

ABAC NEWS

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The Official Newsletter of the Auto Body Association of Connecticut



IMPLEMENTING A PLAN (Part 1)

Ever taste something that you thought would be horrible; it just looked so bad that you just knew it was going to taste bad, but then when you gave it a chance, it was pretty good? That's kind of how I felt when I decided I was going to implement some of the very things that the ABAC has been teaching at our last two membership meeting seminars. While I fully expected the ideas to fail, implementing changes to my business model turned out to be a pretty darn good idea! It all starts with documentation.

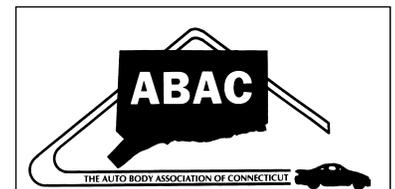
We all know how this industry has done business in the past. Some of what we've done makes no sense at all. For example, when billing, how many shops create a full invoice only to be short-paid by an insurer? With the ever rising costs of operating a business who can afford to keep absorbing short-pays? Our focus should be on getting paid for what we do and, of course, repairing vehicles properly and safely. It's hard enough knowing that the data base providers are unfairly shaving times off the repair only to be met with insurers simultaneously refusing to pay for proper procedures. After all is said and done, we're left holding the bag: absorbing the short-pay. I heard that there was another way. As things got worse, the idea of a different way seemed more and more like a good idea. So I thought I would give it a taste.

This is what we did at my shop. First we adopted a REPAIR CONTRACT, one that spells out who the customer is and who is responsible to pay for the repairs. Second, we educated the customer on the repair contract and their obligation to pay the final invoice. Third, whenever possible, we disassembled the vehicle and created a BLUE-PRINT of repairs. Fourth, we insisted on having the insurer's representative schedule an appointment to inspect vehicle damage and verify the loss. Fifth, we stamped the following on the insurance company's estimate: "FOR

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INFORMATIONAL PURPOSES ONLY". Sixth, we continued to insist on repairing vehicles properly and safely with the parts that our customer authorized us to use. Seventh, we prepared a final invoice for work performed. All monies collected were stamped: "ACCEPTED UNDER PROTEST AS PARTIAL PAYMENT ONLY FOR PROPERTY DAMAGE WITHOUT PREJUDICE OR RECOURSE."

We always let our customer know the final amount of the repair cost and whether there was a deficiency. If our customer asks us to contact their insurance company to discuss the deficiency, we will do just that. We let the insurer know that there is money owed to the insured or third party claimant. I would suggest doing this via e-mail with a copy to your customer.

At this point I expect that some of you must be thinking that this seems like a bad idea or unlikely to work. That's what the insurance industry wants you to think. Don't fall for it. You have rights and so does your customer. If you don't believe me, discuss it with your attorney. With proper documentation and an informed customer, the law is on your side. And when, and if, the insurer still refuses to pay the full bill, your customer has the following options. First, your customer can pay you the full amount and request reimbursement from the insurance company. This is the preferred method, but sometimes your customer does not have the funds to pay the bill or is unwilling to pay. At that point, you can help your customer send a THIRD PARTY DEMAND LETTER. If this hasn't resolved your problem, there remain additional options which I will discuss in my next article. Suffice it to say, I know this much works because I've seen it work. All necessary documents can be found on the ABAC's website, www.abaconn.com or by contacting one of your board members listed on the back page of this issue.

Keep an eye out for Part 2 of my article where I will discuss additional options you and your customer have to collect monies owed. Just because we've done the same things over and over again does not mean we're right. And to complete my metaphor, just because it may look like garbage, doesn't mean it's going to taste like garbage. Take a taste of something different. I think you may find that it tastes pretty sweet!

