

**CHESAPEAKE  
AUTOMOTIVE  
BUSINESS  
ASSOCIATION**

**Office & Shipping**

309 Crain Highway North  
Glen Burnie, MD 21061

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**September, 2015**

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**Chesapeake  
Automotive**  
BUSINESS ASSOCIATION



**The CABA Mission**

The Chesapeake Automotive Business Association is a not-for-profit 501(c)6 trade association of aftermarket businesses in Maryland, Delaware and Washington, DC. CABA is dedicated to the development of locally owned auto repair & tire service centers, their jobbers and the aftermarket professionals that supply them. The focus of CABA efforts are on programs and services that enhance our members' competitive skills, lower their business operating expenses and help them attract, motivate & keep the best employees. In summary: CULTIVATING EXCELLENCE!

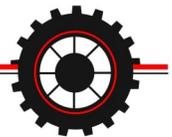
**Settling in at  
308 Crain Highway North  
In Glen Burnie**



The CABA staff is settling in at our new location in Glen Burnie. Our systems are all up and running well. We remain very efficient in the distribution of Maryland state inspection forms, POS-3 forms, core stickers, etc. CABA members are invited to drop in and visit the office, meet the staff and see first hand what the Association provides for your business.



**Maryland  
Core, Inc.**



**Are you missing out on this benefit?**

- Keep your shop clean.
- Assure income from cores and scrap.
- Maryland Core provides 48"x40"x42" containers on wheels.
- 2 to 4 week pick-up, depending on your needs.
- Check issued within two working days.

Here are the **June-July** payments to CABA Members in this brand-new program:

Number of members: 5

Number of locations: 19

Number of pick-ups: 53

**Total paid to CABA members:  
\$ 5,487.00**

**What are you waiting for?**

**Call Larry Karpman  
410-276-4973**

**CABA on Facebook**

Our Facebook URL is <http://www.facebook.com/cababiz1>.

This makes it easier for our "friends" and the world in general, to "like" us and to see what is going on. CABA board member Greg Weller has created our site and keeps it interesting with articles, photos and up-to-date information on all of CABA's events. Likewise, members can, with one click, get an update on regional meetings, CABA events and more. There are quick links to the credit union and CABA-endorsed service providers. Check us out!

***CABA: Doing as a group what each cannot do individually.***



MEMBER NEWS is a regular feature of the CABA Newsletter intended to relate recent news about CABA companies & our local industry people particularly concerning awards, obituaries, mergers & personnel changes. Anyone with news should send it to [sal@caba.biz](mailto:sal@caba.biz).

**CONTACT CABA FIRST FOR THESE BUSINESS NEEDS**

- Employee Retention Health Benefit
- Maryland State Inspection forms
- Vehicle & personal loans from AAEFCU
- Shop Management Mitchell1 & Snap-On ShopKey
- Identifix technical hotline
- Technical education
- Management education
- Electricity & Gas group-buying service
- Health Savings Accounts with AAEFCU
- Waste recycling services
- Custom-printed business forms
- Stock business forms
- Calendars
- Plastic parts bags
- Printer ribbons
- Stickers (warranty, core, etc.)
- Savings & Checking Accts with AAEFCU
- Cash investment CDs from AAEFCU
- Business Insurance
- HR Management Services/Payroll
- Check Guarantee
- Credit Card Processing
- Broadband Internet/Telecom
- Website design/hosting
- Uniform Rental
- Mystery Shopping with Sales Training

*Papa Auto Parts has been purchased by the Norris Automotive Group. Norris owns Ford, Honda, Acura and Nissan dealerships in the Baltimore and Washington D.C. markets. Norris intends to enter the aftermarket side of the parts business.*

*Do you know of any business owners who should be members of CABA? Call our office with their names. All aftermarket companies should be participating in CABA's legislative agenda and, at the same time, enjoying the many financial benefits available to them through the Association. To accomplish our motto: "doing as a group what each cannot do individually," CABA needs everyone involved. helping your own business at the same time.*



**Members Can Benefit:**

Savings, CDs & Loans

New/Used Vehicles

Home Equity and Mortgages

Personal Loans

For the latest savings and loan rates visit the Destinations credit union

website at

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

For more rates, call

410-663-2500

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Call our office: 410-663-2500

Visit our web site: [www.destinationscu.org](http://www.destinationscu.org)

