



# NEWS BULLETIN

JUNE 2011

**Montana Automobile  
Dealers Association**

**501 North Sanders Helena, MT 59601 406-442-1233**



Don Kaltschmidt

## PRESIDENT'S MESSAGE

Well we are half way through the year and it's time to take inventory. How are we doing compared to last year. What improvements do we need to make to maximize throughput, RO count, parts sales and body shop business. I know we all take a breath

for July 4<sup>th</sup> weekend will be back at it full force and finish the last two quarters strong. Best of luck to all.

We had a great convention at the Coeur d'Alene Resort. What a great use of our time! Together with the Idaho Auto Dealers we heard great speakers, had great meetings and even heard a talented comedian that had us laughing at ourselves..... a great time to network with our fellow dealers and vendors. It was good to see old friends and some of the younger dealers taking over the reins. (I remember when I was the young guy) Grant Cardone got me thinking how about you? The weather was just right for our golf day and evening cruise on the lake. It was one of the best conventions I have ever attended. Thank you to Marilyn and her staff that made this all happen and a BIG thank you to our sponsors. Congratulations to Dick Olson of Bison Ford for a well deserved Time Quality Dealer of the Year award winner.

As a reminder, our own Bill Underrinner from Billings will be our NADA chairman this next year. Let's all make plans to join him in Las Vegas at the Encore for a celebration in February 2012. Well, that's all for now God Bless and good selling.

Don "K"

President 2011



Carolyn Zimmer

## MTADA NEW OFFICE MANAGER

Carolyn (Hier) Zimmer grew up on a farm west of Sidney, Montana. She attended college in Minot, North Dakota where she met her husband, Bob Zimmer. The Zimmers moved to Montana City in 1995 where they reside today. They have one daughter, Jade who attends college at the University of Montana, Missoula.

Carolyn brings a variety of experience to the Montana Automobile Dealers Association having worked as an administrative assistant, travel agent, human resources coordinator and bookkeeper.

Welcome to MTADA Carolyn!

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### INSERTS:

ZURICH AFAS

AUTO LIFT INSPECTORS



Bill Underriner

## NADA RESPONDS TO POINT-OF-PURCHASE EV TAX CREDIT PROPOSAL

NADA recently expressed concern with a proposal the Obama administration is pushing to extend tax rebates to consumers at the dealership when they purchase an electric vehicle.

Currently the government offers a \$7,500 tax credit on the purchase of electric vehicles. Transportation Secretary Ray LaHood voiced support for a point-of-sale rebate recently, comparing it to the Cash for Clunkers program.

NADA pointed out that the proposal, however well intentioned, would needlessly complicate the car-buying process. NADA has met with key Congress members to explain how turning the existing \$7,500 tax credit for electric vehicles into a point-of-sale rebate would overly complicate the purchasing process and impose significant financial burdens on dealers.

Furthermore, changing the vehicle tax credit is unnecessary; the current tax credits have been successful in stimulating consumer interest in emergent technologies. The rebate proposal is so complicated that it would likely deter sales of alternative fuel vehicles, which is exactly the opposite effect that's intended.

### NAD Charitable Foundation Mobilizes Emergency Relief Fund Helping Dealership Employees Recover from Tornadoes

Days after tornadoes ripped through parts of Iowa and Alabama in late April, the National Automobile Dealers Charitable Foundation mobilized its Emergency Relief Fund to aid dealership employees recovering from the deadly storms.

Six people have received grants from the foundation to help them get back on their feet after losing their homes and most of their possessions. And the foundation continues to seek donations to help more dealership employees displaced by natural disasters, as the need for aid rises.

Jack Leigh, of Leigh Automotive, says the tornadoes on April 27 left thousands in his community of Tuscaloosa, Ala., either without homes or with severe damage. At least two dealerships in Tuscaloosa suffered substantial damage.

The foundation's Emergency Relief Fund aids recovery efforts after natural disasters, such as flooding, hurricanes and tornadoes. Since the program started in 1992, it has provided

more than 7,500 dealership employees with financial assistance totaling almost \$5 million.