Tony

Tony Ferraiolo
ABAC President

ABAC Blockbuster Seminar Held in Groton

Key Association Members Discuss Working Solutions to Daily Obstacles

The Groton Inn this past February 13th, was the latest venue for the continuing educational wave of events put together by the Auto Body Association of Connecticut. Guest speaker Dave Fogarty, Wholesale Parts Director for the Lorenson Auto Group thanked the Board of Directors, and then introduced Immediate Past President Bob Skrip. Skrip then recognized the sponsors for the event:

- *Columbia Ford/Kia – Joe Brochu – Parts Director*
- *Enterprise Rent-A-Car – Tom McCabe – Area Rental Manager*
- *Lorenson Auto Group – Dave Fogarty – Wholesale Parts Director*

"Without the financial support of these sponsors, a lot of these [meetings,



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events and educational seminars] can't happen. Please support those who support you," says Skip.

Skip then introduced Dan Thibault from Wolcott Technical High School. "The tech schools have been around forever and most people don't know that we're (training) kids that have skills who can be used as your employees. Yes, they're entry level skilled but if you look around your shops, your employees are aging. We're trying to build better programs to build better rapport with the auto body shops. We

have a program in place at Ellis Tech in Groton. If you are willing to work with these graduates and train them, you will be better off than trying to hire someone "off the street" that may have no skills at all. We teach a variety of programs through their 4 years but it's all basic skills in body repair. Dismantling, assembly and refinishing are a few. We (the tech schools) want to know what WE can do for you to help build a better relationship so that we can get these students to you," says Thibault. For more information, please contact Dan Thibault at 860 807-2090.

Fogarty then introduced ABAC Legal Counsel John Parese from Buckley & Wynne. Parese read the Disclaimer.

Next up was ABAC President Tony Ferraiolo. Tony again thanked the sponsors for their valued support and then introduced Larry Pearson , Wholesale Parts Representative from Columbia Ford-Kia. Larry gave a short presentation about his dealership and thanked everyone for their support.



Returning to the podium, Ferraiolo says, "This meeting and future meetings will be all about YOU getting educated and informed to help you strengthen your business." Take the time to attend a future meeting and decide for yourself. Using one idea from these events can help increase productivity and profit in your collision facility.

Tony then covered the list of accomplishments for the ABAC in 2012:

- *I-Car Classes (members discount)*
- *O.E.M. Educational Seminars*
- *Meetings with Consumer Groups, MADD, Working Families, AARP.*
- *Meeting with Attorney General's Office*
- *Meeting with Senator Blumenthal's Office*
- *Meeting with Department of Insurance*

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- **Watchful eye on legislation**
- **ABAC radio advertisements "Your Car Your Choice"**
- **Solidarity with other State Associations**
- **Attend Industry Meetings**
- **Position Statement on State Farms Parts Procurement Program (Parts Trader)**
- **Standardize Repair Contract**
- **Working on Class Action Lawsuit vs. Progressive Insurance**
- **Revamp Website – www.abacomm.com**
- **Increase membership**
- **Increase Supporting Advertisers in the ABAC News**
- **Educate consumers on the proper parts for a proper repair**
- **And much more**

Tony then introduced Vice President Bill Romaniello who covered legislation. His presentation was, Know Your Laws or Be Arrested for Breaking Them! "This is about the laws that govern what we do in our business every day," says Romaniello.



Returning to the podium Attorney John Parese covered the Repair Contract. "The idea of this was to establish a form that meets what the statute calls for and that basically a form that everyone could use. We created this document, and what I suggest you should do is take it to your local print shop and have copies made for your use. Now, once you use this form, whatever happens from that point forward, you are protected. So, what are the advantages of using a Repair Contract?" says Parese:



- **Defines your rights and obligations**
- **Defines the customer's rights and obligations**
- **Protects you in the event of a non-payment**
- **Conforms to the DMV requirements**
- **Gives you an opportunity in the event you end up in court**

It's critical in defending a lawsuit or claim filed by the DMV

All of these ABAC approved forms can be found on the ABAC website, www.abacomm.com. Much more information was covered during Parese's presentation which proves the value of attending these meetings!

