

# ABAC NEWS

March - April  
2018

The Official Newsletter of the Auto Body Association of Connecticut

## **Connected Cars: How Technology Will Impact Collision Repair**

**Steve Feltovich Presents His View at ABAC Meeting**



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## Also In This Issue

President's Message:  
 "Bitter Sweet" ..... 2-3

"Refuse To Lose II" attracts  
 Collision Repair Shops from New  
 London County ..... 4

ABAC Social Media Update  
 April 2018..... 5

Hyundai: Pre-and-Post Repair  
 Scan Every Vehicle, Be Careful  
 With Wheels! ..... 5

ABAC Attracts Industry  
 Professionals to March  
 Meeting..... 6-7

NORTHEAST 2018 Panel  
 Shares Tips to 'Take Back Your  
 Business' ..... 8-9

Driverless Cars, Mechanical  
 Robo-Spouses: What Will They  
 Think of Next?..... 10-11

Airport Road Auto Body  
 Prepared for Future Technology  
 with New Facility ..... 11-13

Tech Tip Toolbox:  
 Car-O-Liner: Visualize pulls,  
 remember they're  
 3-dimensional ..... 14-15

Your ABAC Officers &  
 Board of Directors..... 20



# ABAC President Tony Ferraiolo

## Bitter Sweet



It's been six years since I accepted the position of the President of the ABAC. It is a great privilege and an honor to have represented this association. My predecessor Bob Skrip did a great job and left big shoes to fill. In fact, all the past presidents of the ABAC have moved this association in a forward direction and given it their all.

The mission of our association is and has always been, to educate its members, protect the motoring public to insure fairness, to perform safe and proper repairs, through the mission of this association.

We advise our customers on repair choices, so that an industry solely driven by saving money on settling claims doesn't take advantage of them.

I hope I have also helped this association move in a forward direction and fulfill our collective goals. I have given my all to this association, because I believe in it and what we represent. My greatest satisfaction from being president is traveling to other states for meetings and conferences, only to hear again and again what a good job the ABAC is doing as an association. They all want to know what's going on in Connecticut. We unselfishly share what is and is not working in our state.

My good friend Mr. Skrip coined the phrase "we are all colleagues not competitors." I have tried to continue that type of respect for all our members to live by. I believe in respect, old school hard work, don't take advantage of anyone, help someone in need, start something finish something, never stop or you will rust, love living life until it ends, and shame on you if you must take advantage of me.

I have so many people to thank so please bear with me. First, I would like to thank **you**, our members that support this association, through paid membership, attending meetings, supporting the mission of this association and for allowing me to do this for six years.

Continued on Page 3

Continued from Page 2

A huge thanks to all our ABAC News Supporting Advertisers, Corporate Sponsors and Meeting Sponsors, for without your support it would be impossible to do all the wonderful things this association has done.

To a Board of Directors that cares so much about its members and this industry, that volunteers their time and works so hard to bring its members the best in education and information to help shops make informed decisions. They research industry leaders that will educate and inspire our members at our meetings. They do it all and I thank them.

To Don Cushing and Dave Fogarty for growing ABAC News to what it is today. Our Official ABAC Newsletter has, and will, continue to evolve and grow.

Thanks to Andy Markowski, our lobbyist, for “watch dogging” the legislative efforts that effect our industry. Thanks to Tony Lombardozi for his wisdom and dedication to this industry.

A very special thanks to my good friend John Parese, for everything he continues to do for this association and the way he has always made this association a priority.

Fact is I could go on and on. I have enjoyed all the work that goes into being the president. All the education I have received, all the people in this industry that I have met and worked with. I feel so confident that my successor Bob Amendola will continue the mission of this association and keep it moving forward. I will miss this, but I’m not going anywhere. I will continue to be a board of director. I will continue to serve this association in any way the board of directors wishes of me. You would not believe the experience and wisdom you receive from attending board meetings. Maybe **you** should consider joining the board of directors.