*If you know a dealership employee affected by the tornadoes or would like to donate to the Foundation's Emergency Relief Fund, contact the foundation at (703) 821-7233 or [foundation@nada.org](mailto:foundation@nada.org).*

### Now Playing on NADA-TV ...

- **2011 Automotive Forum**: Coverage of the 2011 NADA/IHS Automotive Forum, which featured top speakers and vital content.

- **Disaster Relief for Dealership Employees**: The National Automobile Dealers Charitable Foundation is helping Iowa and Alabama dealership employees recover from devastating natural disasters.

- **Mercedes Enrolls in NADA U**: Mercedes-Benz is the first OEM to sign up for NADA University training.

### - "AutoFocus with David Hyatt" -- a television interview program

Here's a list of recent interviews:

1. **Executive Automotive Analyst Jonathan Banks** discusses the NADA Used Car Guide is adjusting values after recent natural disaster.
2. **Chris Visser of NADA Commercial Truck Guide** discusses the used-truck market and the impact of production slow-downs.

### In other legislative and regulatory news...

#### FTC Finds Broad Compliance among Dealers with Consumer Protection Rule

#### *Investigation highlights industry's efforts to develop fair, efficient and competitive financing process*

The Federal Trade Commission recently released the findings of an investigation of nearly 50 auto dealers across the country to assess compliance with the FTC's Holder in Due Course Rule, which requires dealers to inform consumers in their credit contracts that claims and defenses the consumer may assert against the dealer also may be asserted against the finance company to which the dealer assigned the credit contract. The FTC found broad dealer compliance with the rule, which is intended in part to ensure that consumers have an effective remedy for problems that arise in dealer-assisted financing transactions. NADA said the FTC's finding that randomly selected dealers throughout the country are routinely complying with the Holder in Due Course Rule is consistent with a similar finding the agency announced in 2004 after it conducted a nationwide sweep of automobile dealer compliance with the FTC Safeguards Rule. The results of both investigations highlight a salient point that NADA made in recent comments to the FTC in

connection with the vehicle financing roundtables that the agency is conducting: that in recent years there has been “a significant push within the industry to frequently and thoroughly train dealership employees on ethics, regulatory compliance, and the value of transparency and professionalism.” “This underscores why the FTC’s current examination into dealer-assisted financing needs to reflect today’s marketplace and the positive efforts dealers have made to develop a vehicle financing process that is fair, efficient, and competitive,” NADA said.

#### **In other NADA news...**

**Latest Dealership Financial Profile Shows Growth in New-Vehicle Sales, Store Profits** First quarter results of NADA’s monthly Dealership Financial Profile, which provides a snapshot of the financial condition of the average new-car dealership, portrays an industry well into recovery, says NADA Chief Economist Paul Taylor. Despite challenges such as higher gas prices and generally slow economic growth during the first quarter, total sales at the average dealership were up 22.5 percent while expenses increased just 14.2 percent. The stronger financial performance yielded net profits before taxes of 2.4 percent for the typical dealer, Taylor says, which represents a 34 percent increase over performance in the first quarter of 2010 “Dealers showed strength in all areas of operations in the first quarter,” Taylor says. “Their strong performance suggests that as new-car production is restored, the stage is set for continued strong growth in the future.” For more analysis from NADA’s Industry Analysis group and Chief Economist Paul Taylor, visit [NADA’s Dealership Financial Profiles online](#).

**2012 NADA/ATD Convention and Expo in Las Vegas, Feb. 3-6** The 2012 NADA and ATD Convention and Expo will be held in Las Vegas, Feb. 3-6. It will be the first time the two conventions will be held together. ATD members will participate in events geared solely to the trucking industry, including luncheon general sessions at the Las Vegas Hilton Hotel. And ATD and NADA registration, franchise meetings, workshops and expos will take place in the Las Vegas Convention Center adjacent to the Las Vegas Hilton. ATD attendees also will be able to attend the NADA expo, workshops and general sessions. And they can stay at any hotel of their choice in NADA’s block. Online registration for the NADA and ATD conventions will open in mid-July at [www.nadaconventionandexpo.org](#) and [www.atdconventionandexpo.org](#).

