolen or rebuilt after a wreck is almost over. In an emphatic victory for consumers, U.S. Judge Marilyn Hall Patel ruled Monday that the U.S. Department of Justice (DOJ) has until Jan. 30 to make this information available to consumers."

"The National Motor Vehicle Title Information System will help consumers avoid purchasing a potentially dangerous used car by allowing them to instantly check the validity of the car's title and mileage and learn whether it had been stolen or was a junk or salvage vehicle," said Gupta. "We applaud the judge's decision to hold the government's feet to the fire. When Congress passed a law in 1992 calling for the database, no one expected it to take this long to deliver such critical information to consumers. During that time, countless people have unwittingly purchased rebuilt or stolen vehicles."

The decision, filed in the United States District Court for the Northern District of California in San Francisco, requires insurance companies, salvage yards and junkyards to provide information on vehicles totaled due to collisions, floods or fires.

The court is requiring that the government finalize its plan for how the program will work by January 30, 2009. Insurers and salvage operators must begin providing information on all salvage vehicles by March 31, 2009

*Reprinted from CollisionWeek.com 9/29/2008*

## **Why Join an Association?**

### **From an Editor's Standpoint**

Reprinted from *Constructioneer*, an ACP Publication

By : **Brian Fraley**

You may ask yourself, why should I join an association? You probably don't have time to bother with that. The lives of those employed in the construction industry are hectic. And then there are the membership dues, which may not be in the company budget.

In reality, time spent bettering your company is time well spent, and membership dues are but a drop in the proverbial bucket. Whether your company is a small mom and pop shop or a large enterprise, associations offer benefits for everyone. And memberships are usually diversified in more ways than one, with some companies being union and others open shop. There's no discrimination. The doors are open to everyone.

### **The Key is Networking**

The key to association membership is networking with your peers. Not only does it provide the opportunity to meet individuals who share a common interest; it can also spark the beginning of new friendships. After all, you can never have too many contacts in your industry.

### **Newsletters Provide Useful Information**

Most associations provide a newsletter, whether it is weekly, monthly, or quarterly. Contained in these newsletters is priceless information touching on all the topics that affect the industry. You can find breaking news on legislative decisions, upcoming seminars, conventions or meetings, new standards, employment opportunities and industry trends.

### **Promoting Services through Directories**

Being listed in an association directory can be beneficial to your firm in more ways than one. Not only does it promote the services of fellow members within the association, in many cases it is distributed outside of the network, increasing the chances for work both inside and outside of the association.

### **Take Advantage of Free Publicity**

There's only one problem though – the majority of the people seeing your name as they drive past are not always the ones you need to see it. This is where the benefits of the associations become evident. They have the ability to promote your company to the right people through various outlets. Keep in mind that most associations have liaisons in the media and government agencies.

### **Special Events Offer Many Benefits**

Many associations have frequent meetings to discuss topics of concern to their memberships. Meetings are but one of the many events held. Also, some have conventions, award ceremonies, workshops, management seminars and dinners, and even golf outings. A massive amount of information, company promotion and networking takes place in each of these outlets.

Don't get me wrong. I'm not guaranteeing that membership in an association will guarantee your organization's instant success. What I am saying is that membership could be a step in the right direction. Plus, many of your competitors are already reaping the benefits of membership. Don't be left out of the loop

## Economic Downturn Fuels Theft in Aftermarket

Unfortunately, bad economic times often translate into an increase in theft, robbery and fraud. When dishonest and desperate people need money, your customer's vehicles are attractive targets. Thieves cruise automotive business lots for vehicles with aftermarket stereo systems, wheels and other add-ons that can be removed quickly and sold on the street for a profit. Catalytic converters have also become attractive targets. Often times, thieves steal the entire vehicle and have it "parted out" within a matter of hours. Your customers trust you to protect their vehicles, and it's your responsibility to prevent anything bad from happening to them.

Burglaries and vandalism are loss exposure for your property as well. Thieves target employee tools, electronic equipment and cash among other items. All aspects of physical security must be assessed including lot protection, building security, intrusion alarms, and vehicles security. Take some time to review the following aspects of your business and determine if improvements can be made in any of these areas:

### Vehicle security

- When possible, avoid keeping vehicles overnight.
- As space permits, park all customer vehicles inside the service area.
- If space is scarce, park "target" vehicle inside or in the most secure area available. Target vehicles include SUVs and vehicles with aftermarket stereos, wheels, etc.
- At night, secure all vehicle keys by locking them in a safe, file cabinet or in a technician's toolbox.
- If you provide a "night owl" key drop box, ensure that keys/envelopes cannot be fished out of the slot or pulled under the door.
- Park vehicles closely together and bumper to bumper.
- Remove keys from all unattended vehicles, including customer cars in the service drive.
- It is a good idea to post signs reminding customers that your business will not be held responsible for personal articles left inside their vehicles.