Bittersweet is how I feel stepping down. This has been an important part of my life for six years, but I’m only semi-retiring from the association. I will enjoy my family and hobbies even more now. I can only hope that my efforts may have helped someone in some way.

Oh, one last thanks to a past president and extremely loyal and hardworking friend Michael Wilkowski, for introducing me to Sinatra.

Hope to see you all at the annual May 15<sup>th</sup> meeting for the election of officers. Our Special guest speaker will be Aaron Schulenburg, Executive director of (SCRS ) Society of Collision Repair Specialists.

It’s been a great ride Thanks Everyone.

*Tony*



*Anthony Jencielo*

**President**  
**Auto Body Association of Connecticut**



## “Refuse to Lose II” attracts Collision Repair Shops from New London County

A second “Refuse to Lose” event was held on February 7th in Waterford, Ct. at the Great Neck Country Club with over 50 attendees from repair shops and industry-related organizations.

Gathered by Dave Fogarty (Lorensen Auto Group), a host of speakers including:

- Attorney John Parese (Buckley Wynne & Parese)
- Tony Ferraiolo (ABAC President)
- Bob Amendola (ABAC Vice President)
- Ed Lupinek (ABAC Board of Director)
- Ashley Burzenski (ABAC Board of Director)
- Mike Wilkowski (ABAC Board of Director)

These industry professionals offered their personal ideas on how to correct and eliminate barriers the collision repair industry faces.

The agenda included the importance of following OEM repair procedures in respect to liability considerations, proper documentation, storage and total loss procedures, photo estimates and desk reviews, using social media and small claims court cases.

With a town-hall style atmosphere, questions were fielded throughout the meeting, which sparked great conversation and improved the discussion even more so.

The purpose of the meeting was to encourage and motivate shop owners and managers to believe in themselves and “refuse to lose”. Refuse to lose money, time, resources, and negotiations with insurers.

Association-sponsored events are so important as an organization because they add value to our membership and help improve the industry as a whole. These events not only address topics that are pertinent to our industry but also help create unity and foster relationships between members.

***“In unity there is strength. In knowledge there is power”.***



## ABAC Social Media Update: April 2018



Hey friends, Ashley here with a quick update on our social media campaign. As of the beginning of April, our Facebook follower count has reached 1,974 people. Since the follower count was at 542 when we first started, that's a total increase of 1,432 in just over a year's time. No plateaus here though, we are keeping things moving in the right direction.

We run monthly ads to help reach new consumers and gain new followers. At minimum, we put out 2 posts per week containing helpful tips and important consumer information (just to name a few). It's not always serious business though. We like to throw in some humorous posts or feel-good quotes along the way. It's all about balance, right?

A major issue we have been pressing to educate consumers about is photo estimates. We have received a multitude of inquiries regarding this matter and have been boosting posts to help spread awareness regarding safety concerns that this practice brings to mind. In the most recent post we shared, we included the Inside Edition's story on photo estimates. If you haven't already seen it, I highly recommend visiting our page to watch it. Don't leave your friends in the dark though, share it too! The more our members "like" and "share" our posts on their Facebook page, the farther we are able to spread our reach to consumers. The more educated consumers are, the better off we all are.

*Submitted by Board Member Ashley Burzenski - Autoworks of Westville*

## Hyundai: Pre - and post-repair scan every vehicle, be careful with wheels

Hyundai this week issued two new position statements, including one calling it "important" that all of its vehicles receive a pre- and post-repair scan.

The OEM offers a common-sense explanation for why the operations need to be done in its position statement dated Wednesday. Diagnostic checks are necessary "so that repairers are aware of any diagnostic trouble codes that may be present, regardless if a warning light or malfunction indicator light is illuminated," Hyundai wrote.

Unfortunately, the notion has met with resistance by insurers, and apparently collision repairers as well.

"A pre-repair scan will alert the repairer to diagnostic trouble codes or items that may be malfunctioning within the vehicle," Hyundai wrote Wednesday. "This aids the repairer to develop more accurate repair estimates prior to beginning repairs. The post-repair system scan provides confirmation that systems are functioning properly and calibrated.