Or visit our main office: **8767 Satyr Hill Rd**  
**Parkville, MD 21234**

**Destinations Loan Rates**

Type of Loan	Term / Requirements	APR as Low As:*
New or Used Auto/Truck	Up to 60 months	1.99%**
	61 to 83 months	2.49%**
	Up to 84 months	2.99%**
Other Secured (Motorcycle, Boat, RVs, etc.)	Up to 60 months	5.75%**
	Up to 120 months	6.75%**
Home Equity Line of Credit	80% Loan to Value	Prime minus 1% (4% APR Floor)
	80% Loan to Value up to 7 yrs.	4.99%
Home Equity Fixed Loan	80% Loan to Value up to 15 yrs.	5.49%
	Up to 60 months	10.50%**
Signature (Personal)	Up to 120 months	11.50%**
	Overdraft Protection	10.50%**
MasterCard	Revolving	9.50%
	MasterCard Credit Builder	Revolving
Share Secured		Regular IRA Dividend Rate + 3%
	Mortgage	30 and 15 year fixed and ARMS

\* Rates based on credit history and may be higher

\*\* APR reflects 1/4% discount for Automatic Payment Transfer or Payroll Deduction.

Add 1/4% back if repaid otherwise.

Interest rates are subject to change without notice.

**EPA Bans HFC-134a in Model Year 2021 Vehicles**

The U. S. Environmental Protection Agency (EPA) has finalized a rule to prohibit uses of hydrofluorocarbons (HFCs), a class of greenhouse gases used in air-conditioning, refrigeration, and other equipment.

The EPA is listing HFC-134a as unacceptable for newly manufactured light-duty motor vehicles beginning in Model Year (MY) 2021 except as allowed under a narrowed use limit for use in newly manufactured light-duty vehicles destined for use in countries that do not have infrastructure in place for servicing with other acceptable refrigerants. This narrowed use limit will be in place through MY 2025. Beginning in MY 2026, HFC-134a will be unacceptable for use in all newly manufactured light-duty vehicles. EPA is also listing the use of certain refrigerant blends as unacceptable in newly manufactured light-duty motor vehicles starting with MY 2017.

“Today’s action delivers on the President’s Climate Action Plan and the administration’s commitment to acting on climate. And it is in line with steps leading businesses are already taking to reduce and replace HFCs with safer, climate-friendly alterna-

mate-friendly alternatives,” said EPA Administrator Gina McCarthy. “This rule will not only reduce harmful greenhouse gas emissions, but also encourage greater use and development of the next generation of safer HFC alternatives.”

In the United States, HFC emissions are expected to nearly double by 2020 and triple by 2030. New technologies and new climate-friendly refrigerants can significantly reduce these emission increases. EPA estimates this final rule will reduce greenhouse gas emissions of 54 to 64 million metric tons of carbon dioxide equivalent in 2025, equal to the carbon dioxide emissions from the annual energy use of more than 5.8 million homes.

Support the vendors who support the Association and therefore support you!

These programs have been chosen by the Board of Directors for their cost savings and especially for the service level that they provide.



**C.A.W.A. SERVICES, INC.**  
 308 Crain Highway North  
 Glen Burnie, MD 21061-3090  
 410-647-0505  
 services@caba.biz



**CABA SERVICES DIRECTORY**

CABA membership offers many money-saving opportunities for your business. If you are not using the vendors listed below, please reconsider! You may be pleasantly surprised.

Service:	Provider:	Contact:	Phone:
Business Forms, calendars, business	CAWA Services	Sally Ernst	410-647-0505
Business Insurance	Fred Meyer & Sons	Terri Meyer Willett	410-477-0900
Business Insurance	Federated Insurance	Michael McNamara	443 468-3253
Business Insurance	The Tamrac Group	Keith Erdman	410-568-1200
Credit Card Processing	Superior Financial Services	Todd Lazar	888-737-7762
Diagnostics and Repair Information	IDENTIFIX	Matt Cascarino	800-745-9649
Electricity & Gas Co-op Purchasing	Sprague Energy	Tom Gussen	732-440-0031
Employee Retention Health Benefit Plans	Keller Stonebraker	Kim Conley	410-461-0705 ext 5139
Fuel Discounts & Tracking	Sunoco Fleet Card	Jeff Meserve	860-617-9531
MD State Inspection Forms	CAWA Services	Sally Ernst	410-647-0505
Multiple Employer Retirement Plan	Wells Fargo Advisors	Robert Gascon	703-739-1451
Shop Management Software	Mitchell-1	John Heferman	301-694-1213
Telephone & Internet Equipment & Service	Global Telecom Brokers (GTB)	Dave Butler	410-581-4833 ext. 114
Uniform & Floor Product Service	UniFirst	Kurt Nussle	888-851-2474 ext. 7
Website Hosting and Design	Net Driven	Thom Roche	877-860-2005 ext. 289