### Lost security

- The ultimate goal is to deny thieves access to your building, property and customer vehicles.
- Install six-foot chain link fence topped by three strands of barbed wire to enclose property.
- Gates should be reinforced steel equipped with heavy-duty padlocks.
- Install three to six inch diameter post four to ten feet apart chain or cable between posts.
- If aesthetics are a concern, use landscaping and natural terrain—ditches and embankments—to protect your business.
- During daylight hours, close all but one entrance to channel traffic through a single point.
- Consider installation of intrusion detection and alarm

system on fences and gates.

- Exterior lighting should illuminate all areas, leaving no shadows or dark areas.
- Contract with a security service to patrol the facilities during non-working hours.
- Ask the local police department to increase patrols of the premises.
- Consider installation of closed circuit surveillance cameras.
- Instruct employees to spot and question any person who enters restricted areas.

### Building security

- Illuminate all exterior areas of the building.
- Equip exterior doors with double-cylinder deadbolt locks.
- Ensure that pins on exterior doors are welded or otherwise secured to prevent removal.
- Install heavy metal doors and door frames.
- Protect exterior windows with wire or "burglar bars"
- Protect skylights and other roof openings against forcible entry.
- Post signs stating that the property is protected by burglar alarms, surveillance cameras, etc.
- Consider installation of burglar alarm systems, monitored by central station monitoring service, in all buildings.
- Use Underwriters Laboratories (UL) approved central station monitoring services.

### Employee control

- Require all prospective employees to fill out an employment application.
- Confirm information supplied by the applicant.
- Contact previous employers.
- Conduct criminal background and credit check for sensitive positions.
- Not all of these solutions may be applicable in your situation. Prior to implementing any of these suggestions, contact your city department of code administration.
- The ultimate goal is to ensure that your business is protected from thieves. Don't take unnecessary risk with your business property or your customer's trust.

If you have any questions or comments, contact your Zurich account executive or the Risk Engineering Department at 800-821-7803

*This Loss Prevention Bulletin is provided for informational purposes only. Please consult with qualified legal counsel to address your particular circumstances and needs. Zurich is not providing legal advice and assumes no ability concerning the information set forth above.*



## Trivia by Virgil. The GM Centennial

Last month I wrote about the 100 year anniversary of the model T Ford, but we have another company celebrating a centennial, General Motors Corp. William C. "Billy" Durant incorporated GM in Flint Mich on Sept. 16, 1908. Buick was the first company that Durant became the head of in 1904. He was not an automotive inventor or innovator as were Henry Ford, David Buick, or Ransom Olds, but he was a businessman with a vision. Durant soon added Oldsmobile, Grabowski Motor Company (GMC), Oakland which became Pontiac, Cadillac, Chevrolet, Opel, and away it ran. GM is more of a conglomerate than an auto manufacturer, which it is perceived to be in this country. The diversity of GM includes home mortgages, banking, satellite television, refrigerators, aerospace technology, railroad engines, computer networks, alternative fuels and much more. Some of the names that GM was and is involved in are; Dupont, Frigidaire, Delco, Hughes, Allison, EDS, Electro Motive, Champion Spark Plug, AC, AC Delco, Harrison Radiator, Guide Lamp, Lotus, Saab, Hummer, Vauxhall, Holden, GMC motor homes, Detroit Diesel, Ternstead, Rochester Carburetor, Fisher Body, Hyatt/New Departure Bearing, Delco-Remy, Packard Electric Company.

It may surprise you to know that GM China was started in Shanghai in 1929. In 1931, GM/ Holden formed a merger in Australia. The navigation system for the Apollo 11 moon landing in 1969 was done by GM. The first turn signals were on the 1939 Buick. The first low priced car with an automatic transmission was the 1950 Chevrolet powerglide. The first V16 engine was in the 1930 Cadillac.

Many people contributed to the success of GM, starting with Billy Durant who founded GM and used his business expertise to promote the company. From 1923 to 1937, Alfred P. Sloan was the president of GM. It's been said he did more to organize the company into one of the largest, most successful and profitable companies in the world. Charles F. Kettering was an inventor with over 300 patents and was the founder of Delco. He was the head of research at GM for 27 years. He could be compared to Thomas Edison for his contributions to the auto industry. Harley J. Earl started his career at his fathers customizing shop. In 1926, GM opened a styling studio titled Art & Colour Section directed by Harley Earl. Harley's accomplishments include the 1927 LaSalle, the Buick Y-Job concept car, the wraparound windshield, the hardtop sedan, factory two tone paint, and those tailfins of the 50's. John Z. DeLorean is credited with developing the recessed windshield wipers, wide track-wheels, and the Pontiac GTO. He became head of Chevrolet in 1969 when sales were down. He cut costs, and within 2 years sales jumped to 3 million. He left GM to form the DeLorean Motor Company. The DMC-12 was a stainless-steel bodied two seater with a V-6 engine developed by Peugeot, Renault, Volvo. Low sales caused the company to go into receivership in February 1982. Robert A. Lutz is the current head of GM, and he seems to be changing the company's bland lineup of vehicles to be more competitive in our world market. These are a few of the people that formed this company. There are to many to include in this article, but I thank them all.

My trivia questions are; Who was the first president born outside the original 13 states? And in what state?

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