"Hyundai Motors America recommends conducting a pre-repair scan as appropriate to ensure safe and accurate repairs and that all vehicles receive a post-repair scan to ensure all systems and components are functioning, calibrated and communicating properly with no diagnostic trouble codes present."

*Source: [www.RepairerDrivenNews.com](http://www.RepairerDrivenNews.com)*

## ABAC Attracts Industry Professionals to March Meeting

In the movie Field of Dreams there was a quote that said, "If you build it, they will come." Well. The ABAC has been building up their visibility and their education process and they (shop owners and employees) are coming! The Chowder Pot Restaurant was the place to be on the evening of March 13<sup>th</sup>, 2018. Over 90 attendees received more information and education to help them get paid for what they do well.....return crashed cars SAFELY back on the road.

With today's technology on the new cars, we can't stress enough on how important it is to repair vehicles the way the OEM *designed* them to be repaired. By referring to OEM repair manuals, repairs are done properly *and in accordance with the manufacturer's vehicle standards.*"

President Tony Ferraiolo, as always, kicked off our meeting by thanking everyone for taking time from their busy schedules to attend the ABAC Meeting.

The first order of business was to thank the Meeting Sponsors:

### Primary Sponsors:

- **Albert Kemperle**  
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Rich Perry – Director of Sales for New England
- **SEM Products, Inc.**  
Represented by:  
Mark Davis & Christopher Ballerini, Manufacturers' Representatives for Shamrock Sales, Inc.



### Meeting Co-Sponsors

- Enterprise Car Rental
- The John M. Glover Agency

### Guest Speaker

**Steve Feltovich – SJF Business Consulting**

President Ferraiolo then recognized our new ABAC Members:

**New England Collision and Coachworks Auto Body both from West Haven**

And New ABAC News Supporting Advertisers:

**Lombard Equipment - Bellingham, Ma.**

**Prestige Volkswagen - Stamford, Ct.**

Tony then reminded everyone how important it is the "Support Those Who Support You!"

***"All of our ABAC News Supporting Advertisers appear on our screen at every meeting,"*** say Ferraiolo. ***"Please support these companies that support our great association. Without the help of these companies, along with our Meeting Sponsors and co-Sponsors, we can't do what we do as an association,"*** he continued.

Continued on Page 7



Continued from Page 6

President Ferraiolo then covered Photo Estimating and how important it is to repair vehicles the way the OEM needs them to be repaired. Referring to OEM Repair Manuals is the only way to make sure repairs are done properly to that manufacturer's vehicle. Says Ferraiolo, ***"Photo Estimating is a pet-peeve of mine. Some people like it. I don't like it at all. I think it's detrimental to our industry. I think it's a safety issue for the consumer. You cannot tell from a photo if the suspension is damaged or if the tires are damaged. You can't tell if the exhaust system has been compromised and now there's an exhaust leak getting inside the car. You just can't tell that from a photo."***

After a short break for dinner, Tony introduced our Guest Speaker for the evening, Steven Feltovich of SJF Business Consulting.

Steven gave a presentation on ***Connected Cars: How Technology Will Impact Collision Repair***

- Speed of Change in Business Dynamics - is it a headwind or tailwind for your organization?
- Are these changes pushing your organization into new opportunities and creating the need to rethink your business model?