**Carroll**  
TIRE COMPANY

4700 Trident Ct. #3  
Baltimore, MD 21227

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THE CORPORATION

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Heavy Industry

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The CABA Education Calendar is intended to present a comprehensive list of skills, management and technical classes of value to owners, managers, counter/sales professionals and technicians in Maryland, Delaware and Washington, DC. Any education provider including parts jobbers, manufacturers, associations, community colleges, education professionals and more are invited to submit their listing information (see below for format needed). Submit class information to CABA via email [sal@caba.biz](mailto:sal@caba.biz) at least one month in advance of the scheduled beginning date of each class.

**CABA Education Calendar**

<u>Educator</u>	<u>Class ID</u>	<u>Location</u>	<u>Day(s)</u>	<u>Date(s)</u>	<u>Time</u>	<u>Total Cost</u>
<b>Alignment, Brakes, Steering &amp; Suspension</b>						
Federal Mogul	Brake Diagnostics and Service	Linthicum Hts., MD	Tue-Wed	9/29-9/30	8am-5pm	\$250 #
Federal Mogul	ABS Wheel Speed Sensor Diagnostics	Linthicum Hts., MD	Thur	11/12	8am-5pm	\$125 #
Federal Mogul	ABS/Stability & Traction Control Diagnostics	Linthicum Hts., MD	Thur	10/1	8am-5pm	\$125 #
<b>Diagnostic</b>						
Federal Mogul	Gasket Failure Analysis	Federal Mogul	Thur	12/10	8am-5pm	\$125 #
Federal Mogul	Ignition Systems Diagnostics	Federal Mogul	Tues	12/8	8am-5pm	\$125 #
NAPA Auto Parts	Dynamic Engine Testing	Wilmington, DE	Tues	9/29	6:00-10pm	\$125 ***
NAPA Auto Parts	Dynamic Engine Testing	Gaithersburg, MD	Mon	11/16	6:00-10pm	\$125 ***
NAPA Auto Parts	Dynamic Engine Testing	Myersville, MD	Wed	11/18	6:00-10pm	\$125 ***
NAPA Auto Parts	Powertrain Diagnostics	Easton, MD	Wed	11/19	6:00-10pm	\$125 ***
NAPA Auto Parts	Powertrain Diagnostics	Waldorf, MD	Fri	11/20	6:00-10pm	\$125 ***
NAPA Auto Parts	Dynamic Engine Testing	Towson, MD	Mon	11/30	6:00-10pm	\$125 ***
NAPA Auto Parts	Dynamic Engine Testing	Baltimore, MD	Tues	12/1	6:00-10pm	\$125 ***
NAPA Auto Parts	Dynamic Engine Testing	Leonardtown, MD	Wed	12/2	6:00-10pm	\$125 ***
NAPA Auto Parts	Powertrain Diagnostics	Myersville, MD	Tues	12/2	6:00-10pm	\$125 ***
NAPA Auto Parts	Dynamic Engine Testing	Easton, MD	Thur	12/3	6:00-10pm	\$125 ***
<b>Electrical</b>						
Federal Mogul	Automotive Electronics Diagnostics	Linthicum Hts., MD	Tue-Wed	11/10-11/11	8am-5pm	\$250 #
<b>Engine &amp; Performance</b>						
Federated Auto Parts						
Standard Motor	A4115 Automotive CAN Bus	Owings Mills, MD	Mon	10/15	5:30pm-9:30pm	\$99.00****
Federated Auto Parts						
Standard Motor	A4115 Automotive CAN Bus	White Marsh, MD	Tues	10/13	5:30pm-9:30pm	\$99.00****
Federated Auto Parts						
Standard Motor	A4115 Automotive CAN Bus	Aberdeen, MD	Wed	10/14	5:30pm-9:30pm	\$99.00****
Federated Auto Parts						
Standard Motor	A4115 Automotive CAN Bus	Linthicum Hts, MD	Thue	10/15	5:30pm-9:30pm	\$99.00****
Federal-Mogul	Mass Air Flow & Volumetric Efficiency Testing	Linthicum Hts, MD	Wed	12/9	8am-5pm	\$125 #
<b>State Inspection</b>						
Ask Reggie	MD State Safety Inspection On Site Preparation	Frederick, MD	Mon-Wed	9/21-9/23	6pm-9:30pm	\$175
Ask Reggie	MD State Safety Inspection On Site Preparation	Glen Burnie, MD	Sat	9/26	9am-5pm	\$175
Ask Reggie	MD State Safety Inspection On Site Preparation	Glen Burnie, MD	Tues-Thur	9/22-9/24	6pm-9:30pm	\$175
<b>Tire Service &amp; Undercar</b>						
TIA	Commercial Tire Service-CTS400					TIA \$ 750;
	Instructor Training & Certification - 4 Day	Baltimore (CCBC)	Tues-Fri	10/20 - 10/23	9am-4:30pm	non-TIA \$ 1150
	Commercial Tire Service-CTS400					TIA \$ 550;
TIA	Instructor Training & Certification - 3 Day	Baltimore (CCBC)	Wed-Thur-Fri	10/21 - 10/23	9am-4:30pm	non-TIA \$ 950
TIA	ATS Advanced Instructor - Women Only	Denver, CO	Tues-Fri	10/6 - 10/9	8:30am-5:00pm	\$950
<b>Management</b>						
ATI	Positioning Your Shop for Success	Rockville, MD	Tues	9/15	4:30pm-9:30pm	\$347*
ATI	Cash Profits Boot Camp 2015	Linthicum, MD	Sat	10/17	9am-4pm	\$347
ATI	Cash Profits Boot Camp 2015	Annapolis, MD	Tues	11/10	9am-4pm	\$347
						No charge to TIA members****
Federated Insurance	Designated Risk Manager Seminar for Tire Dealers	Owatona, MN	Mon/Tue/Wed			
Mitchell 1	ProDemand Feature Video Training					
	<a href="http://m1training.net/">http://m1training.net/</a>					
Mitchell 1	ProDemand Live Training					
	<a href="http://m1training.net/get2know/prodemand/">http://m1training.net/get2know/prodemand/</a> or call 888-724-6742					
<b>Other</b>						
TIA	Webinar - GE CarCareOne Financing	Online - 30 mins	1st/3rd Wed	Monthly	1pm Eastern	Register Online

