
Purpose of ACRA: To have a more profitable and better managed collision repair business through education.



Arkansas Collision Repair Association

November 2010

OCTOBER 2010 ACRA EDUCATIONAL PROGRAM

The October ACRA Educational Program was presented by Ms. Andrea Hopkins, Business Assistance Program Manager, Arkansas Department of Environmental Quality and by Ms. Audree Miller, Pollution Prevention Coordinator of ADEQ. Ms. Hopkins addressed the EPA's 6H Rule and ADEQ's Small Business Environmental Loan Program as it relates to Collision Repair Facilities.



Andrea Hopkins

On January 9, 2008, the U.S. Environmental Protection Agency (US EPA) signed into law a new rule to control the emissions of hazardous air pollutants potentially released from small shops, INCLUDING COLLISION REPAIR FACILITIES, throughout the U.S. that perform specific paint stripping and spray painting activities. The rule is entitled the National Emissions Standards for Hazardous Air Pollutants: Paint Stripping and Miscellaneous Surface Coating Operations at Area Sources (40 CFR Part 63, Subpart HHHHHH).

If your shop [1] strips paint using methylene chloride (MeCl) products, [2] spray paints motor vehicles/mobile equipment, or [3] Spray coatings that contain compounds of chromium (Cr), lead (Pb), manganese (Mn), nickel (N), or cadmium (Cd), then the 6H Rule applies to you.

REQUIREMENTS FOR SPRAY-COATING ACTIVITIES

Rule 6H requires the use of a high-volume low-pressure



Audree Miller

(HVLP) spray gun or equivalent EPA technology, such as Electrostatic, Airless, and Air-assisted airless systems. You can use an alternate technology IF you have documentation from the manufacturer stating that the technology has been approved by the EPA as being equivalent to HVLP and the other technologies. **YOUR SHOP SHOULD**

KEEP A COPY OF

EACH SPRAY GUN PRODUCT SPECIFICATIONS and should comply with recommended settings for operations.

Your **spray booth, prep station, or mobile ventilated enclosure** must meet the following criteria: [1] Enclosures that are large enough to hold a complete vehicle must have a ceiling and four complete walls (or side curtains); [2] Vehicles PARTS may be sprayed within an enclosure that has a ceiling and three complete walls. Openings in the walls and roof for conveyors are also allowed; [3] All enclosures must be operated at negative pressure, such that the overspray is captured and directed through an exhaust filter. Sealed booths with a pressure balancing system may be operated at no more than 0.05 inches water gauge positive pressure; and [4] All enclosures must be outfitted with an exhaust filter capable of achieving 98% capture of the coating overspray. Rule 6H does not specify that a particular filter media be used, just that the filter achieve at least the 98% recapture. **THE SHOP MUST RETAIN DOCUMENTATION OF THIS PERFORMANCE**, which is

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available from the filter manufacturer/supplier.

All **spray gun cleaning** must be done in such a way as to avoid the release of solvent and residual paint mists into the air. Never spray cleaning solvent through the spray gun outside a fully enclosed spray gun washer. Proper spray gun cleaning methods include: [1] use of a fully enclosed spray gun washer; [2] hand cleaning of disassembled parts; and [3] flushing cleaning solvent through the spray gun without pressurizing with air.

Rule 6H requires that the following management practices be implemented at shops that use **Me-Cl-containing products** [e.g. "Aircraft Stripper]: [1] evaluate each application to insure there is a need to strip the old pain from the surface, [2] evaluate each application where Me-Cl-containing paint stripper is to be used to ensure that there is no alternative method for removing the old paint [mechanical stripping or alternative MeCl-free chemical stripper], [3] reduce exposure of all MeCl-containing paint strippers to the air, [4] optimize application conditions [e.g. use at lowest effective temperatures], and [5] practice proper storage and disposal of paint strippers containing MeCl. *If your shop uses more than 1 ton of MeCl in a calendar year additional requirements apply and you should contact the EPA for more information. Most Arkansas shops will not exceed 1 ton per year.*

All shops that **use any amount of MeCl** must maintain the following information in their records: [1] a list of all MeCl-containing paint stripper products that are used, [2] The MeCl content of each product used [e.g. Material Safety Data Sheet (MSDS), label, or supplier data sheet], and [3] the amount of each product that is used in a calendar year [e.g. purchase receipts, supplier data, records of stripper usage, or engineering calculations].