Dave Fogarty then solicited responses to questions by asking several key association members for their input on current or past issues or concerns. Sharing educational information was Bob Amendola, Autoworks of Westville, Bob Skrip, Skrip's Auto Body, Bill Denya, Denya's Auto Body and Carol Lupinek, Eddie's Auto Body. Great ideas, great people and great solutions to various situations!

President Ferraiolo then closed the meeting by thanking everyone for taking their valuable time to attend and, most importantly, for the willingness to learn, be educated and become more involved with THEIR association

ABAC Meets in Hartford for Quarterly Meeting

ABAC Members and their guests meet at the USS Chowder Pot in Hartford this past March 12th for another in the continuing series of educational events held by the Auto Body Association of Connecticut.

Dave Fogarty of the Lorensen Auto Group opened the meeting and welcomed everyone to engage in the solutions that would be offered throughout the evening. He then introduced Immediate Past President Bob Skrip who thanked the sponsors for the evening:

- *BMW of Bridgeport – John Musco – Parts Director*
- *Environmental Risk Services – Mike Lukas*
- *Enterprise Rent-A-Car – Tom McCabe – Area Rental Manager*

Mike Lukas of Environmental Risk Services gave a presentation on his services. They work with several hundred Auto Body Centers and Automotive Dealerships. Mike also covered the 2012 Top OSHA Violations and EPA/DEEP Violations. Covered in Mike's presentation:

- *Required training that shops overlook*
- *Most frequently audited paperwork during an inspection*
- *Common facility violations*
- *Poor management of Hazardous Waste*
- *Improper disposal on universal waste*
- *Incorrect facility registration with the EPA*

ABAC President Tony Ferraiolo once again covered the accomplishments of the ABAC for 2012. (Please see article on Pages 2-5 for more information) Tony then introduced ABAC Lobbyist Andy Markowski who brought everyone up-to-date on current and proposed legislation.

Next up to the podium was Vice President Bill Romaniello. "We hear things like EPA, DEEP, DMV, DOI....wow, look at all the stuff that we're involved in and all we wanted to do was fix cars! But this is what our businesses have become. Business has changed. Those of us who are educated and informed can still make a good living doing it. But if you're not educated and informed, I think there's a close coming to the way you operate your businesses," says Romaniello.

Attorney John Parese from Buckley & Wynne then covered Proper Documentation and the Repair Contract. (Please see article on Pages 2-5 for more information)

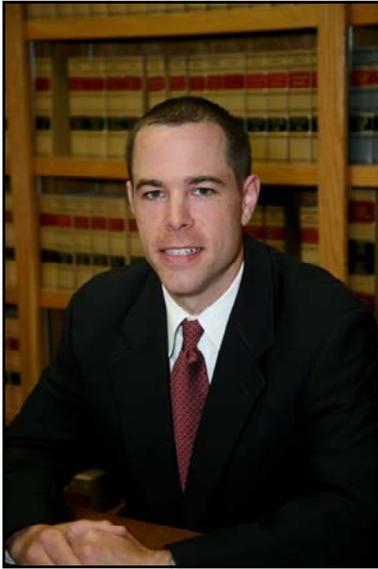
Board of Director Bill Denya then gave a presentation on Total Loss. Other subjects covered for the evening:

- *Proper Documentation*
- *Customer Retention*
- *3rd Party Interference*
- *Towing*
- *Storage*
- *And much more....*

This is what YOUR association can offer to you. This is what the ABAC does for you. Don't wait any longer. It's time to join the ABAC to become better informed, and increase your profits through education!

DMV Proposes Bill to Criminalize Paperwork Violations.

Stay alert.