**Information/Registration by Educator Name**

ATI (Automotive Training Institute): Phone (410) 792-9466  
 Ask Reggie: Reggie Johnson, Phone (301) 274-2868 or (240) 417-5732  
 CABA: Phone (410) 647-0505, Email [sal@caba.biz](mailto:sal@caba.biz), [www.caba.biz](http://www.caba.biz)  
 College of So. MD: Linda Schleip, [lindas@csmd.edu](mailto:lindas@csmd.edu), Phone: (301) 934-7548  
 Federal Mogul Garage Gurus, Phone 888-771-6005  
 Federal Mogul: Mike Degele, Phone 240-565-2413; e-mail: [michael.degele@federalmogul.com](mailto:michael.degele@federalmogul.com)  
 Federated Auto Parts: Contact your Fisher Auto Parts Store Manager or Salesperson  
 Federated Insurance: 1-800-533-0472 Royetta Spurgeon e-mail: [DRM@fedins.com](mailto:DRM@fedins.com)  
 Mitchell 1: <http://m1training.net/get2know/prodemand/> or call 888-724-6742  
 Mitchell 1 Online Training: <http://m1training.net>  
 NAPA Auto Parts: [www.napaautotech.com](http://www.napaautotech.com), contact your NAPA Sales Person or Rick Strevig 410-365-7426  
 TIA (Tire Industry Association): [training@tireindustry.org](mailto:training@tireindustry.org), Phone: (800) 876-8372, Christine Marnett, [cmarnett@tireindustry.org](mailto:cmarnett@tireindustry.org)

\*Talk to an ATI rep about additional discounts for CABA members

\*\*\*CABA Members \$99.00

\*\*\*\*Includes Dinner

\*\*\*\*\*Attendees responsible for cost of travel, (discounted) lodging and incidental meals

# Plus 50% discount for any onsite training booked by September 30th. Use Coupon Code GG01CLICK50 when registering.

Contact CABA with corrections or additions to this calendar.