**Alert: Bogus Web Page Mimics NADAguides.com** A bogus web site, <http://nadaguides.zxq.net/vehicle/purchase/protection>, has been set up to look like the legitimate website of NADAguides.com. The fraudulent Web page offers services for “Auto Purchase Protection” and facilitates the transfer of funds between buyers and sellers. This Web page has

no connection with NADA or NADAguides.com. NADA is attempting to shut down the site, which appears to be hosted overseas.

**Dealer Executive Education at Babson College August 2011 Class Forming Now** Dealer Executive Education at Babson College is an integral part of the dealer development program of NADA University. Babson’s MBA program is ranked number one in the country for entrepreneurship, a distinction it has earned for 17 consecutive years. Its focus on innovation and what Babson faculty call “opportunity obsession” are key. Visit [www.DealerExecEd.org](http://www.DealerExecEd.org) to download a brochure and learn more. Don’t wait—**apply today**.

Please stay involved and in touch.  
Bill Underriner, NADA Director  
(406) 255-2350





## HIRING YOUTHS

Submitted by:  
Bruce Spencer  
MTADA General Counsel

Bruce Spencer

It is that time of year again when the youth of our communities are out of school and their parents want the out of the house and at a job. But can you hire them? We wanted to take this opportunity to provide you with the laws.

1. An employer may not hire someone under the age of 14. (there are limited exemptions)
2. Youths 14-15 may be employed, but with restrictions. They may not:
  - A. Operate or tend hoisting apparatus, or power-driven machinery
  - B. Load or unload goods to and from a truck,
  - C. Work in a warehouse, except for office or clerical work

However, 14-14 year-olds may do the following:

- A. Work in connection with cars and trucks if confined to dispensing gasoline and oil; courtesy service; car cleaning, washing, and polishing; but not including work involving the inflation of a tire mounted on a rim Equipped with a removable ring.
- B. Cashiering, selling, modeling, art work, work in an Advertising department, window trimming, and comparative shopping
- C. Price marking and tagging by hand or by machine, assembling orders, packing, and shelving.
- D. Office and clerical work, including the operation of an office machine.
- E. Errand and delivery work by foot, bicycle, or public transportation.
- F. Cleanup work, including the use of a vacuum cleaner and floor waxer, and maintenance of grounds, but not including the use of a power-driven mower or cutter.

Youths 14-15 years-old have restrictions on the hours they can work. They may not be employed before 7 a.m. or after 7 p.m., except during periods outside the school year they may work until 9 p.m. They may not work more than 3 hours on a school day or 8 hours on a non school day, and never more than 40 hours per week.

Violations of these laws is a misdemeanor, or with a fine of up to \$500 per day.

## Driving

The Fair Labor Standards Act contains prohibitions on 15, 16 and 17 year-olds driving.

Dealerships that hire teens for the summer (or anytime) are subject to the 1998 "Drive fro Teen Employment Act," a federal law which sets a minimum age of 17 for any on-the-job driving on public roadways. On-the-job driving by employees 18 and older is not regulated, and 16 year-olds may not drive on public roads, but may drive on dealership property.

According to the U.S. Department of Labor, 17 year-olds may drive on public roadways as part of their employment only if all of the following requirements are met:

- The driving is limited to daylight hours;
- They hold a driver's license valid for the type of driving involved in the job preformed;
- They have successfully completed a state approved driver education course and have no record of any moving violation a the time of hire;
- The automobile or truck is equipped with a scat belt for the driver and any passengers and vehicle;
- The automobile or truck does not exceed 6,000 pounds gross vehicle weight;

### **The driving my not involve:**

- Towing;
- Route deliveries or route sales;
- Transportation for hire of property, goods or passengers; Urgent, time-sensitive deliveries;
- Transporting more than three passengers, including employees of the employer;
- Driving beyond a 30-mile radius from the youth's place of employment;
- More than two trips away from primary place of employment in any single day to deliver the employer's goods to a customer (other than urgent, time-sensitive deliveries which are prohibited);
- More than two trips away from the primary place of employment in any single day to transport passengers, other than dealership employees;
- Such driving must only be occasional and incidental to the 17 year-olds employment. This means that the youth may spend no more than one-third of the work time in any work-day and no more than 20% of use work time in any work week driving.