By now, you are probably aware that the DMV submitted a bill (HB 6495) to the legislature seeking to impose criminal penalties on paperwork violations. The motive behind this dramatic move is unclear. Fortunately, our lobbyist, Andrew Markowski, and members of the Association have been appropriately focusing heavily on the issue. We met with committee chairs, testified in Hartford and submitted written testimony. The bill is evolving and we are still hoping to kill key provisions harmful to the industry. Next week, we are also meeting with the Commissioner of the DMV. In the meantime, please keep a close eye on this bill and, if called upon to help us fight the bill, please do so and take it seriously.

The following is a copy of my written testimony, which I submitted in opposition to the bill. I share this in hopes that it proves helpful to you in summarizing the key issues and my concerns with the bill.

March 7, 2013

**Senator Andrew Maynard
State Representative Antonio Guerrero
& Members of the Transportation Committee
Room 2300, Legislative Office Building
Hartford, CT 06106**

**Re: Opposition to HB-6495
An Act Concerning Revisions to the Motor Vehicle Statutes**

Dear Senator Maynard & Representative Guerrero:

I am an attorney and serve as legal counsel to the Auto Body Association of Connecticut (ABAC). I write to articulate my objections to portions of the above referenced bill. The bill includes unworkable amendments, calls for an unnecessary escalation of penalties against auto body repairers and small business owners, and the criminalization of paperwork violations. Many of the changes contemplated are entirely unnecessary, they are overly punitive in an almost unprecedented manner, they will cost the state money to implement and carry out, and they have the potential of making criminals of honest repairers and small business owners. The ABAC proudly joins with the Connecticut Towers Association and the Connecticut Automotive Retailers Association in objecting to this bill.

First, Section 32 which amends § 14-150(e), is simply impossible to carry out. The law currently requires law enforcement to notify an owner or lienholder once a vehicle is taken into custody. The proposed bill seeks to shift that responsibility to garages where the vehicle is stored. The law calls for notifying the owner and lienholder by certified mail within forty-eight hours of the vehicle being taken into custody. Garages, however, have no way of identifying the owner or lienholder. That person may be in jail, injured in the hospital, unaware their vehicle was stolen, or countless other places unbeknownst to the garage. As the police have access to the information necessary to alert vehicle owners, the duty should remain with them. If passed, there would simply be no way for garages to comply with this law.

Second, sections 48 through 52 include amendments to §§ 14-65f, 14-65g, 14-65h, 14-65i, and 14-65j. These amendments essentially take civil paperwork violations and criminalize them. Thus, instead of administrative sanctions, including fines and possible license suspension, the DMV will now be empowered to impose criminal penalties and jail time. This is entirely unnecessary and utterly draconian in its spirit and intent. Section 52, for example, which amends § 14-65j, would impose a class B misdemeanor on a repair facility for failing to notify a customer that the repairs cannot be

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completed on the same business day as the vehicle is delivered to the shop. This is absurd.

I have represented auto body repairer, towers, and retailers at the DMV for claimed statutory violations. I can assure you the penalty system currently in place serves as a sufficient deterrent. The penalties assessed are generally in the thousands and multiple violations can be in excess of ten thousand dollars. The DMV has the authority to pull the license of a facility and effectively put that violator out of business. What is more, all sanctions are backed by a mandatory bond which each licensee must carry. In short, I have never met a licensee who wasn't afraid of the DMV. Adding criminal penalties will do nothing to improve the industry or protect consumers. Instead, it will only serve to give the DMV a bigger cudgel.

If this law were enacted, enforcement would require the involvement of local police, prosecutors, and the court system. The cost to the state would be significant. Licensees would likewise incur the unnecessary expense of attorney's fees and business revenue losses due to time wasted in court.