CABA: e-mail: [sal@caba.biz](mailto:sal@caba.biz) or call (410) 647-0505

Want to promote your business to the entire aftermarket industry? The CABA Newsletter is a great way do just that.

There are 9 issues per year. Each issue is circulated directly to nearly 400 recipients in the Delaware, Maryland and Washington DC Aftermarket.

Here are ad options (and opportunities):

**Full Year (9 consecutive issues)**

1/2 page ad (5" h x 7.5" w) \$ 1,000 (\$ 111.11 / issue)

1/4 page ad (4.5" h x 3.75" w) \$ 878 (\$ 97.55 / issue)

**5 Issues per year (consecutive or alternate months)**

1/2 page ad (5" h x 7.5" w) \$ 800 (\$ 160 / issue)

1/4 page ad (4.5" h x 3.75" w) \$ 650 (\$ 130 / issue)

**Single Issue**

1/2 page ad (5" h x 7.5" w) \$ 185

1/4 page ad (4.5" h x 3.75" w) \$ 150

You can mail your ad to CABA, 308 Crain Highway North, Glen Burnie, MD 21061 or email to [sal@caba.biz](mailto:sal@caba.biz)

Please call 410-647-0505 if you have any questions.

**Office, Mailing and Shipping**  
308 Crain Hwy, North  
Glen Burnie, MD 21061  
Phone: (410) 647-0505  
Fax: (410) 644-8100  
Email: [sal@caba.biz](mailto:sal@caba.biz)  
Website: [www.caba.biz](http://www.caba.biz)  
[www.facebook.com/cabaabiz1](http://www.facebook.com/cabaabiz1)

**July-August, 2015**

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Thanks Newsletter Sponsor

**American Tire Distributors**  
Carroll Tire  
Maryland Tire Express  
Genuine Parts Co. NAPA

**CABA Board of Directors**  
Rob Wilson—President/CEO  
Bob Wilson—1st VP  
Dave Warden—2nd VP  
Dave Sutton—Sec-Treasurer  
Vernon Lyon—Immediate Past President

**Directors**  
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Bill Cropper  
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Ralph Schaefer  
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Greg Weiler  
Gery White

**Office Staff**  
Jim Donohue - Executive Dir.  
Sally Ernst - Executive Mgr.



**The CABA Mission**  
The Chesapeake Automotive Business Association is a not-for-profit 501(c)(6) trade association of aftermarket businesses in Maryland, Delaware and Washington, DC. CABA is dedicated to the development of locally owned auto repair & tire service centers, their jobs and the aftermarket professionals that supply them. The focus of CABA efforts are on programs and services that enhance our members' competitive skills, lower their business operating expenses and help them attract, motivate & keep the best employees. In Summary: CULTIVATING EXCELLENCE!

**CABA New Location**  
After 30 years at 75 Ritchie Highway in Pasadena, CABA has relocated to a new home at 308 Crain Highway North, Glen Burnie. At the same time, our credit union, Automotive Aftermarket Employee Federal Credit Union, has been merged into Destinations Credit Union.

**AAEFCU has Merged**  
After a long and difficult decision process, the Board of Directors of the Automotive Aftermarket Employee Federal Credit Union has made the determination to merge with Destinations Credit Union in Baltimore. Largely due to industry attention, the critical mass of membership necessary to maintain the credit union fell short and made it financially challenging to continue. Every credit union in Maryland was considered as a potential merger partner. In the end, Destinations was selected for the following reasons:  
• They practice the same credit union culture of caring for members as does AAFCU.  
• They are bringing Pat Moog along, an important consideration from among our members.  
• They offer more new services for AAFCU members.

**Destinations CREDIT UNION**  
Member-owned. Member-driven.

For more information, see pages 3 and 4.

**CABA on Facebook**  
Our Facebook URL is <http://www.facebook.com/cabaabiz1>. This makes it easier for our "friends" and the world in general, to "like" us and to see what is going on. CABA board member Greg Weiler has created our site and keeps it interesting with articles, photos and up-to-date information on all of CABA's events. Likewise, members can, with one click, get an update on regional meetings, CABA events and more. There are quick links to the credit union and CABA-endorsed service providers. Check us out!