### **A New Age of Connected Cars - Changing the Future of Automotive**

- The way cars are manufactured, the way they function and the way they are repaired
- Cost reduction and high production of sensors will allow for just about any part of a vehicle to have an embedded connection, allowing the opportunity for collection of data from practically every square inch of the vehicle.
- Is your collision repair center connected to your customer's car technology? As a result of the broad effects of connected technology, vehicles that communicate to other vehicles and infrastructure changes the automotive industry as we know it today. Connected car technology may lead to fewer or less severe accidents, and it will certainly revolutionize the way the collision repair industry manages accidents when they occur. Sensors, microprocessors and digital data streaming to the cloud network will provide automatic connection with emergency services, towing services and the manufacturers certified repair centers. These technologies will seamlessly connect vehicles and consumers to the manufacturer, dealer, and independent repair centers.
- Will your staff be capable of repairing complex vehicles to "crashworthy" standards? The new repair standard, "crashworthiness," will be required to place the vehicle back into service. Precise factory specifications and repair procedures will drive the collision repair industry moving forward. 60% of the collision repair will be "connected" to the vehicle's electronic components... It's the future! And, it's already here!
- Is your collision center prepared to handle the disruptive connected car technologies? Advanced business training is imperative for owners and managers to navigate through these complex technologies that will soon be disrupting the automotive collision repair industry.

The ABAC would like to thank our guest speaker, Steve Feltovich for educating our members on these topics plus many, many more during our evening meeting. We hope that all shop members will bring these ideas and potential solutions back to their businesses so that this automotive repair industry can continue to grow and keep our customers happy and get them safely back on the road!

## NORTHEAST 2018 Panel Shares Tips to 'Take Back Your Business'

Written by [Chasidy Rae Sisk](#)

On the first night of AASP/NJ's NORTHEAST 2018, collision repair industry attorney Erica Eversman participated in a panel discussion titled "Take Back Your Business: A Legal Guide" alongside Larry Montanez of P & L Consultants and LIABRA Executive Director Ed Kizenberger.

Examining the industry's focus on proper repairs and following OEM procedures, these industry experts discussed navigating a shop owner's legal responsibilities while balancing financial requirements.

Starting with the Right to Appraisal (RTA) and the Assignment of Proceeds (AOP), Montanez stressed that these are first-party documents only and cannot be utilized as third-party documents. He also emphasized the importance of proper documentation in a very clean, organized file.

Eversman said, "There is an appropriate time for various documents or various procedures to be pursued. You wouldn't paint the car before you fixed it. You don't necessarily want to do something like an AOP on the very first day someone walks in the door.

"Part of the reason I say that is because your contract with your customer is to repair the vehicle and to be paid for the repair. The AOP is a separate contract in which your customer is giving you the right to stand in their shoes to collect what has not been properly paid by the customer's insurance company in exchange for allowing the customer to not have to pay in full at that moment, so you will release the lien you properly have for repairing the vehicle. You're allowed to keep that car until you're paid in full. It's like an IOU. It's different; it's a separate contract from the obligation the customer has, that they agreed to pay you. That timing issue is very important to understand."

According to Montanez, "You need a well-written Authorization to Repair and other documents that cover your liabilities. You need to explain the paperwork to the customer before they sign it, and you need to keep it organized because it could be evidence."

Montanez explained that in an RTA, both the customer and the shop hire appraisers, and if the two parties can't agree, the customer can elect to choose a third-party independent adjuster. If there's still dissent, the judge will appoint an umpire to make the call. This prevents shops from needing to go to court and saves those expenses.

An added benefit is that these situations can be useful for their precedential value.

Eversman explained, "If you have positive umpire decisions that your customer has won, you can use those in later umpire scenarios. But you can also use those to submit to whatever respective DOI in your state to demonstrate this is an ongoing pattern or practice of this particular insurance company, [and] that they force their customers to go to these extreme lengths to get what they were entitled to under the insurance policy. So that could be an added advantage of going through the whole ugly process."



Continued on Page 9

Continued from Page 8

The RTA was started by the DOIs because they were tired of insurer/insured disputes over claim valuations. They created a mini-arbitration process to resolve issues without the court's involvement, Eversman explained.

"Some courts look at the RTA clause and want to know you made an attempt to resolve the conflict before you came to them, so always be in the position where you can assure the judge that you came to court as a last resort," she said.

Responding to an attendee's question, Eversman advised that it's rare to successfully recover legal fees on a shortpay lawsuit.

However, Montanez noted, "It's not always about winning financially. Sometimes, it's about proving a point to the insurance companies and setting a precedent so they don't want to fight with you. You're not winning THAT case; you're winning every one after it."