Rule 6H requires **any person who operates a spray gun** on site complete initial hands-on and classroom training on: [1] proper selection, set up, and operation of spray guns, [2] proper spray techniques that minimize overspray, [3] routine operation of spray booths and other ventilated enclosures, including exhaust filter maintenance, and [4] compliance with the specific requirements of the rule. Painters must complete refresher training on each of these topics every five years. Shop owners/operators much also maintain a record of each painter's training history with documentation showing that all of the required topics were covered in the completed training course(s).

Also, for your shop to comply with Rule 6H, if your shop is

an **EXISTING Arkansas shop** you must: [1] Submit an Initial Notification to EPA Region 6, David Eppler, Mail Code 6EN-AT, 1445 Ross Avenue, Dallas, Texas 75202-2733 by January 11, 2010, [2] Comply with the Rule by January 10, 2011, [3] Complete Painter Training by January 10, 2011 or within 180 days after hiring, whichever is later, and [4] Submit an Annual Notification of Changes Report to EPA Region 6, David Eppler, Mail Code 6EN-AT, 1445 Ross Avenue, Dallas, Texas 75202-2733, only if the information submitted in a previous notification has changed, or **IF YOU WERE OUT OF COMPLIANCE or "DEVIATED"** from the rule for a period of time and this document must be submitted by March 11, 2011 or by March 1 following the year the deviation occurred.

If your shop is a **NEW Arkansas shop** you must: [1] Submit an Initial Notification to EPA Region 6, David Eppler, Mail Code 6EN-AT, 1445 Ross Avenue, Dallas, Texas 75202-2733 within 180 days after start up, [2] Comply with the Rule at start up, [3] Complete Painter Training within 180 days after hiring, and [4] Submit an Annual Notification of Changes Report to EPA Region 6, David Eppler, Mail Code 6EN-AT, 1445 Ross Avenue, Dallas, Texas 75202-2733 within 180 days after start up.

You must keep and maintain copies of all notifications submitted to EPA Region 6 office, records of any deviation fro the requirements of this rule [include the date and time period of the deviation, describe the deviation and the actions taken to correct it], and records of all compliance assessments performed in support of the Notification of Compliance Status or Annual Notifications of Changes Reports.

If you need assistance in notification and reporting requirements you can call ADEQ at 501-682-0820 and you can download the forms from www.adeq.state.ar.us. If you can demonstrate and certify your shop sprays NO coatings containing Hazardous Air Pollutants then you can petition EPA for an exemption of the 6H Rule.

If you need assistance in obtaining a LOAN to purchase equipment to become compliant or institute pollution prevention measures call AEDQ at 501-682-0709. AEDQ has money available for loans up to \$45,000 at 80% of Prime Interest Rate with loan terms up to 10 years.

ADEQ plans to present a 6H program at various locations around Arkansas over the next several months. ACRA will publish site locations, times and dates for these programs.

ACRA NOVEMBER MEETING

When I announced the November Educational Program at the October ACRA meeting I said the November Program would be on I-CAR and the changes in their program. From the back of the room came the voice of a Pulaski Tech Body Shop Instructor: "You mean MAJOR changes". He was right. There have been major changes in I-CAR certifications. Mr. Doug Schlueter, I-CAR South Central Regional Manager, will address these changes at ACRA's November 9, 2010 meeting. Dinner will be served at 6:00 PM. All are welcome; bring you technicians, estimators, office staff, and friends. The Body Shop Department of Pulaski Tech is located at 13,000 I-30, Little Rock, Arkansas. There will be no December meeting.

FORD EXTENDS WARRANTY COVERAGE ON GAS ENGINES AND TRANSMISSIONS TO UNLIMITED MILES

Ford Motor Company has significantly improved its Service Part Limited Warranty coverage on both new and remanufactured gas engine and transmission assemblies, increasing the terms from 3-years/100,000 miles to 3-years/unlimited miles, effective September 1, 2010.

“This warranty enhancement exceeds the terms of most of our competitors, especially for transmissions.” Said Phil Armbruster, Ford’s engine product marketing manager [Ph: 313-337-2593, parmbrus@ford.com]. “Ford also has no restrictions on the application of the vehicle, whether it is a private use, commercial application or municipality.”