**CABA: Doing as a group what each cannot do individually.**

Delivering the nation's largest selection of tires.  
When you need them.



When inventory keeps up with demand, you stay ahead of the game. ATD gives you unsurpassed access to more brands and more tires than any other supplier. With same-day delivery in virtually all markets and multiple times a day in select markets, tires are there when your customers need them.



> VISIT [ATD-US.COM](http://ATD-US.COM) for more information.

Miles Ahead™

BARRE, Vt. (Sept. 3, 2015) — A Vermont automotive technician was arrested Aug. 11 for manslaughter following what an automotive trade group called “a carelessly incomplete inspection.”

The Alliance of Automotive Service Providers of New Jersey (**AASP/NJ**) sent out an urgent warning to its membership about the repair that led to the mechanic’s arrest after a car crash that killed a woman.

In a press release, AASP/NJ Executive Director Charles Bryant reminded shops that “when using compromised parts in a car due to Direct Repair agreements, the liability still remains with the repairer — the insurer’s refusal to pay will not count as an excuse in a court of law.”

According to Neptune, N.J.-based AASP/NJ, Steven Jalbert, 30, a central Vermont mechanic, was arrested and charged with manslaughter and reckless endangerment for approving a state vehicle inspection on a defective car. Mr. Jalbert pleaded not guilty at his arraignment in court in Barre, according to a release from the Vermont attorney general’s office. If convicted, he faces a penalty of up to 15 years in prison and a fine of up to \$3,000 for manslaughter and imprisonment for up to one year and a fine of up to \$1,000 for reckless endangerment.

In May 2014, the technician had performed an “incomplete inspection” on a 1992 Chevrolet Corsica, allegedly leading to a woman’s death two months later. The investigation uncovered that the brake lines and rocker panels in the vehicle were rusted and corroded, classifying them as being in “visibly unsafe condition,” the AASP/NJ said.

The Burlington Free Press reported on Aug. 11 that driver Donald Ibey, 86, of Barre Town said he was traveling down a steep section of Hill Street in Barre in the 22-year-old car “when he heard a pop,” a police report noted after the crash.

The newspaper said that, according to court records, the sedan continued out of control and crashed, killing Mr. Ibey’s wife Elizabeth Ibey, 82, of Barre Town on July 5, 2014.

The Free Press said Mr. Jalbert is employed at his family’s business, A.J.’s Sunoco — an inspection facility licensed by the Vermont Department of Motor Vehicles — in Barre.

It also reported that an inspection sticker was issued May 9, 2014, although visibly unsafe conditions were showing, according to state Department of Motor Vehicles (DMV) records that indicated Mr. Ibey’s car traveled only 383 miles from the time of the inspection until the crash. As part of its investigation, the DMV asked a forensic expert on motor vehicles to check the car.

This matter was referred to the Vermont attorney general’s office in November 2014, following an investigation conducted by the Enforcement and Safety Division of the Vermont Department of Motor Vehicles

like that.”

The AASP/NJ told its members a police affidavit showed that the mechanic did not take basic steps in inspecting the car — such as testing the brakes, putting the car on a lift, removing a wheel or testing it on the road.

Mr. Jalbert was using an out-of-date manual as reference, according to the AASP/NJ. The Free Press reported that the technician provided three voluntary sworn recorded statements that included “several admissions about his failure to properly inspect Ibey’s vehicle,” a DMV officer told the newspaper. That officer added in the Free Press story that the mechanic “displayed no signs of remorse or concern over his involvement in the matters leading to the death of Mrs. Ibey.”

The alliance said in the message to its members that “the impact of this decision is being felt all along the Northeast as a reality check.”

Mr. Bryant called it “a wake-up call...,” adding that “it’s one thing if you allowed a bad job to get out of your shop and were sued — there’s insurance to cover things like that—but to go to jail for doing a careless job is a whole different story.

“So many shops try to do the right thing but are told by insurers that they won’t properly reimburse them for what needs to be done. They say things like they will only pay for used suspension, which, in my opinion, is the worst thing that could be done!

“Used suspension from a total loss (vehicle) should never be used; there could be internal damage that puts peoples’ lives in jeopardy. We have to stand up and say no in cases like that.”