"Through multiple RTAs, you can establish your labor rate," she said. "You get into something we call issue preclusion, which just says 'We've already dealt with this exact issue, and you don't get to bring it up and fight me on it every single time.' That can be very helpful in court when you have that precedent, even if it's just in small claims. This issue has been repeatedly decided and shouldn't have to be continuously litigated just because the insurance company wants to argue about it over and over again."

The panelists discussed how liability for a proper repair falls solely on the shop and, in some cases, the technician. There are situations where it's necessary to total a car because they're meant to save people, but they've been damaged to the point that that's no longer possible.

Montanez stressed, "Keep in mind there's only one way to repair a vehicle. 'Recommended by manufacturer' means you have to do it their way because they've invested to ensure their way means safety. The insurance company has no say in the matter, and no one cares about your opinion either."

"Vehicles are designed to be safe, and as professional repairers, that's your fundamental task," Eversman said.

Eversman discouraged attendees from taking a hold harmless or indemnification agreement, explaining that they allow a shop to sue the assignee if the shop is sued.

"It basically means, 'I know this is the wrong way to repair the vehicle, but I'll do it anyway if you indemnify,'" she said.

Montanez agreed.

"Never take a hold harmless," he said. "It's an issue in court because you're the professional and should have done it right."

"If it's a safety issue, there's no question that you shouldn't do it, but in cosmetic cases, such as painting with a bad color, you could possibly use a hold harmless," Eversman added. "However, both the customer and the insurance company have to sign the hold harmless, and the insurer will almost never agree to that."

Eversman and Montanez returned to the topic of total losses, pointing out that the customer could be prevented from transferring ownership until the shop is paid in full due to the signed authorization to repair. Therefore, if the insurance company tries to avoid paying for the repairs performed before deeming the vehicle a total loss, the consumer needs to file a complaint with the DOI. Eversman and Montanez answered a few questions from the audience as their time concluded.

**Source: Chasidy Rae Sisk - [www.autobodynews.com](http://www.autobodynews.com)**

## Driverless Cars, Mechanical Robo-Spouses: What Will They Think of Next?

*John M. Parese, Esq, ABAC General Counsel*



Unlike most ABAC quarterly meetings in which I catch up on my sleep or the latest scandals on my Access Hollywood App, this past meeting on March 27 in Hartford kept me both (1) awake and (2) interested. Also, the food at the Chowder Pot was exceptional. So really it was an all-around outstanding night away from my screaming kids.

The ABAC hosted Steven Feltovich of SJF Business Consulting who talked about the latest automotive technologies and the future of driverless cars. There were a few important takeaways from my perspective. First, in twenty years, we're all going to be out of a job because cars won't be crashing anymore. Second, the level of technology in modern vehicles is intricate and amazing, and what is coming

down the road is even more mind blowing. Speaking of mind blowing technologies, did you hear about Ford's exciting side venture to develop the world's first ever fully-automated robo-spouse? Amazing stuff. It yells constantly. Very authentic.

Back to cars. There's no doubt that computer-based technologies are changing the way cars are manufactured, how they function, and of course, how they are repaired. According to Feltovich, down the road, sensors, microprocessors and digital data streaming to the cloud network will provide automatic connection with emergency services, towing services and the manufacturers certified repair centers. These technologies will seamlessly connect vehicles and consumers to the manufacturer, dealer, and independent repair centers. That could spell trouble for DRPs, or at least until insurers find a way to poison that system as well.

From a repairer perspective, you need to know what you don't know – i.e. have the presence of mind to recognize newer technologies, research proper repair procedures and scan every vehicle as part of the repair. Vehicle sensor technologies, for example, on even the simplest repairs could affect various vehicle systems. Listen to me, a lawyer talking about how to repair cars. Who wants to punch me right now?