The above requirements apply whether the youngster is driving a personal or employer-owned vehicle. Dealers can guard against unwitting violations of the requirements by securing documentation from 17 year-old employees who drive as part of their job. The documentation would include paperwork showing the employee's age, completion of a driver education course, an official driving record and a state driver's license. A violation of these requirements can result in a fine of up to \$10,000.



Britani P. Laughery

## FACING THE AFTERMATH OF A FLOOD

*Contributed by SafetySmart  
Online*

If your workplace has been in the path of a flood, you may find a real mess when you return to work. A flood not only leaves behind property devastation but it creates serious safety hazards too.

### **Here are some common hazards created by a flood:**

- Electric shock is a common danger in a flooded area. Energized electrical equipment in contact with water or moisture can cause electrocution. Never enter a flooded area unless you are sure the power has been shut off at the main breaker.
- Don't enter or walk on a flood-damaged structure until it has been certified safe. If you observe or hear the building shift, get out quickly.
- Flood water gets mixed up with sewage and then leaves disease-causing contamination on everything it touches. Use a bleach solution as directed to disinfect the surfaces you are cleaning. Throw away any food items that have been touched by flood water.
- Flood water is also likely to be tainted by chemicals from agricultural, industrial and residential sources, creating a threat of poisoning or fire. Pipes, tanks and drums of hazardous materials may be dislodged and damaged. Call hazardous materials personnel or the fire department to handle unidentified containers.
- Natural gas may be leaking from broken pipes, setting the stage for an explosion. Keep away all sources of ignition and call for help from the utility company
- Shut off the main breaker or fuse on the building's service panel before starting a generator to prevent electrical energy from back-feeding into power lines.
- Gasoline or diesel-powered generators, pumps and pressure washers also create carbon monoxide. Don't use this type of equipment indoors or in confined spaces.
- Do not attempt to operate equipment such as heavy machinery unless you are trained and authorized.

- Wear the correct personal protective equipment for flood cleanup. Typically you will need a hardhat, goggles, heavy waterproof gloves and boots with a steel toe and insole. You might also need the correct type of respirator to protect you from bacteria, mold, bleach vapors, toxic gas or chemicals, or oxygen deficiency. Disposable gloves are also needed when handling contaminated materials
- Drowning, cold exposure and even heat exposure are also hazards when fighting flood damage.

*During flood cleanup, employees, householders and volunteers often pitch in together. Look out for each other because the hazards may be new to those who are helping.*

Submitted by:  
By Britani P. Laughery,  
CIC, CWCP, AU

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## DEALERS ARE RESPONSIBLE FOR CHECKING OFAC LIST

All citizens and businesses, including auto dealerships, are prohibited under Federal law from conducting business with blocked persons. In order to comply with this requirement the dealer must check a customer's name against the US Treasury Department's Office of Foreign Assets Control's (OFAC) blocked persons list, prior to completing any sale. The OFAC list can be found on the Treasury's website.

If a potential buyer's name is on the list, the dealer must then verify that the name is a valid match by specifically following the steps set up by OFAC found on the web. If, after taking those steps, the customer is still a valid match, the customer must be reported to OFAC's compliance hotline at 800-540-6322.

OFAC will further screen the name and direct the dealer on how to proceed, either by indicating it is not an exact match and authorizing the sale, or deciding what further action needs to be taken if it still appears to be a valid match.

## BEYOND DUHHH...LOOKING PAST CRAZY CAR COMPLAINTS TO WHAT THE BBB CAN DO FOR YOU

by Holly Doering, BBB

There's just something about buying a car that causes a small group of Americans to lose their minds.