The new warranty terms apply only to gas engine and transmission assemblies sold on or after September 1, 2010. Warranty coverage on Ford and Motorcraft transmissions and gas engines installed by the dealer begins on the date the repair order was closed. Warranty coverage for Ford and Motorcraft transmissions and gas engines replaced by an independent installer or fleet begins on the date of installation. Warranty coverage for over-the-counter sales begins on the invoice date. New and remanufactured assemblies still need to be registered with Ford in order to obtain warranty coverage. The warranty coverage upgrade does not affect the diesel engine warranty, which remains 2-years/unlimited miles for Complete Diesel Engine and Long Block Assemblies.

ALLSTATE HITS TOYOTA WITH SUBROGATION LAWSUIT

By CHAD HEMENWAY

Published 10/5/2010

NU Online News Service, Oct. 5, 2:50 p.m. EDT

Allstate Corp. has filed a subrogation lawsuit against Toyota Motor Corp. which seeks compensation for the more than \$3 million the insurer said it paid out on accident claims related to the auto manufacturer’s allegedly faulty accelerator pedals and other defects.

“Toyota should be held accountable for the financial impact of these accidents,” said Allstate spokeswoman Christina Loznicka.

Allstate filed the lawsuit in Los Angeles County Superior Court in an effort, it said, to benefit policyholders.

“If Allstate’s subrogation efforts are successful, policyholders may receive all or part of their deductible back,” Ms. Loznicka said.

Toyota spokeswoman Celeste Migliore said the company had not seen the complaint but believes the “unfounded allegations in this suit have no basis.”

According to the lawsuit, Allstate alleges the defects which led to massive recalls by Toyota “were substantial contributing factors in bringing damage” to the insurer’s policyholders and that Toyota knew about the problems regarding sudden acceleration in its vehicles for some time.

“Instead of recalling the vehicles and changing their design to improve safety, [Toyota] essentially hid the problem,” Allstate alleges in the lawsuit.

The insurer cited data from Safety Research and Strategies Inc. that shows the sudden acceleration defect in Toyota vehicles is to blame for at least 725 accidents, 304 injuries and 18 deaths.

Mark Bunim, chairman of the mediation firm, Case Closure LLC, said Toyota likely has multiple layers of insurers in excess of its self-insurance. Allstate must prove Toyota is to blame for each of the accidents alleged to have been caused by mechanical problems in Toyota vehicles.

“There will be a multiplicity of accident data presented in the mediation process to follow,” Mr. Bunim said. This is where the two large corporations could squabble, as Toyota attempts to dwindle down the accidents alleged to have been caused by vehicle defects, he said.

State Farm sent a letter in 2004 to the National Highway Traffic Safety Administration, pointing out a trend in sudden acceleration in Toyota vehicles.

Since then, the insurer has asked for reimbursement from Toyota on claims related to the defect but has stopped short of filing litigation, said State Farm spokesman Phil Supple.

State Farm continues to speak with the auto maker about these claims, Mr. Supple said.

On Oct. 4 Toyota updated the media on its efforts to fix the sudden acceleration problem. About 80 percent of the sticking pedal modifications have been completed on the 2.3 million vehicles that have been recalled, Toyota said.

THE 3 MOST COMMON SMALL BUSINESS PRICING MISTAKES

All the years I’ve been following business, strategy and small business—from the late 1970s through today—I’ve always wished for a magic formula for proper pricing. What’s the right price for this service? How should you price a new product? In teaching, writing and answering emails, this question comes up all the time. And, much as I’ve looked for the right answers, they aren’t at the back of the book.

Pricing is magic. There is no formula that works for you, or me, or any generalized group. You set your pricing as a matter of situation, strategy, costs, competition, weather, instinct and all of the above.

While I can’t really tell you how to set your pricing right, I can at least share something that I’ve learned—in classrooms, in

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making mistakes, in growing my own company — about how NOT to set your pricing.

Here are the three most common pricing mistakes that I see. And, just to be clear, while I wish I could drum up some rigorous research to back me, this is based on anecdotal evidence, common sense, and three decades of dealing with business problems.

1. Trying to be the lowest price provider

One of the most damaging cliches in business is the idea that the lower price gets the highest volume. The whole lower price equals higher volume idea, a fundamental law of economics, is for undifferentiated commodities, not your business or mine.