From a layman's perspective, it's truly amazing to see how these technologies have evolved and how they will undoubtedly change the very fabric of transportation - and soon. Some estimates have fully autonomous vehicle predominating our roads by 2030; others suggest it will be closer to 2050. Either way, they're coming; and presumably driverless cars will not crash into each other with the same frequency as driver operated vehicles. Feltovich said that Pittsburgh currently has driverless cars all about the city, and that Nevada recently legalized driverless semi-trucks to operate on its highways.

New auto technologies will continue to lead to fewer and less severe accidents. But these technologies will also continue to revolutionize the way the collision repair industry manages accidents when they occur. It is imperative that your shop become familiar with and equipped to repair complex vehicles to crashworthy standards. Precise factory specifications and repair procedures are driving the collision repair industry now and will be driving it to a greater extent moving forward.

Continued on Page 11

Continued from Page 10

Leaving aside the inevitable future of state-of-the-art mechanical robo-spouses (which obviously we are all eagerly awaiting), our current and ever improving vehicle technologies and connectivity alone are simply amazing. These technologies are changing faster than the blink of an eye, and they can and do dictate how we drive and fix our vehicles. If you have a few minutes, read some articles on this subject. It's pretty wild.

I give the ABAC a lot of credit for organizing the lecture. If you haven't been to a meeting lately, you should really make a point to come out. Contrary to my opening joke, these meetings often include great insights into the profession and practical advice on how to prosper and stay informed in this ever-changing climate. Be well.

**John M. Parese, Esq. is a Partner with the law firm of Buckley Wynne & Parese and serves as General Counsel to the ABAC. Buckley Wynne & Parese maintains offices in New Haven, Hartford and Stamford, and services clients throughout all of Connecticut. The opinions set forth in Attorney Parese's articles are for education and entertainment purposes only, and should not be construed as legal advice or legally binding. If you have any questions or concerns about the content of this or any of Attorney Parese's articles, you are encouraged to contact Attorney Parese directly.**

## Airport Road Auto Body Prepared for Future Technology with New Facility



In the November – December 2015 ABAC News, we featured Airport Road Autobody in our “Following in the Footsteps” article. Well there's been quite a change almost 2 ½ years since so we decided to catch up the Cavallaro's with a feature of their new state-of-the-art facility.

As you already know, Airport Road Auto Body was founded in 1983 by Tony Sr. and wife Rita Cavallaro. They are well known for working and repairing all makes and models including luxury brands such as; BMW, Mini Cooper, Mercedes Benz, Tesla, Jaguar, Land Rover, Volkswagen, Maserati, Cadillac, and Fiat. Tony Sr. has been an ABAC member for many years sharing, supporting and serving on the Board of Directors.

In 2013 Tony's son, Tony Jr. joined the Airport Road Auto Body team after realizing there was minimal opportunities for him after graduating college. He has experience in handling customer inquiries, repair estimates and your insurance claims.

Since Airport Rd. Autobody is already a member of the Auto Body Association of Connecticut, we asked Tony Jr. how he became involved as a Board of Director. ***“I became involved with the Board of Directors on a referral from Dave Fogarty. I have been going to the ABAC meetings for the past few years and always showed interest. I'm sure my involvement at the meetings, combined with my age, led to (ABAC President) Tony's decision to add me.*”**



Continued on Page 12

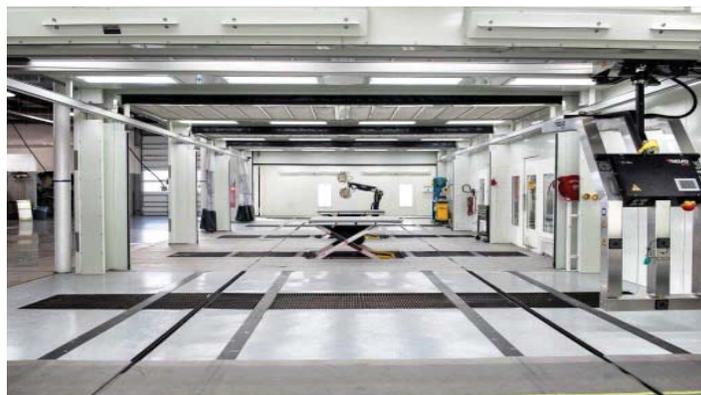
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***I think I can bring a different perspective to the ABAC, one that can relate to a younger generation. I haven't spoken out much since sitting on the board, but as I gain some comfort and experience I hope to add value to all ABAC members and their respective body shops."***

So now, let's take an inside look at the NEW Airport Road Auto Body facility that was 2 years in the making with one of those years just for planning, opening in December of 2017.