In the four years that I have been working at the Better Business Bureau serving Montana, North Idaho, and Eastern Washington, I have seen a plethora of complaints. Most are reasonable: the consumer has a position and the business has a position, and somewhere along the line you will find a misunderstanding. A select few complaints, however, just make you shake your head.

I'll never forget the call from the North Idaho gentleman who was upset because a dealership had sold his brother a brand-new pickup...while he was stinking drunk. (Who thinks to themselves, "Let's get plowed and buy a pickup!") I sure hope they didn't let him drive it off the lot.

In another memorable complaint, the customer claimed that her engine kept dying in traffic and the repair shop kept making it worse. Sounded reasonable until you came to her "Desired Fair Resolution"—"Permanent suspension of business license for life, whether under his name or that of any relative, with monetary compensation of \$50,000 or title to his house and property. Plus criminal charges of attempted murder as belts came loose on highway." Sure. That sounds fair.

And it's always interesting when consumers begin a complaint story by saying they were "forced" to do something. As in "I was forced by this dealership to buy a standard transmission when I really wanted an automatic."

After making this statement, one consumer said he'd gone from the dealership to the doctor...where he *suddenly remembered* that he couldn't drive a standard because of a previous accident he'd forgotten about.

The dealership refused to take the car back, so he had them upgrade his stereo, at which time, he claimed, they stole his floor mats.

When pressed, he admitted he had gone several other places in the car before noticing the missing mats, but insisted he remembered the dealership as having stolen them. His memory had lost some credibility with me by that point, however. It is not the policy of the Better Business Bureau to encourage businesses to give in to consumer tantrums. The BBB is a neutral third party in all complaints and our mission is to increase trust in the marketplace. This can only be achieved by fairness.

We do encourage businesses to address complaints: It's cer-

tainly better than blowing off the problem and having a customer posting all over the Internet. I remember one case where a customer, after being ignored, went to the car dealership and picketed until a news crew picked up the story.

### BBB Accreditation

So what can the BBB do for you? Our non-profit, non-governmental organization was started nearly 100 years ago by businesses who wanted the power of self-regulation. Today, businesses who sign on with the BBB to become Accredited pledge that they will uphold our Standards. They promise to:

- Be Responsive
- Be Transparent
- Tell the Truth
- Embody Integrity
- Advertise Honestly
- Safeguard Privacy
- Build Trust
- Honor Promises

Now, wouldn't you want to do business with someone like that? When customers are looking for a new or used vehicle, most don't know who to trust. With the economy in its current state, they are even more wary and less trusting than usual. Many of them are looking for BBB Accredited Businesses to purchase from. They're looking for the Trust Seal.

Nationwide in 2010, over one million consumers turned to the BBB for help in resolving complaints, while 87 million went to [www.bbb.org](http://www.bbb.org) to look up companies for pre-purchase research. New car dealers ranked in the top three industries for generating complaints with 24,698, a decrease of eight percent over the previous year. (In more good news: New car dealers have a higher-than-average resolution rate: Last year they resolved 87.4 percent of all BBB complaints. The average is 78 percent.)

And locally? Last year, [www.spokane.bbb.org](http://www.spokane.bbb.org), which serves North Idaho, Eastern Washington, and the state of Montana, got 296,425 visitors and our page was viewed 1,016,311 times.

Consumers rely on the BBB to point them in the direction of trustworthy new and used car dealers. And the numbers continue to increase every year. If you are an established business with a clean track record, we're looking for you.

BBB Accreditation sets you apart. Through your display of the Trust Logo in your marketing materials and online, you reassure potential customers that you stand by your word. There are several tools the BBB provides to help grow your business.

Even if you don't have your own website, a BBB Accredited Business can have an online presence at [www.bbb.org](http://www.bbb.org) complete with photos of your dealership. A function to add videos is also in the works. Search Engine Optimization bumps your business to the top of consumer Google searches—for example for “used cars, Billings” or “car lots, Helena.” And a new feature on bbb.org lets consumers request quotes from you directly, driving business to your door.