Ironically, in previous efforts to work with the DMV's legal counsel on drafting proper repair forms, I was advised that the DMV would not cooperate in advising licensees in preemptive education. Instead, the DMV considers its sole function to prosecute and penalize. The laws regulating auto body repair, towing and the sale of motor vehicles can be confusing and at times incongruent. It is exceedingly difficult for repair technicians and mechanics to comprehend the myriad of regulatory obligations and synthesize them into perfect practices and repair forms. And, again, they are being asked to do this without any assistance from the DMV. The point is: under these circumstances, honest mistakes are inevitable. These mistakes, however, are not a product of criminal conduct or fraud – if they were, the current law allows the State to arrest and prosecute criminal offenders accordingly. What we are talking about is paperwork mistakes that the DMV is now looking to criminalize, which I respectfully submit, makes no sense.

The ABAC is fully committed to improving consumer rights and protections. Portions of the bill at issue, however, will only serve to unfairly penalize repairers and small business owners. The existing laws are strong and enforcement is vigorous. These criminal sanctions are not needed, and its cost to the state is unwarranted. For these reasons, I respectfully write in opposition to the bill.

Thank you, as always, for allowing me the opportunity to share my thoughts. If you wish anything further of the ABAC or me, please do not hesitate to contact me.

John Parese

***Buckley & Wynne
Attorneys at Law***

I HAVE BEEN ASKED TO COMMIT FRAUD!

Yes - about every major Insurance Company has been at my shop this past year asking me to make a deal and commit fraud. Did you know that cost shifting is fraud? Saying you work at a make believe labor rate, and adding more cost elsewhere, is fraud. How about those cheap parts that we know are not as good as what our customer had? That is cheating the unsuspecting customer. Can you believe that Insurance Companies try to steer my customers away from my shop because I don't want to commit fraud? This is not just a threat - the programs are in place and are real. Cheat the customer and be on the preferred list. Try and do the best for the customer and be honest about how things really are, and have work steered away. You would think honesty would be encouraged.

We should start exposing the truth. Lets start posting how many times a week we are asked to agree to commit fraud. If that doesn't bring about change, then maybe start posting the names of the companies that are asking. Fraud is Fraud. Charging make believe rates, using make believe parts, is just make believe. If you know the truth and pretend, that is fraud. We must use truthful rates and do our best to protect our customers' property. Let's tell the world the truth and get out from this controlling web that is corrupting our industry.

Eddie Lupinek

Eddies Auto Body - East Haddam, Ct.

Accessing OEM repair information is critical to making safe repairs

Those who were around in the industry in the late 1970s and early 1980s no doubt remember what a transformative period that was. The automakers' widespread adoption of the unibody vehicle changed the collision repair industry dramatically – and not just from a technology aspect.

It led, for example, to a change in the make-up of the industry, with shops specializing in frame repairs giving way to shops equipped to repair unibodies; shops that didn't adapt quickly lost out.

It led to the development of shop management tools and an emphasis on training. During these years, former technicians owning shops (and the vendors they worked with) realized it was going to take business skills – not just technical repair skills – to survive.

And perhaps most importantly it led to the creation of I-CAR, as shops, automakers and insurers realized the repercussions if the industry didn't have the information and training it needed to repair these vehicles properly.

Vehicle technology continued to evolve in the following decades. But I argue that right now the industry is in the midst of a "unibody-like" change, where winners and losers will be determined by how well shops can adapt and get the information they need.

Challenges include new metals, materials and vehicle constructions, new sensors and safety systems, new powertrains and vehicle-specific repair requirements.

Just as unibody training and equipment separated the winners from losers in the industry 30 years ago, I believe use of automaker repair information is already starting to serve as the great divide today. No one will convince me their shop is repairing every vehicle properly and completely if use of automaker repair information isn't incorporated into their process on every job.

Experience may help you do a lot of things right, but there's no way you're not making some (and probably a growing number of) mistakes.

Without access to OEM information, for example, you probably don't know that the back-up parking sensors on some vehicles should never be painted more than once. Without checking Nissan information, you probably don't know that if you remove the center pillar trim panel on a 2008 Versa, it can't be reused.

Those not checking automaker information probably aren't aware that on many Toyota, Honda, Hyundai and Kia vehicles you need to perform a zero point calibration (or check the occupant detection sensor) if any one of a number of conditions occur. One of those conditions: After the vehicle has been in an accident.