Investing in the future for the next generation is what Tony Sr. had in mind when he purchased his new location for Airport Rd Auto Body. Their new location is on Locust Street not too far from their original location, but they now have a state-of-the-art facility to move forward as technology changes.

The original building was a manufacturing plant that was 24,000 square feet in size. The Cavallaro's added another 10,000 square feet to this for a total of 34,000 square feet of working space. The extra that was added was to accommodate their new booths.



Speaking with Tony Jr. he tells us the new paint/prep/sanding units by Global Finishing Solutions are very futuristic and allows vehicles to be repaired and painted using minimum time. Tony Sr. contacted a company from Italy after seeing a similar product on You Tube. Through Axalta, Tony was able to configure these booths to his specific needs. Tony tells us that Axalta was more than gracious in helping him with these futuristic tools. Mike Campbell of Axalta was extremely helpful with the design factor. First seen in Boston at a collision facility, Tony Sr. tells us, ***"there are tracks in the booths that allow the vehicle to slide from booth to booth with 2 prep decks, 2 sanding areas and 2 spray booths along with the lifts. Axalta was more than accommodating. Global Finishing Solutions' staff and engineers were phenomenal."*** Prep, primed, sanded, taped and painted! Airport Road also incorporates REVO Accelerated Curing Systems which offers the fastest curing time in the industry for both prep and paint processes. Repair cycle time is shortened, and rework is significantly reduced thanks to the high quality, complete cure REVO Systems deliver every time you use it. All REVO Systems are backed by the expert reliability, service and support from industry leader Global Finishing Solutions. Tony Jr. tells us that you can paint and be sanding in 10 minutes!



Continued on Page 13

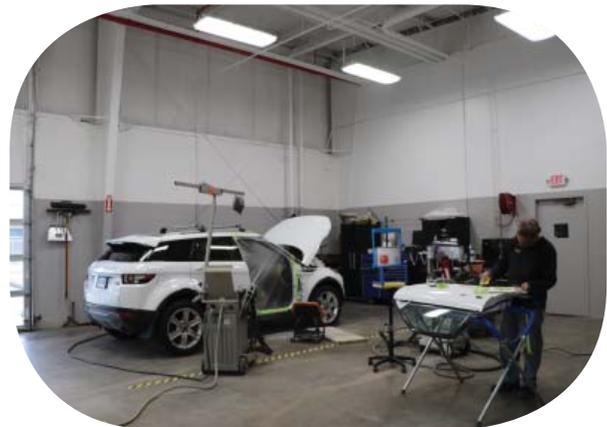
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Of course, any process needs a good “general” to be successful and that’s what Tony Jr takes care of. He sets the vehicles so that the vehicle continues “down the line” assembly line production without interruption.



Other additions to the new facility are:

- Detail area
- Buffing area
- 2 – Dedicated Celette Frame Decks
- 2 – Regular Frame Decks
- Tear down area
- Dedicated parts area (with a new addition soon)
- Dedicated Aluminum Repair Room



Airport Road Auto Body has now grown to 30 employees.

The ABAC wishes Airport Road Auto Body and the Cavallaro family good luck as they venture into the future!

**Bring on the Future!**

Submitted by Don Cushing

## Car-O-Liner: Visualize pulls, remember they're 3-dimensional



Attempting to rush through a pull can lead to the entire operation taking longer than if you'd used multiple anchors right from the start, a Car-O-Liner expert said last month in a Collision Hub video that explored the three-dimensional nature of pulling and how to visualize it.