### What's On Your Report Card?

If you're already BBB Accredited, you probably know what grade you have earned. If not, you can go to [bbb.org](http://bbb.org), check out your company and find out your letter grade (A-F, like a report card in school). Check out your competition too. Please note that non-Accredited Businesses can still earn an A+ grade.

And, we process complaints for Accredited and non-Accredited businesses alike. Our alternative dispute resolution service is competitively priced and often quicker than going to court. Mediations and arbitrations are also kept private rather than becoming public record.

To find out more about becoming Accredited with the BBB, please contact us at (800) 356-1007 or email [info@spokane.bbb.org](mailto:info@spokane.bbb.org).



## WHY CAN'T I GET MY CAR SERVICED AT THE DEALERSHIP?

The dealership service department uses original-equipment parts installed by factory-trained technicians, and routine service is competitively priced—but isn't always open nights or Saturdays.

In a class of 35 students, typically 10 tell me their stores are open in the evening for service, and four for Saturday service. How many stores are open on Sunday to *sell* cars? Twelve. Of those, how many are open for service Sunday? Just one. This service department operates 8 a.m. to 9 p.m. Monday to Friday, 8 a.m. to 5 p.m. on Saturday, and 9 a.m. to 4 p.m. on Sunday—and is doing it right. What about the other dealerships that are forcing their customers to go somewhere else for service?

Think about it. Do you really believe that your customers will take a day off work to service their cars with you? Have you surveyed customers about convenient hours? My definition of CSI is “Customer Supplies Income.” And there's too much competition—open evenings and weekends—waiting to take care of your customer.

When you sell a new vehicle, you hold 5 percent gross. You hold 11 percent for used. Parts sales bring 38 percent gross. When you sell labor, *you hold 70 percent gross*. I've heard that dealerships make up only 6 percent of service facilities but generate 41 percent of the revenue—and that unperformed maintenance adds up to \$56 billion. So why aren't dealerships open 24/7?

With that said, try this: Open service on Tuesday and Thursday nights until 9 p.m. for used-car reconditioning and new-vehicle PDIs. Saturday, operate 8 a.m. to 5 p.m. Most dealers with Saturday service that I've talked to say Saturday is their busiest day.

While sales sells the first car, service sells the second. All dealerships should be open until 9 p.m. Monday through Friday, 8 a.m. to 5 p.m. Saturday, and open for Sunday service if open for Sunday sales.

This article was written by NADA Academy instructor Bob Atwood. For more information on Academy and other NADA University training, visit [www.nadauniversity.com](http://www.nadauniversity.com) or call NADA U customer service at 800-557-6232. Please also visit [www.NADAuniversityblog.com](http://www.NADAuniversityblog.com) for NADA University's “Dealer Pain Points” series, in which various issues, concerns, and dealer compliance obligations are addressed in short video segments with NADA U experts. The experts “resolve” each Pain Point, and the viewer is directed to a wealth of NADA U resources on the topic.

# Loss Prevention

## Please route to:

- Owner
- General manager
- Sales manager
- Service manager
- Office manager

## New National Emission Regulations: Are you in compliance?

In 2010, new regulations controlling air emissions from paint stripping and surface coating operations, referred to as National Emission Standards for Hazardous Air Pollutants (NESHAP), were set forward. These new emission standards held a legal requirement to demonstrate initial and continuous compliance by January 10, 2011. Now several months past the mandatory compliance date, is your business 100% compliant?

If this is the first time you've read anything about NESHAP, you may be wondering if these new emission requirements apply to you. To know for sure, it's time to assess your compliance status.

The "Summary of Regulations Controlling Air Emissions from Paint Stripping and Miscellaneous Surface Coating Operations," published by the Environmental Protection Agency (EPA), shows this regulation applies to area sources that engage in:

- Paint stripping operations that use methylene chloride (MeCl)-containing paint stripping formulations;
- