



AAAS Industry News

News for the Southeast Automotive Aftermarket

Summer 2014

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AAAS Education Foundation Announces 2014-2015 Scholarship Recipients

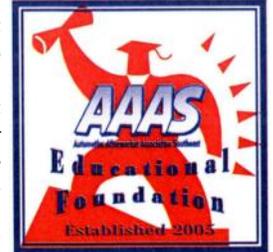
Automotive Aftermarket Association Southeast Educational Foundation (AAASEF) Chairman Clyde Darville of 3-D Service, Inc. in Tampa, FL is pleased to announce the winners of the 2014 AAASEF scholarships for the 2014 - 2015 academic year.

Students sponsored by Automotive Aftermarket Association Southeast (AAAS) members selected to receive the scholarships are:

Justin Lee – Union Grover, AL
Thomas Beasley – Honoraville, AL
Olivia Kampwerth – Birmingham, AL
Reid Enfinger – Dothan, AL

All of this year's scholarship recipients were awarded the honor of receiving memorial scholarships that are endowed by AAAS members, family and friends. The memorial scholarship honorees are as follows: Justin Lee - Stan Waits Memorial Scholarship, Reid Enfinger - Dick Bell Memorial Scholarship, Thomas Beasley – Al Hines Memorial Scholarship, and Olivia Kampwerth – Gertrude Ellis Memorial Scholarship.

Additionally, AAASEF has reserved scholarship funds for association members and employees wishing to further their education or enhance their skills at trade schools, junior colleges, manufacturer sponsored clinics, etc. This effort is aimed at enhancing and expanding the capabilities of AAAS members and employees. Chairman Darville thanks all of the association members and industry contributors for their efforts in making this valuable program possible.



AAAS, along with several other state and national associations, collaborates with the Global Automotive Aftermarket Symposium (GAAS) Scholarship Committee. Through this cooperative effort, students are able to complete one online application at automotivescholarships.com/AAAS and receive consideration for the AAASEF and the GAAS scholarships plus other industry awards.

Thank You to our 2014 AAAS Conference Sponsors

We truly appreciate each of our sponsors for playing such an important role in making this year's conference a great success!

AAAS Employee Benefit Fund
Aldridge, Borden & Company, PC
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N. A. Williams Company
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Standard Motor Products, Inc.
Superior Financial Systems, Inc.
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Save the Date—AAAS Annual Conference and Trade Show 2015

We hope that you will make plans to join us next summer for our AAAS Annual Conference & Trade Show. The 2015 Conference and Trade Show will be held **June 11-14** at the Sandestin Village of Baytowne Wharf in Destin, Florida!

Go ahead and book your resort accommodations online at sandestin.com or by calling

800.320.8115. Make sure you mention that you are part of the AAAS group.

Beneficial information and networking at a fabulous resort is a great combination and is a valuable investment for you and your business!

Federated Honors Sid Dooley With Art Fisher Memorial Membership Award

STAUNTON, Va. – Sid Dooley, president and CEO of Boaz, Ala.-based Associate Jobbers Warehouse, was awarded Federated Auto Parts' highest honor, the Art Fisher Memorial Membership Award.

This top member award was presented to Dooley by Bo Fisher, CEO of Fisher Auto Parts and chairman of Federated Auto Parts, during the annual Federated Auto Parts national meeting held April 30 through May 3 in Phoenix, Ariz.

The annual Art Fisher Memorial Membership Award honors a Federated member who has demonstrated tremendous dedication through leadership and support of Federated programs, assisting the membership in becoming one of the nation's premier automotive program distribution groups.

"It is with great pleasure that we recognize Sid with the most prestigious Federated member award," said Rusty Bishop, CEO of Federated Auto Parts. "He has demonstrated that hard work, collaboration and dedication to excellence lead to individual and group success. We congratulate Sid and thank him for his outstanding work and commitment to Federated."