Anyone welding certain BMWs may not know, if they aren't checking the automaker's information, that welding on their vehicles has to be done with a different gas mixture than is used on most other cars.

There are many of these sorts of examples. So let me say this clearly and emphatically: I do not believe that a shop can properly repair a vehicle today if they do not access and use OEM repair information.

The first bit of good news is that the information is available. Some of the automaker technical information websites, such as Hyundai's (www.hyundaitechinfo.com) and Kia's (www.kiatechinfo.com) are free. Others carry a fee. You can access them all through www.OEMonestop.com.

The second bit of good news is there are other options for accessing the information, through an ALLDATA subscription (I'm a huge fan) or through the increasing integration of the information in the estimating systems. Accessing that data should be part of your process of blueprinting repairs.

And the last bit of good news: These subscriptions can easily pay for themselves. When you know that certain fasteners are one-time-use only, for example, you know you need to include them on your estimate, parts order and invoice. When you know a procedure is required – and have the OEM repair information to prove it – you can get paid for what needs to be done and that you are doing.

The unibody vehicle changed this industry. Shops that didn't evolve quickly, didn't survive. The same is true with access to automaker repair information today. If you don't have it, you're already falling behind and on your way to becoming a dinosaur.

Mike Anderson, a former shop owner, currently operates COLLISIONADVICE.COM, a training and consulting firm. He also acts as a facilitator for DuPont Performance Services' Business Council 20-groups.



SHARING AND CARING

This is how it all started: “My name is Carol Lupinek and I work at Eddie’s Auto Body in East Haddam. I have been a member of the Auto Body Association for 6 years and currently serve on the board of directors. My husband, Eddie, has been a member of the association for over 25 years, serves on the board, and is also past president of the association. Blah, Blah, Blah, Blah, Blah....”

A few weeks ago I was asked to say a few words about the benefits of joining our association while at our Groton meeting. To say the least, that was exactly what I did. SAY A FEW WORDS. After a very warm welcome from our president, I think I got past the “who am I” part, after that, I became the entertainment for the evening. For those of you who were at that meeting, you had the rare opportunity to see stage fright at its very best. I absolutely froze. After having prepared and practiced, I was unable to recognize a single word when I looked down at my speech.. Everything looked foreign. Nothing made sense.

I looked up at faces of many people I knew & loved. Everyone was smiling at me and loving me. I felt it. They all knew the fear that had consumed me, and understood that feeling all too well. They, indeed, felt my pain. Dave eventually came to my rescue and enabled me to finally sit down.

Failing so miserably afforded me the opportunity to save face and write down what it was I was supposed to communicate that evening. Quite frankly, that experience is what the ABAC is about. It’s about sharing and caring. That evening, many very good speakers shared with us vital information pertinent to our business. It was jam packed with information, education, and fun. When it comes to caring, well, that evening said it all. This is an organization filled with body shop owners, made up of individuals committed to making a difference in the industry and the lives of members. We care about each other in our failures and successes and are not competitors, but friends.

I want to thank you all for your support and promise you, as a member of ABAC, I will do my part to give back to you and our organization, as you’ve given to me and others.

Carol

Rhode Island Bill Proposes Minimum Damage Before Total Loss

Unique bill would require owner's consent to total unless damage exceeds 75 percent.

A newly introduced bill in the Rhode Island General Assembly would make it an unfair claims settlement practice for an insurance company to declare a vehicle a total loss unless the damage exceeds 75 percent of the vehicle's pre-accident value.

Under Section 27-9.1-4 of the General Laws, the Unfair Claims Settlement Practices Act, the proposed amendment would require the vehicle owner's "express written authorization" before any vehicle could be declared a total loss if the cost to repair the vehicle is less than 75 percent of the fair market value of the motor vehicle immediately preceding the time it was damaged.