### Quality vs. Quantity

The ceramics teacher announced on opening day that he was dividing the class into two groups. All those on the left side of the studio, he said, would be graded solely on the *quantity* of work they produced; all those on the right, solely on its *quality*.

His procedure was simple: on the final day of class he would bring in his bathroom scales and weigh the work of the “quantity” group; fifty pounds of pots rated an “A”, forty pounds a “B”, and so on. Those being graded on “quality”, however, needed to produce only one pot — albeit a perfect one — to get an “A”.

Well, came grading time and a curious fact emerged: the works of the highest quality were all produced by the group being graded for quantity. It seems that while the “quantity” group was busily turning out piles of work — and learning from their mistakes — the “quality” group had sat theorizing about perfection and in the end had little more to show for their efforts than grandiose theories and a pile of dead clay!

The following message was sent to all state associations from Paul Fiore, Director, Government Affairs for the Auto Care Association:

Greetings all,

I want to thank all of you who took the time to respond to my last email regarding legislation to simplify Obamacare reporting regulations. Unfortunately, I am compelled to get the following message out.

I would imagine by now that you have all heard about the Department of Labor's proposed changes to overtime pay regulation. I have included a concise explanation of the changes below. If you have not had an opportunity to send your own comments, or been invited to sign another organization's letter, I am offering to get your group added to the letter attached. I am apologizing for the short notice but I will need your permission by 11:00am Eastern, this Friday, September 4<sup>th</sup>. **One last point, I doubt if you have a single member who will not be negatively affected by this rule.**

The US Department of Labor (DOL) has proposed changes to the white collar exemptions to federal overtime pay requirements. Currently, a person must satisfy three criteria to qualify as "exempt": first, they must make a salary; second, that salary must be more than \$455/week (\$23,660 annually); and third, their "primary duties" must be consistent with managerial, professional or administrative positions as defined by DOL.

In the proposal, DOL is considering raising the minimum salary threshold to \$970 per week (\$50,440 annually); **an increase of over 100%**. DOL also proposed increasing this minimum salary on an *annual* basis by pegging it to the 40th percentile or by indexing it to inflation for urban goods and services (CPI-U, an aggressive measure of inflation). DOL proposes publishing these annual increases to the minimum salary *only* 60 days before they become effective—providing employers and employees with far too little notice. While DOL did not offer a specific proposal to modify the primary duties tests, the department suggested it is considering making some rather extreme changes.

The magnitude of the increase to the salary level proposed by DOL and almost any changes to the duties test will hurt small businesses, schools, municipalities, nonprofits and other employers, as well as workers and the economy as a whole. Many employees would lose the flexibility they currently enjoy, employers would be faced with crushing increases in labor and administrative costs, businesses would suffer with low employee morale, and the American people would experience jumps in prices for goods and services as well as diminished customer service. In an already stagnant economy, these consequences will be devastating.

Thank you.

**Paul Fiore,**  
**Director, Government Affairs**  
**Auto Care Association**

## Mitchell 1 updates Manager SE software

Mitchell Repair Information Co. L.L.C. has updated its Manager SE shop management system to version 6.6, which it said contains dozens of enhancements, fixes and refinements.

The software changes, based on customer feedback, are designed to streamline operations for automotive repair businesses, Mitchell said. Customer feedback is collected from several sources, including the Manager Forum discussion board, customer meetings and focus groups and the Mitchell 1 client services teams who have direct contact with customers on a daily basis.

"Manager SE version 6.6 is the culmination of work done by a very dedicated team at Mitchell 1," said John Dwulet, senior product manager for Mitchell 1. "This version is a game-changer for users, with time-saving features that will help everyone in the shop work more efficiently.

"We have already heard from some of the early adopters and beta testers that these new features will save them hours every week," he continued. "That is exactly the goal of our product development process."

Highlights of version 6.6 include the ability to transfer multiple canned jobs to an order at one time; customizable names for revisions meant to make it easier for shops to

track and sell deferred work; and improvements to the vehicle history screen that give shop managers more information about posted invoices at a glance, Mitchell said.