*****Congratulations to Sid on this great honor. Sid is a very active member of AAAS serving on the Board of Directors. He is also the Chairman of the Automotive Aftermarket Workers Compensation Fund.**



Resolving Customer Complaints in a Way that Helps Your Business

What's the best way to respond to a customer complaint?

First, sincerely apologize for not meeting their expectations. Doing this doesn't mean you are admitting guilt or agreeing to any particular remedy. It just lets them know you wish they had been satisfied.

Consider asking what you can do to re-earn that customer's trust, which is the main thing people look for when needing work on their vehicle: Someone they can trust. You may find what they ask is pretty reasonable.

Also consider using a simple "complaint resolution" form to track complaints and ensure they are followed up on. The form might list the customer and vehicle information, the repair order number, and the technicians who worked on the vehicle. It should have a place to track what contact was made with the customer and what actions were taken. The person filling out the form should answer if the complaint was resolved to the customer's expectations.

Most importantly, the form should require the employee filling it out to describe what action the shop could take to prevent the same type of complaint from happening again. The "five why's" can sometimes help with this process. Getting to the root of a problem sometimes requires asking "why" five times:

Q: Why was Mrs. Smith not satisfied with our service?

A: Because her car wasn't ready until a day later than we promised.

Q: Why was her car delivered a day late?

A: Because we were waiting on a part.

Q: Why wasn't the part here?

A: It didn't get ordered until the car was ready to go.

Q: Why didn't it get ordered sooner?

A: It was, but we didn't know until then that we actually had the wrong part.

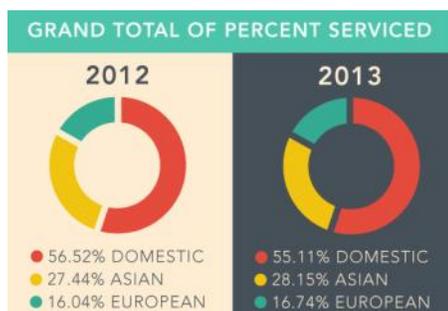
Q: Why didn't we know we had the wrong one?

A: Because we didn't compare it to the old one when it arrived.

While no one likes getting customer complaints, they do offer you an opportunity to improve your business—and, if handled well, can turn those customers into some of your shop's biggest fans.



Foreign or Domestic...repair statistics



Data from IMR Research that tracks the percent of average monthly vehicle repairs on domestic, Asian or European vehicles. To the left, we look at the grand total for each type of vehicle for the years 2012 and 2013.

Data is sourced from IMR's Monthly Supplier Tracking survey, a monthly survey of 500 repair shops comprised of independent repair shops, muffler/brake specialists and tire dealers balanced to their representation in the market

Does the Aftermarket Have Access to OEM Service Info?

Written By: Skip Potter

Does the Aftermarket Have Access to OEM Service Info?

"Mostly yes," was the reply from National Automotive Service Task Force (NASTF) Executive Director, Skip Potter, on June 7, 2014, when he answered the first question in his presentation to AAAS members attending the Annual Conference in Destin, FL. The answer to the question, "Does the aftermarket, today, have access to the same level of OEM service information as does the franchise dealer technician?" launched an explanation that included, why the aftermarket has what it has, what the aftermarket should expect to have (and not have), how the aftermarket gets what it gets, the role of NASTF in the process and what AAAS members can do to help.

Potter noted one reason the aftermarket has-what-it-has is because the independent service sector began insisting on access when computer technology first appeared in Federal Environmental Protection Agency (EPA) regulations that eventually led to the 1990 Clean Air Act. Potter and AAAS Executive Director, Randal Ward, appeared in a photo (see picture) taken during an industry campaign to "unlock the hood" at the Capital in Washington, DC, in April 1988. Further, Potter explained, many automakers (OEMs) recognized early that improved vehicle quality would lengthen the life of modern cars while, at the same time, a decline in the number of franchise dealerships would limit geographic convenience by the retail customers driving those vehicles. OEMs saw the opportunity to use aftermarket service bays as a strategy to extend the area of convenience for their brand's long-term service experience. These two motivations resulted in three laws (Federal Clean Air Act, Calif. Migden "locksmith" law, and Mass. Right-to-Repair) and three voluntary agreements (ASA-OEM Dorgan Letter, NASTF Service Information Standards and the 2014 Memorandum of Understanding) to explain why the aftermarket has what it has today.