This bill is distinctive in that it prevents an insurer from declaring a total loss below a certain threshold, rather than (as in other states) requiring an insurer to declare a total loss above a certain threshold.

Most state laws define damage thresholds primarily to set requirements for salvage title laws only. In other words, the state may require a salvage title if damage exceeds a certain threshold, however insurers are still free to declare a total loss at any level they see fit.

For example, in a state with a 75 percent salvage title threshold, a vehicle may have only 55 percent damage yet the insurer, after factoring in salvage value of the car, would find that the repair is not economically feasible and declare the car a total loss. In this case, the car might go to the salvage auction as a total loss, yet it would retain a clean title under state law, as it remains below the salvage title threshold.

In North Carolina, for example, the law requires an insurer to declare a total loss whenever the damage to the vehicle exceeds 75 percent of its value. In this case, the law in no way prevents an insurer from declaring an economic total loss at any level it sees fit, provided it is below 75 percent.

The Rhode Island bill is clearly different in that it does prevent an insurer from declaring a total loss below the 75 percent level of damage (without the owner's consent), even if the repair is not economically feasible.

Also under the proposed new subdivision, "fair market value" would be defined as the retail value as set forth in a "nationally recognized compilation of retail values commonly used by the automotive industry..."

The bill, H 5263, was introduced by Representatives Corvese, Winfield, Ucci, Silva, and Trillo on February 6 and has been referred to the House Corporations committee. One of the bill's sponsors, Rep. Joseph Trillo, sits on that committee.

A hearing on the measure has not been posted.

Source: www.collisionweek.com



In The Headlights



Aaron Schulenburg
Executive Director of SCRS.

If there is a harder working individual out there, that is working to better the Auto Body Repair Industry today, I don't know of them.

Aaron is always on top of the breaking news in our industry. His knowledge of this industry is second to none. He is always there for us, with daily e-mails and articles. Speaking to Aaron gives you a feel of someone who speaks from the heart. His passion for our industry makes him more than worthy of our acknowledgement.

Thank you Aaron for all you do! Anyone that doesn't know what SCRS is all about please look into it. at www.scrs.com. Become a member and support this great National Association.

Sincerely,
The Auto Body Association of Connecticut

A passionate representative of the collision repair community, Aaron Schulenburg serves as the Executive Director for the Society of Collision Repair Specialists (SCRS), a national trade association representing over 38 affiliate associations, 6,000 collision repair businesses and 58,500 specialized professionals within the collision repair industry.

Having previously held positions at collision repair facilities in Arizona, Delaware, and Maryland, and having served as the first administrator for the nationally acclaimed Database Enhancement Gateway (DEG), Aaron has entrenched himself in active industry involvement throughout his career affording him the ability to bring relevant firsthand experience to his role.

Aaron has been highlighted by his membership as a creative and positive leader within the collision industry, and brings insight on areas of focus for collision repair professionals, garnered through SCRS' national position in the industry. In addition to his current duties with SCRS, Aaron serves on the board of directors for the Washington Metropolitan Auto Body Association.

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The goal of the ABAC News is to provide a forum for the free expression of ideas. The opinions and ideas appearing in this publication are not necessarily representations of the ABAC and should not be construed as legal advice.



OSHA Cites CT Body Shop

Federal OSHA recently levied an unprecedented fine of \$54,300 on a CT body shop. A follow-up inspection of the business found that 5 violations had not been corrected after a 2011 citation that resulted in a \$19,000 fine.

The OSHA violations that resulted in the fine were a blocked spray booth fire suppression system, flammable items being stored within 3' of the paint booth, poor container labeling, and lack of working space around electrical equipment.

If your shop has been inspected by OSHA before, it is essential that you pull out the old citation and ensure that all violations were fully corrected and have not reappeared. In addition, all shops should ensure that safety training and injury paperwork is up to date.

For free, confidential advice on OSHA or EPA compliance, call Mike Lukas at 215 873 3649

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