Successful lowest-price strategies are unusual. They usually take a lot of capital, resources and visibility. What works for Costco and Walmart doesn't work for the corner store, some discount airlines and gasoline stations, but those strategies usually require a lot of capital and very large scale implementation.

2. Mixing your pricing message

We forget way too often — and too soon — that price is the most powerful marketing message you have. Do you think people don't buy your work because it's too expensive? But isn't it worth it? Don't you believe in it? It's about positioning. How are you different from the others? Is what you sell better than the one across the street? Does your price say so?

Would you get a root canal from the cheapest dentist in town? Would you save money by buying two-day-old sushi? And why isn't the cheapest car made the most popular?

I lost a consulting job I really wanted once when I bid \$25k for it

Just a heads-up that Ford has posted a video on structural parts to YouTube ...
<http://www.youtube.com/watch?v=Hywvw-hKZGA>

DO THEY KNOW SOMETHING WE DON'T: AUTO MAKERS, AUTO INSURANCE AD SPENDING SOARS

Richard Read October 4th, 2010 /author/10001471_richard-read/author/10001471_richard-readBy Richard Read Reporter October 4th, 2010

October 4th, 2010 During tough economic times, companies often cut back on marketing -- in fact, advertising budgets are frequently the first to shrink when danger looms and the last to expand once the coast clear. As a result, some analysts see ad spending as the equivalent of the canary in the mine shaft: a sign of whether things are good, bad, or ugly. Nielsen's latest advertising survey doesn't offer easy answers about the state of the U.S. economy, but it does show that auto makers and auto insurance companies are bullish about its future. Of the ten biggest product categories, most scaled back on ad spending during the first half of 2010. Movies cut by 3% compared to 2009, fast food joints by 4%, and wireless phone services by 14%. Auto makers, on the other hand, spent \$4.4 billion on buying ads in U.S. media -- a staggering increase of 27% over the same period in 2009. Auto insurance companies beefed up their budgets, too, jumping by 23% to \$800 million. That would seem to indicate that the economy is on the rebound -- well,

and a competitor bid \$75k. The guy who gave me the bad news told me everybody liked my proposal, but they wanted the best, so they went for the higher price.

What would you rather have for dinner: a \$1 hamburger or a \$20 steak? We used to go to a restaurant that had really good food and surprisingly low prices. But I often wished they'd raise their prices so we didn't have to wait 45 minutes or more to get a table. And guess what: they no longer exist. They went out of business. Do you think pricing had something to do with that? I do.

3. Underestimating real costs

Businesses go under when they run out of money. The research on how they run out of money is confusing and ambiguous, and there are rarely single identifiable causes. Still, just betting on what I've seen with my own eyes through a lot of years, I think businesses frequently run out of money because they underestimated real costs.

We talk a lot about gross margin in business analysis. That's your selling price minus your direct costs. So if you buy that widget for \$2 and sell it for \$6, then the gross margin is \$4, and your gross margin percent is 67 percent. Unfortunately, focusing just on gross margin isn't enough. Aside from the \$4 you paid for that widget, there are all those other expenditures, including your rent, your payroll, your insurance, your electric and water bill, all of your marketing costs, and lots of hidden costs, like the computers and software you'll need to buy next year. We call that overhead and tend to forget it. Which is a shame, because a lot of businesses forget about it all the way to the business grave. You run out of money.

except for a few small problems. First, these figures date from the first half of 2010, when economists were rosier in their recovery predictions, and when folks on the street were ready to talk about something other than the recession. Over the summer, however, the future became a little less bright, and although most analysts think we'll avoid the much ballyhooed double-dip, we ain't out of the woods yet. Most of that bearishness happened after these figures were pulled. Another curious thing: auto dealerships didn't land in the plus column. In fact, dealerships cut back on ad spending by 2%. That's not a huge reduction, but compared to the double-digit increases from auto makers and insurance companies, it seems noteworthy. By definition, dealerships are closer to consumers, and they might've been seeing trends among shoppers that the auto makers themselves weren't. Then again, let's not forget that General Motors and Chevrolet both eliminated a number of dealerships from their network between 2009 and 2010 -- slightly under 2,000 in total, at last count. And it would stand to reason that fewer dealerships necessarily means fewer dollars being spent on advertising. Unfortunately, here's not an easy way for Nielsen to compensate for that in compiling this straightforward data. If we were to take

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a look at per-dealership spending, though, we might actually see an increase, given that the total drop is so low. Bottom line: the economy is still fuzzy, consumers are still wary, and the auto industry (auto makers, dealers, and insurance agencies) is still responsible for most of the advertising in America. Maybe we'll have a clearer picture in a few months, when Nielsen releases results for the second half of 2010. [Nielsen]

During tough economic times, companies often cut back on marketing -- in fact, advertising budgets are frequently the first to shrink when danger looms and the last to expand once the coast clear. As a result, some analysts see ad spending as the equivalent of the canary in the mine shaft: a sign of whether things are good, bad, or ugly.

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TO SUBLET OR NOT TO SUBLET – THAT’S THE QUESTION. THE ANSWER IS OE REPAIR INFORMATION.

Tom McGee, ALLDATA Editor
and **Jeff Webster**, ALLDATA Technical writer

Here's a scenario that may sound familiar. A few days after you repaired the collision damage to your customer's 2010 pickup, a cold-front moved in, and an early winter seemed right around the corner. A week or so later, the pickup re-appeared at your shop, with the owner complaining of strange noises coming from the front end.

Did you miss something? Is it related to the work you did? You quickly determine that the noise is suspension related. But can you really say it was not linked to your repair? So, do you just say, "Not our fault," and send the customer on his way? There are two things wrong with this solution:

1. You probably just lost a repeat customer, along with any referrals she might send your way.
2. You just sent some possible revenue out the door.

Information is Power

The answer to this dilemma is information... accurate information... OE information! Here's how OE information can help in a situation like this one:

1. If you can give your customer a legitimate reason for the

condition – a reason unrelated to your repair – you immediately defuse the situation.

2. If you have the procedures to actually fix the problem, you will cement your relations with the customer.
3. If the problem is unrelated to your prior repair, you could profit from this unexpected opportunity.

At collision shops, mechanical work is traditionally sublet to other facilities -- often due to limited information. Outsourcing work not only cuts off a source of revenue, it can also mean a loss of control over scheduling and, ultimately, delivery of the vehicle. With accurate manufacturers' repair information, a collision shop can reduce unnecessary outsourcing. In addition to detailed repair procedures, manufacturers' information includes technical service bulletins (TSBs), which describe known problems and solutions for specific vehicles. Many auto dealers and mechanical repair shops always check TSBs first. Here is a Tech Tip which was excerpted from a typical manufacturer's TSB found in ALLDATA Collision. It concerns a suspension issue that was identified on the 2010 Chevrolet Silverado and several other General Motors trucks and SUVs.

Strut Noise on GM Vehicles

Subject: Squeak/Creak/Rumble/Rattle Type Noise Coming

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from Front of Vehicle During Low Speed Maneuvers in Colder Ambient Temperatures (Enlarge Upper Inside Diameter (ID) of Strut Jounce Bumper)

Models:

2007-2010 Cadillac Escalade, Escalade ESV, Escalade EXT
2007-2010 Chevrolet Avalanche, Silverado LD, Suburban LD, Tahoe
2007-2010 GMC Sierra LD, Sierra Denali, Yukon, Yukon XL LD, Yukon Denali XL

Condition

Some customers may comment on a squeak, creak, rumble or rattle-type noise coming from the front of the vehicle (may sound like it's coming through front of dash) during low speed maneuvers. The noise may be most noticeable in colder temperatures (typically 0°C (32°F) or lower). This noise will most likely be heard during small to medium suspension travel such as in parking lot maneuvers, over small bumps, when stopping.

Cause

The front strut jounce bumper inside diameter to the piston rod of the strut may be experiencing a slip/stick condition during certain colder weather ambient conditions.

Always refer to ALLDATA® CollisionSM for safety procedures, identification of material types, recommended refinish materials, and removal and installation procedures. Always refer to the vehicle manufacturer for questions relating to applicable or non-applicable warranty repair information.

Correction

1. Test drive the vehicle under the same type of weather conditions (typically 0°C (32°F) or lower) and low speed maneuvers mentioned by the customer in order to verify the concern.
2. Using Chassis Ears, verify that the noise is most noticeable at the upper strut mount area. The concern may be on one or both sides of the vehicle.
3. By jouncing the vehicle, the noise or vibration can be isolated using a stethoscope, and may possibly be felt in the vicinity.
4. Raise and support the vehicle.