The aftermarket has access, as a result, to OEM service information (such as repair manuals, schematic diagrams, module software and technical service bulletins), education resources and information enabling tool companies to design and sell aftermarket service tools. "Not everything available to the franchise dealer by the OEM is available to the aftermarket," Potter explained. Education materials are generally available, but OEMs are not required to open their dealer training classes and technical hot lines to independent technicians. "The aftermarket is responsible for training itself," he said. The NASTF Education Committee recently accelerated an initiative to greatly improve aftermarket use of the

ASE Now Offers Online Introductory Course

The National Institute for Automotive Service Excellence (ASE) has launched a 4-part online learning program, "Introduction to Automobile Service." The program focuses on awareness of entry-level tasks related to basic automobile service. An embedded glossary and safety zone section also help to promote proper safety measures. The program includes quizzes to measure the



Picture (l to r): Dale Larson (Fargo, ND), Skip Potter (Arlington, VA), Randal Ward (Montgomery, AL), Jack Giebe (St. Louis, MO)

OEM education resources that are or should be available.

"Delivery of OEM service information comes through several channels," said Potter. Independent help services like Identifix, AllData and Mitchell1 utilize OEM resources in both their products and their services. Educators frequently access OEM resources. Tool companies have close working relationships with OEMs, and many technicians regularly access OEM service information directly from the OEM technical information websites, which are indexed by NASTF at www.nastf.org/OEMtechsites. "NASTF was formed by the OEMs in a partnership with aftermarket supporters in 2000," Potter explained. The role of NASTF was precisely defined to facilitate the identification and correction of gaps between what was available to independent technicians and that which was available to dealer techs. "NASTF is not a lobbying group," he said. "NASTF committees turn gaps into solutions," - solutions like the NASTF Service Information Request (SIR) feedback process (www.nastf.org/FileSIR) that brings information access gaps to the attention of senior OEM service management; and the NASTF Vehicle Security Professional Registry (www.nastf.org/VSP), giving OEMs a traceable and secure method for distributing key codes and other vehicle security information to locksmiths and advanced service technicians.

Potter closed his presentation by recognizing the value that supplier staff could play in increasing the utilization of OEM service information resources in the aftermarket. "Not all technicians know about NASTF and our efforts to connect them to OEM technical resources," said Potter. "Your counter and outside sales staff should join NASTF. It's free. When they see what NASTF has, they will tell your customers and everyone will be better for it."

(NASTF.org)

knowledge necessary to perform basic tasks. The target audience for this program includes prospective and entry-level personnel.

For more information, visit www.ASEcampus.com.



Vehicle Telematics

Protecting Consumer privacy and access to a competitive vehicle repair market

Similar to homes and businesses, wireless technology is quickly becoming an important part of the “smart” connected vehicle. This “telematics” technology provides motorists with remote access to a wide range of entertainment and information services that includes navigation, traffic, email, web browsing, social media and travel assistance. Telematics will likely provide significant safety benefits through use of technology that enables vehicles to communicate with each other and with the roadway network, and quickly communicate the need for emergency or breakdown assistance to authorities. Telematics also plays an important role in the repair and service of motor vehicles. This wireless technology permits remote monitoring of the health and safety of a vehicle’s systems both on the road and in the garage. A vehicle’s telematics system has the ability to wirelessly receive services and software updates as well as send information regarding a vehicle’s operational status in real time. Telematics permits a vehicle to alert a driver or car owner that maintenance is required, whether it is an oil change or a new timing belt, before a failure even occurs. It can



help the owner make an appointment at a service facility or even communicate the data directly to the service provider.

The promise of telematics is that it will make car owners safer, more productive and lowers the cost of vehicle ownership.

Rather than guess at what a “check engine” light means, the telematics system can send diagnostic information to a technician who can immediately diagnose the problem and advise the car owner on their options. Smart phones can interface with cars to unlock doors, check battery life or inform the owner of a leaky tire. Parents can remotely monitor their children’s driving habits. Stolen cars can be tracked and disabled by their owners or the police. However, all these applications create certain challenges when it comes to security, privacy and the right for consumers to select their vehicle service providers. While the development of vehicle telematics presents clear benefits for the motoring public, it also raises significant privacy concerns for car owners and could

impact the availability of competitive vehicle repair.

The car owner has no control over where the information generated by their vehicle is being sent. All information generated by a vehicle’s telematics system, including repair information and GPS data, is sent directly to the manufacturer, providing them with the opportunity to direct service business to their franchised dealers. In most cases, car owners do not have the option of choosing where any of the information from their vehicle is transmitted, nor do they have a clear means to turn off the transmission of data. Depriving drivers of choice in service and degrading competition in auto repair threatens to raise costs for consumers and threaten the viability of the independent auto care industry, which is an important cog in the American economy.

It is critical that once a vehicle is purchased by an individual, the car owner, not the car company, should determine where the information from those systems is sent. Such action is needed to uphold consumers’ expectation of privacy and choice regarding their personal data and to maintain a healthy competitive landscape for vehicle repair.

Therefore, requirements must be put in place that:

- Clearly define that the information extracted by a telematics system is the property of the car owner and cannot be accessed by others, including the manufacturer of the vehicle, without prior approval;
- Require car owner consent and choice on where information from their vehicle is transmitted so as to ensure consumer control over the privacy and use of personal data generated by a vehicle;
- Mandate that new car manufacturers build telematics systems with the capability to communicate data using a standardized interface such that the information can be read and used by the car owner as well as which ever service provide the vehicle owner so chooses; and,
- A vehicle’s telematics system should be open to free competition and be accessible to all independent providers selected by consumers in a nondiscriminatory manner.

Today, when vehicles need repair, their owners often have limited knowledge as to what exactly is wrong and what options are available for repair. When given private access to a telematics system, the consumer can choose to send data from their vehicle to a technician or an automated web site that can provide insights and options, before bringing the vehicle in for service. Now, few consumers have competitive choices with their telematics systems and, when making an initial purchase of vehicle or other electronic device, are often left with nothing more than a “take or leave it” option. In order for this country to fully benefit from the great promise of this technology, it is imperative we empower the consumer.

It is their car, their data, their choice!

(National Automotive Trades Association)

Do's and Don'ts for Rejecting Candidates

By Mary Lorenz, CareerBuilder writer

If there's one thing hiring managers need to know about today's candidates, it's that they take to rejection the same. They don't go down quietly. They take to social media to publicly vent their frustrations, putting a dent in those companies' employer brands and even their bottom lines. Studies have shown that workers are less likely to purchase products or services from companies that don't bother to respond to their job applications, and many will talk about a bad experience they had with a potential employer with friends and family.

Not convinced? A few years ago, we heard from quite a few job seekers trying to figure out why hiring managers didn't respond to candidates – and they had some choice words about those companies. Below are just a handful of comments we received from jilted job seekers:

"It does make the company look totally pathetic and sad that they couldn't get back to me with the status of the job I interviewed for. I will warn any of my past co-workers...to stay away from this company, they are very unprofessional."

"I have very strong feelings about several businesses that have interviewed me and never been back in touch (after saying they would) that I take every opportunity to make their lack of consideration known whenever their business comes up in conversation."

"It's really easy to set up [rejection email] templates...and it takes less time to use one as a reply for an email than it does to actually review the application. If you've got time to read applications, you've got time to send form replies, and if you don't have time to read applications, you shouldn't be advertising jobs."

"No one of any talent and quality wants to work for a company that cannot [get back to the people you interview]. If you are a company with high turnover, it's probably your fault, and it won't change unless you do."

"Yes, being told 'No, we don't want you' sucks...but what hurts more is just never knowing. Okay, you don't want to hire me, I get it, but at least have the decency to tell me."

"Indeed it is cold and unprofessional not to email back a brief 'rejection' letter after an interview. After someone took the time to get nicely dressed and groomed, spent money on gas, a new haircut, and took up valuable job searching time for an interview, it makes sense just to get back to them."

"Follow up on a company's part is a PR opportunity. If you're going to treat me this way as an applicant, [it makes me wonder] 'how will you treat me as an employee?'"

DO Follow Up With Every Candidate

Ideally, you should respond to every single applicant who applies (and yes, you do have time – see below), but at the very least, you should follow up with the candidates you bring in to interview – even when it's bad news. After all, the candidate took just as much time out of his/her day as you did to come in for the interview. Most Millennials would appreciate a reply as simple as a text.

DON'T Think Ignorance Is Bliss

Most candidates agree it's better to hear they got rejected than hearing nothing at all. Sending rejection emails or letters may feel harsh, but it's far crueler to ignore them completely.

DON'T Think 'I Don't Have Time' Is an Excuse

As one job seeker noted above, it takes just a few minutes to create an email template in Outlook, which you can then use over and over again to quickly and easily follow up with applicants. (Not sure how to break the news? Check out a sample rejection letter template.) Just remember to personalize it before sending it off. You can also call 800-243-1560 and IGO Insurance's HR Division will take care of it for you!

DON'T Give False Hope

Don't promise to keep a candidate's résumé on file for future openings, if you have no intention of doing so. A simple "We wish you success in your job search" is a fine way to end a letter. Don't feel like you MUST hire any candidate, even if they know you or are a referral. There's a difference in letting someone down easily *and being "wishy-washy"*.

DO Be Honest And Concise

State a clear reason for the rejection (e.g.: "We have selected another candidate whose credentials were better suited for the position."), but don't feel the need to go into great detail. DO NOT use reasons that might be sensitive issues (disability, child care issues, previous convictions, obvious age/race/religion, etc.). Technically, you DON'T HAVE TO GIVE A REASON, but it helps the candidate be more precise in their job hunt.

DON'T Be Nasty

Even if the interview was a disaster, unkindness is never called for (and it could come back to haunt you).

DON'T Let The Good Ones Get Away

If the person was a strong candidate, chances are he or she might be the right fit for a future position. Let them know you're keeping his or her information on file for an upcoming opening. Also, give them an expected amount of time you consider them.

In Memoriam

With heartfelt condolences, we honor the memory of...

Jody Johnston (June 24, 2014) ~ Cockrell's Body Shop, Mobile, AL. The Johnston family has been a member of AAAS for 12 years.

Ben "Bubber" T. Brooks (July 16, 2014) ~ United Warehouse, Montgomery, AL. The Brooks family were great supporters of AAAS for over 30 years.

Jerry Walker "Mick" Miklic (August 14, 2014) ~ Birmingham Spring Service, Birmingham, AL. The Miklic family and Birmingham Spring was one of the original members of the association at its formation in 1938. Jerry carried on that tradition with strong support for his industry association serving on the board of directors and holding several leadership roles during his some 60 years at Birmingham Spring.

Changing Employee Attitudes

The prevailing belief is that if you are a good leader and you keep your people "happy," they will stay. Not only is that logical, but we also saw that cause and effect playing out all over the world. Unfortunately, that may no longer be the case.

According to the latest research from Salary.com, significantly greater numbers of workers are planning to look for new employment this year over last year.

In fact, an incredible 83 percent of people polled said they are planning to look for a different job this year – a 6 percent increase from last year. Surely this news is disappointing for employers that want to retain their top talent, however it is not surprising, given the increasing pressures on employees. What is unexpected is that though intention to leave has increased, so did employee happiness.

Though last year 69 percent of employees reported that they were unhappy in their current job, this year, only 46 percent voiced their dissatisfaction. So, not only are more people are happier, but 28 percent of the people who are job hunting also claimed to be "happy."

When survey participants were asked why they were looking to leave, the most popular response was "money;" however, only 16

percent were looking for higher pay. Most interesting of all, the number of employees seeking higher pay actually decreased by 8 percent from last year. Moreover, only 29 percent indicated a salary raise would motivate them to stay. More astonishing, half of those who are looking to leave actually received a pay increase in the last year.

Looking at these results, waiting for employees to ask for a raise is clearly not going to contribute to retention. But what will? After you have handled the nearly one-third (29 percent) who are looking for a raise, consider focusing on advancement and appreciation and providing more opportunities for training and development. We were surprised how to see how few were impressed with flexible scheduling (only 5 percent) and only 10 percent would be impressed with better work-life balance.

Enlightened employers all over the globe will need to focus on "the experience" of being part of the organization and begin to embrace ways to make work more meaningful and fun.

(Herman Trend Alert, May 29, 2014)

Your Merchant Statement, and What It Really Means

In the merchant services world, as in the business world, everything boils down to two things: time, and money. Sometimes, these two concepts are easily managed, and other times, they can leave you staring at a piece of paper for an hour, asking yourself how all those numbers add up to savings and efficiency within your business.

Every month, a prime example of one of these papers shows up in the mail. It's your merchant statement, and for some businesses, it's the dreaded envelope no one wants to open. Sure, it tells you how much money you processed in a month, and how much you paid in fees. It even helps reconcile your bank statement with your batches, and gives you a condensed record of transaction history when tax time comes around. But it's also just a bunch of numbers, organized into categories that, more often than not, make absolutely no real world sense. Probably the most difficult to comprehend aspect of the merchant statement is the fees section. There seems to be an awful lot of fee line items, and not a lot of explanation as to what they all mean.

First, you have to understand where the fees come from. The common misconception is that the processor sets these fees, and reaps all the rewards. This turns out to be false. The fees are actually established first by the Card Associations (Visa, MasterCard, etc.) and then the banks. It's the banks that then pass these fees onto the processors, and it's their responsibility to make sure the fees are collected.

Secondly, it's important to realize how the fees are generated. Every time the credit card machine, or software, accesses the processing network, there's a fee, whether it's to issue a return, or check if a card has enough money on it, or to run a large transaction. Some of those fees get passed on to the merchant, and some are absorbed by the processor.

Your merchant statement is designed to give you a detailed breakdown of what your total fees are comprised of. Each Card Associ-

ation is given its own section, and all the fees that are passed on to the merchant are broken out per line item. Primarily, a merchant should focus on the transaction or pos auths, qualified, mid qualified, and non qualified line items. These are where the majority of your fees come from.

The qualified, mid qualified, and non qualified fields are driven by your volume. For example, if you processed a total of \$20,000 in a single calendar month, you'd see that \$20k broken out over the three categories. Each set of fees results from a percentage of the volume in that category. Ideally speaking, at least 90% of your total monthly volume (the \$20k) should fall into the qualified and mid qualified categories. That leaves 10% to drop to non qualified, which is considered an acceptable level of downgrades.

Any processor worth its salt will tell you to always review your merchant statement. Pay particular attention to the categories listed above, as that's where the majority of your expense is coming from. If something doesn't look right, i.e., your non qualified volume ends up being closer to 30% instead of the 10%, then chances are you're doing something wrong when you process cards. Sometimes it's a simple fix – enter the invoice number, or the zip code – and sometimes it requires a more in depth review. Either way, your processor should always be willing to help you figure it out, and in the end, help you lower your expenses.

AAAS is partnered with Superior Financial Systems (SFS) to provide custom, competitive credit card processing rates to all of our members. SFS conducts free, no obligation fee analyses, and provides in depth explanations of how your existing program works, and ways that it can be improved upon.

For more information, please contact Todd Lazar at 877.737.7762, or email him at Todd@sfsprocessing.com



VIN and Safety Labels from AutomotivID Bring Vehicles Another Step Closer to Pre-Loss Condition

Written by Chasidy Rae Sisk

Whether you've struggled with the need to replace automotive VIN and safety labels or you've never given them a second thought, the federal law mandates these labels be permanently affixed to every vehicle, yet they're the part least likely to be fixed during a repair! Manufacturers rely on both the safety certification label and the tire-and-load label to convey important safety information to drivers. These labels are customized with the VIN and month/year of manufacture for each unique vehicle, but while it's easy to match these labels to a specific vehicle on the production line, manufacturers are not equipped to replace a single custom label after the car leaves their plant. That's where AutomotivID comes in.

Download a printable PDF of this article.

Automotive ID launched in 2007 to fill this need within the collision repair industry. One-of-a-kind VIN and safety labels were not being replaced and, at best, were being cut out and stuffed in the glove box. The company's sole business is the production of these unique VIN and safety certification labels, and AutomotivID supplies collision repair facilities in every state in the U.S. and throughout Canada.

As a provider of aftermarket automotive labels to the collision repair industry, AutomotivID produces high-quality labels for all makes and models of cars and light trucks, allowing their replacement to go from nearly impossible to one of the easiest parts to replace. Beyond the simple need to restore a vehicle to its pre-loss condition, replacing these labels is imperative because they instruct drivers on how to handle and maintain their vehicles, including tire inflation recommendations and load limits, both of which are extremely important since ignoring these ratings can lead to dangerous wrecks; this is why the National Highway Transportation Safety Administration (NHTSA) insists the information contained on these labels is critical to public safety. For collision repair facilities, the benefits of restoring a vehicle to its pre-loss condition by using AutomotivID's labels is obvious, but because insurance companies also recognize the benefit of maintaining the safety of their customer's vehicle and the value of their

NHTSA Won't Push Tire Aging Regulations

NHTSA has decided that it will not tackle the issue of tire aging, turning its attention instead to "coordinating a promotional and educational initiative to raise consumer awareness about tire aging issues and how to prevent these types of failures."

The agency, which said it has been investigating the impact of age on tires for years, quietly issued a 42-page report in March that laid out the reasons behind its decision to not require tire aging tests as part of current FMVSS 139 requirements. In short, NHTSA said that already improved FMVSS 139 testing standards, better performing consumer tires, and mandatory TPMS have contributed to reduce the threat of tire failure due to aging.

At the same time, "NHTSA research also found that especially in the warmer parts of the United States, including Arizona, Florida, Texas and Southern California, there appears to be a relationship between the age of the tire and the propensity of the tire to fail.

"The agency believes that the more stringent FMVSS 139 has helped create better-quality and safer tires," NHTSA said. "This change in light vehicle tire performance may be one of the reasons the percentage of tire-related crashes, injuries and fatalities

own insurable interest, shops can finally get paid for doing the right thing and replacing these custom VIN and safety certification labels. Besides the safety factors mentioned, AutomotivID labels also help consumers maintain the value of their vehicles as appraisers typically discount trade-ins with missing labels since the absence of these labels limit their knowledge of the vehicle. AutomotivID replacement labels fulfill many needs to the benefit of all vested parties. In addition to providing federal regulation compliance of repaired vehicles, these labels preserve the value of the vehicles, provide necessary tracking information, and supply the repair facility with incremental revenue and compensation on work for which they haven't traditionally received payment. Each party in the collision repair industry has different, yet valid, reasons for recognizing the importance of replacing vehicle labels, but the predominant concern relates to public safety, and AutomotivID services undeniably contribute to this factor.