Other key enhancements include:

- Ability to give revised estimates a descriptive name by double clicking the text on the revisions tab;
- The last eight characters of the VIN number display on the order screen;
- Faster process for setting the profit margin for a part when setting the sale price for the part;
- The invoice and counter sale screens now include balance-at-a-glance;
- The ability to sell and tax hazmat services as a part; and
- Nearly two dozen updated reports and invoice templates

For more information on Mitchell 1, visit [www.mitchell1.com](http://www.mitchell1.com), call 888-724-6742 or locate an independent sales consultant at [www.mitchellrep.com](http://www.mitchellrep.com).

# AUTOMOTIVE AFTERMARKET CALENDAR PROGRAM

**CELEBRATE THE YEAR 2016 BY GETTING YOUR MESSAGE INTO  
THE HOME AND OFFICES OF YOUR CUSTOMERS...DAILY.**

- Let them know that you intend to shine bright in this new age & will be there to serve their needs.
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On Competition

Since the 2008 economic near melt-down, we seem to be living in a new world (business) order. What that world is, we don't really know. Probably in 20 years we will be able to look back and clearly see how business was evolving. But for now, we are on our own, trying to find our way in the climate we find ourselves.



Several facts are for sure, competition is increasing, margins are getting smaller and small to medium size businesses are being steam-rolled by the "big boxes." It isn't just occurring in the automotive aftermarket—take your choice of any industry and the storyline is the same. Add in the internet sales competition, with their massive buying power, low overhead and no state sales tax and you have the perfect storm for overwhelming competition. (And we are not even going to discuss health care benefits here).

The newest trend: tire manufacturers now selling to consumers direct. Both Goodyear and Michelin are offering discounts for direct-purchase of tires from their websites. What's next?

In August, TIA sponsored an on-line webinar entitled: "Can You Survive Online Tire Sales?" It was an excellent program, with four dealers laying out their strategies for

consumers looking for installation of internet-purchased tires. To sum up their message:

1. They don't like it
2. It isn't likely to go away soon
3. Make the most of it. Get the SERVICE work from the customer—alignment, balancing, etc.
4. Make every effort to gain a new customer for the long-term.

A poignant comment from one tire dealer was this: a new consumer came in for tire installation and stated: "I didn't know you did oil changes." The dealer has been at that location for 57 years!

There is no simple answer or management strategy that will resolve the new competition. I believe that we are all in the SERVICE business and need to go overboard with outstanding customer service. Higher volume of satisfied customers is what it is going to take in this new world order.

CABA is going to continue to address this subject and we are looking at programs to help all of our members, not just service, but succeed.

Jim Donohue  
Executive Director

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## **Event Calendar**

November 3rd—6th, 2015

Automotive Aftermarket Products Expo  
(AAPEX)  
SEMA Show  
Las Vegas, NV

Sunday, March 13th, 2016

69th Annual CABA Oyster Roast  
Martin's West  
Baltimore, MD



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## **Message from Your CABA President**

### **On the Value of Membership**

Greetings, CABA Members!

Have you ever asked yourself: *can I offer my employees more to keep my top-notch people here?*

The answer is *yes, you can!* And those benefits are found no closer than the newsletter you are now reading. Consider these:

Healthcare benefits....Today, healthcare is every employee's number one concern. Kim Conley of Keller Stonebraker can help you adopt the best possible and affordable healthcare benefits for your company, all custom-tailored to fit employee needs and your budget. Plus, Kim knows the future of healthcare as well as anyone in the state! As an insurance broker, Kim works for you, not the insurance companies. Equally important, Kim's care for her clients (owners *and* employees) is unparalleled.

Retirement benefits...Using our Multiple Employer Retirement 401(k) Plan, your business can save on the costs of managing your program while offering your employees high quality options to protect their future. Robert Gascon of Wells Fargo Advisors becomes your employees' personal



advisor. We all know that we cannot count on Social Security being there, especially for younger employees. So while a long-term plan is critical for any employee, it is especially for those under 35 years old. Look at your employees. The chances are most of them are in their early 30's!

Both of these programs are powerful employee-retention benefits. Caring for employees is a major component of successful companies. Businesses with healthcare and retirement programs tend to keep their employees, who feel more appreciated, and in turn do their jobs better. Customers of such companies recognize this in the attitudes of employees and the quality of work produced. Hence the connection between employee benefits and satisfied customers.

Check out contact information for Keller-Stonebraker and Wells Fargo Advisors on page 4. If you would like further references as to the quality of their programs, call the CABA office.

Rob Wilson  
Admiral Tire & Auto Center