5. Remove the LH and RH strut assemblies from the vehicle.
6. Disassemble the coil spring and top mount assembly from each strut.
7. Remove the jounce bumper (5) from the top mount assembly (3) (Figure 1).
8. Secure the jounce bumper upright in a bench vise. Only clamp the lower portion of the bumper to allow the upper portion of the ID to remain at rest.

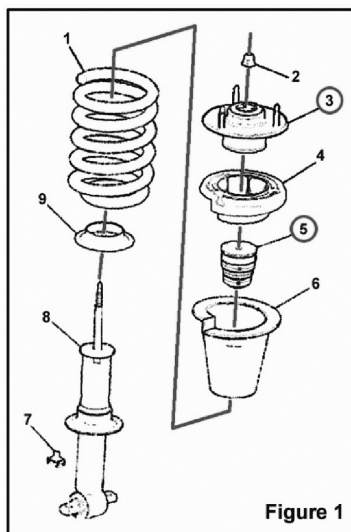


Figure 1

Note

A standard drill bit will not cut the ID of the jounce bumper. The jounce bumper will comply and stretch around the bit, then return after the drill is removed.

9. Prepare a single flute countersink bit or a bladed cutting bit, or equivalent, in a die grinder, Dremmel® Tool, or equivalent (Figure 2).

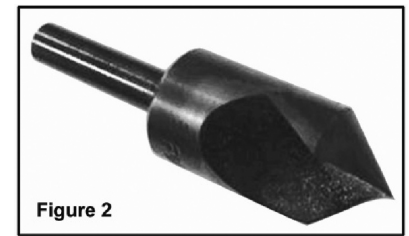


Figure 2

Note

Do Not attempt to drill out the jounce bumper while attached to the strut top mount assembly. The bumper must be removed from the top mount assembly.

Note

Do Not attempt to drill out the jounce bumper from the lower end toward the upper end, as this could affect characteristics of the jounce bumper.

10. Enlarge the Upper ID (1) from the top side of the jounce bumper to the

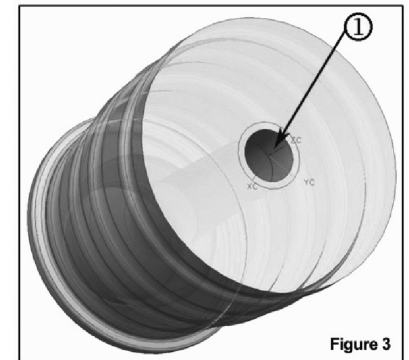


Figure 3

following dimensions (Figure 3):

- Diameter of enlarged ID: 16 mm
- Depth of enlarged ID: 15 mm

11. Ensure that the ID of the jounce bumper is as smooth as possible and free of loose material. If necessary, an Exacto® knife, or equivalent, can be used to carefully trim the edge and remove any loose material. Figure 4 shows a jounce bumper with the enlarged upper ID (1) as compared to the original ID (2).

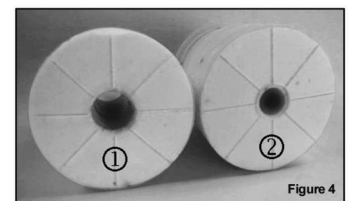


Figure 4

Note

Ensure that the jounce bumper is fully seated to the top mount assembly.

12. Install the jounce bumper to the top mount assembly. Ensure that the jounce bumper is secure to the top mount.
13. Assemble the coil spring and top mount to each strut.
14. Install the LH and RH strut assemblies to the vehicle.
15. Move the vehicle outdoors to allow it to return to ambient temperature.
16. Test drive the vehicle under the same conditions to verify the repair.

For more information on OE repair information, please visit www.alldata.com/promo/abn7tt/

NOTE: This Repair/Service Procedure is excerpted from a Technical Service Bulletin published by the vehicle manufacturer, and is intended for use by trained, professional technicians with the knowledge, tools and equipment to do the job properly and safely. It is recommended that this procedure

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**DIAMOND STANDARD FULL
ASSEMBLY STEPBUMPER SYSTEMS
CERTIFIED: VESC V-5 FEDERAL
TOWABILITY STANDARD COMPLIANT**

Memphis, TN – August 31, 2010 – Diamond Standard announces its 281 full assembly skus and multi-purpose vehicle applications are Certified compliant to the Federal Standard – VESC (Vehicle Equipment Safety Commission) V-5 Towability, a requirement of the NSF Automotive Parts Certification Program and federal regulation. “A documentation of stepbumper certified test results and assembly system performance to the federal standard can be accessed by visiting the Diamond Standard web site – www.diamondstandardparts.com . To our knowledge, we are the only manufacturer of Alternative parts publishing our part’s test data” said Mike O’Neal, President of Diamond Standard Parts, LLC.