AutomotivID offers a complete line of automotive labels, including certification, service parts, tire and loading, emission control, paint and trim, anti-theft and all other aftermarket labels that are typically difficult to find. All of their replacement labels meet the standards set forth by the NHTSA, and AutomotivID enters all information by hand to ensure accuracy as part of their thorough process of quality control and independent verification procedures.

So how do you order replacement labels from AutomotivID?

Easily because it's all done online! Simply visit their secure website, complete the order form, and upload a photograph of the original label. AutomotivID will enter the necessary information and print a new label, which you can receive as early as the next business day. AutomotivID replacement labels adhere to all NHTSA content standards, contain the exact same information as the original label, including fully functional bar codes, and are permanent and weatherproof.

With their industry-leading, web-based ordering and rapid return processes, AutomotivID ensures their replacement labels are the "easiest part to put back on."

(Autobodynews.com)

has decreased in the 2007-'10 time frame, since FMVSS 139 became effective on Sept. 1, 2007."

The Rubber Manufacturers Association said the decision was a good one for manufacturers and the industry. The Tire Industry Association (TIA) is pleased with the decision to not pursue federal tire gain-regulations.

"In the process of opposing tire aging regulations in the state of Maryland and other states, we've been consistent in our message that NHTSA should be the only government agency to determine if legislation was necessary to establish a safety standard regarding the age of a tire," said Roy Littlefield, TIA executive vice president. "Hopefully this will put an end to individual states attempting to pass their own regulations that arbitrarily place a limit on the safe service life of a tire."

There has been no comment by tire aging regulation proponents like Safety Research & Strategies' Sean Kane.

(Tire Review)





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aaas.us

Established in 1938, **Automotive Aftermarket Association Southeast, Inc.** is a nonprofit trade association representing the automotive parts manufacture, distribution, service and repair industry. We serve automotive aftermarket businesses in Alabama, Florida, Georgia and Mississippi. Our membership consists of parts manufacturers, distributors, jobbers, service facility specialists (paint & body, general repair, transmission, muffler shops, etc.), engine rebuilding and machine shop specialists.

For more information, contact AAAS President,
Randal Ward, at 800.239.7779 or randal@aaas.us.

A Trade Association Serving the Automotive Parts Manufacture, Distribution, Service & Repair Industry

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WELCOME, New Members!

More businesses making AAAS membership a part of their business plan! AAAS Chairman Mike Morgan wishes to welcome the following members into the association. Morgan encourages these and all members to investigate the programs offered through AAAS.

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|---------------------------------------|-----------------|--|----------------|
| Aftermarket Auto Parts Alliance, Inc. | San Antonio, TX | National Automotive Service Task Force | St. Johns, FL |
| Bama RV | Dothan, AL | Principal Financial Group | Birmingham, AL |
| Downey Automotive | Birmingham, AL | Professional Case Management | Montgomery, AL |
| Freedom Collision | Pensacola, FL | R&M Automotive, Inc. | Bessemer, AL |
| J.R.'s Lawnmower Shop | Opp, AL | Rettig's Auto Body | Daphne, AL |
| Jeff Patterson, LLC | Montgomery, AL | Warrior Body Shop, Inc. | Warrior, AL |
| Mid State Thermo King, Inc. | Chattanooga, TN | Wilson and Berryhill | Birmingham, AL |

AAAS Calendar of Events 2014

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|--------------|---|
| September 13 | Automotive Aftermarket Association Southeast Board of Directors Meeting |
| September 18 | Automotive Aftermarket Worker Compensation Fund Board of Trustees Annual Meeting |
| October 8 | Automotive Aftermarket Association Southeast Employee Benefit Fund Board of Trustees Annual Meeting |