The video was tied to the debut of a new in-shop structural anchoring and pulling course from I-CAR. Co-presenter Jason Bartanen, I-CAR industry technical relations director, said that prior to the class, there didn't seem to be many formal resources on the "thought process" to apply

when pulling a vehicle.

"There really isn't anywhere to read about it, or to understand it," agreed co-presenter Car-O-Liner Training Academy manager Mike Hoeneise, who's been a structural technician for 12 years.

Hoeneise throughout the show demonstrated the importance of attempting to act out the pull in question in three dimensions, including with one's own body.

In one example, Hoeneise offered the example of standing straight, arms outreached, and being pulled forward. One's heels would begin to elevate off of the ground, simulating what might happen to a vehicle rear if the front end of the car were pulled forward.

"We can't change just one dimension," he said.

He also suggested visualizing the pull itself — taking into account the shape and movement of the clamp and position of the tower — when setting up the equipment.

Avoiding unwanted parts of the car moving during the pull simply requires more anchoring, according to Hoeneise. He observed that when he's attempted to do a quick setup, it winds up backfiring.

"It slows you down, because what happens is, you start fighting yourself," Hoeneise said.

The vehicle moves around, measurements change, and variation increases, Hoeneise said. Ultimately, he has to stop and tell himself: "Just go do it right."

Hoeneise said he might put additional anchoring on the front end of the sample vehicle used in the show, which he said had damage up to the subframe.

"It's really about: How many ways can you imagine to tie this thing down?" he said.

When it comes time to pull, a repairer would want to select a point to monitor, according to Hoeneise.

Asked by Bartanen how often he checked measurements, Hoeneise said, "I would check them after every pull." He also said a shop will want to perform "three-section measuring" — front, center and rear — on every vehicle.

Continued on Page 15

Continued from Page 14

The pull itself is a “critical time,” Hoeneise said. One watches elements such as the clamp, chain and vehicle itself. If something bounces, stop the operation and determine factors like what moved and if the vehicle needed to be re-centered, according to Hoeneise.

He recalled an instance where the vehicle jumped, and the target changed position; though it would have looked onscreen as though the car were fixed, in reality, the measuring equipment just registered the new placement of the target. Such movement required one to check out the vehicle and see what moved, he said.

Bartanen asked if the strategy was “really, ever-changing,” drawing a nod, and he asked if a pull had ever come out as anticipated without any tweaking during the process.

Hoeneise responded with a tale of a mentor. He and others would keep asking questions about how to handle certain cases, attempting to write a sort of Theory of Everything, a “Bible” with instructions for every possible pulling scenario inside.

Finally, his mentor wrote one word on a business card: “Sometimes.”

“That’s the answer to all those questions,” the mentor said, according to Hoeneise.

Shops are likely to go through this process twice should the vehicle sustain two types of direct impact. While indirect damage might “walk out,” each instance of direct damage requires a separate pull and strategy, according to Hoeneise.

“I can’t remove direct damage by pulling somewhere else,” he said.

Asked if one’s visualization process changed for a rear or side impact, Hoeneise said the rear of the vehicle had “a lot more stuff to bend and absorb energy” and could make it harder to visually spot damage.

Nobody seems to want to take the rear trim panels out, according to Hoeneise, and “I don’t understand that.” It’s one of his first steps so he can see the hidden damage and do some point-to-point measurements.

As for a side impact, “all bets are off,” Hoeneise said. It’s a soft exterior over a hard interior, and a shop would probably have to remove at least the outer skin just to see what was going on inside — but do so carefully to avoid cutting into a reinforcement and totaling a car.

You’re going to want to see if boron or Martensitic steel panels moved, according to Hoeneise. However, as the vehicle’s grip to the road is typically weaker than those ultra-high-strength steels, the car should slide rather than see deformation in the reinforcements. If that area was deformed, the car “had a very bad day,” he said.

**Source:** [www.RepairerDrivenNews.com](http://www.RepairerDrivenNews.com)



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