The VESC regulation requires each manufacturer offering a stepbumper assembly incorporating a towing capability feature must be responsible for and must pass the Federal Standard for towability. Meeting the standard requires each hitch is capable of withstanding the tow forces applied without causing permanent deformation of the ball platform which in final position the ball may not depart more than the allowable 5 degrees from the original position.

“We patently believe the individual part criteria established by OEM in its original parts created the standard to which all bumper structural parts must be held and certified by a credible and accredited independent test facility” stated Mike O’Neal, President of Diamond Standard Parts, LLC.

Certification of Diamond Standard full assembly stepbumper systems’ performance in meeting the VESC V-5 Towability Standard is conducted by MGA Research Corporation, Burlington, Wisconsin; an industry accepted, accredited independent test facility calling virtually every OE manufacturer, the aerospace industry, IIHS and the U.S. military its clients (www.mgaresearch.com).

About MGA Research:

GLOBAL REGULATIONS & STANDARDS

We provide services for virtually every global vehicle regulation from full-vehicle level to component-level certification of interior and exterior components. With over 30 years of government compliance, homologation, and product validation testing projects, MGA is well suited to helping you with your needs.

MGA Research Corporation is an accredited, recognized worldwide leading independent provider of engineering consulting, automotive testing technologies and state-of-the-art facilities and staff of test experts. MGA’s global footprint offers the automotive industry a comprehensive array of products and services related to consulting, testing and government compliance issues supported by five (5) facilities in the United States with additional facilities in So. Korea, Japan, China, India and Brazil. The MGA client base includes virtually all original equipment car manufacturers, the aerospace industry, IIHS and the U.S. Military providing services for every global vehicle regulation. The MGA expertise includes conducting safety and reliability tests for North America (FMVSS and CMVSS), European (EEC and ECE), Australian (ADR) and Asian (TRIAS, GB) markets and supports other activities related to testing, validation and the documentation and certification of test results.

For more information please visit our web site www.diamondstandardparts.com or contact Geoff Crane at geoff@diamondstandardparts.com (901) 398-5759.

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not be performed by “do-it-yourselfers.”

Prior to joining ALLDATA as the Collision National Accounts Manager, Tom McGee was on the I-CAR® staff for more than 18 years holding the positions of I-CAR President & CEO, Director of Industry Relations and Product Operations, and Technical Director. Tom is an ASE® certified Master Collision Repair/Refinish Technician and also has the ASE Damage Analysis and Estimating certification. An Automotive Collision Repair graduate of Ferris State College, Big Rapids, Michigan, Tom has a wide range of experience in the collision industry, including operating a collision repair facility. He also has experience as a career and technical school instructor, training manager and instructional designer.

2010 EDUCATIONAL PROGRAMS:

- January 12, 2010 Educational Program by Pulaski Tech Collision Repair Dept.
- February 9, 2010 cancelled due to SNOW!!
- March 9, 2010 Landers Toyota on current recall issues
- April 13, 2010 AllData
- May 11, 2010 Red Ball Oxygen on welding issues
- June 2010 I-CAR Class – Contact Jody Gatchell
- July 13, 2010 LKQ Corp – after market and salvaged parts
- August 10, 2010 Freda Keller, Farmers Insurance – Shop Safety/Workers Compensation
- Sept. 14, 2010 GM Parts Program by Dana Haswell
- October 12, 2010 6H Rule by ADEQ
- November 9, 2010 I-CAR Certification Update
- December 2010 – there will be no meeting.

ACRA meets the second Tuesday of each month at 6:00 PM at the new Pulaski Technical College campus, 13,000 Interstate 30, Little Rock, Arkansas. The meeting is an open meeting with meal served at 6:00 PM and Educational Program immediately following. If there is a program or topic that you would like presented as an ACRA Educational Program please contact Jay Scott at (501) 351-0171.

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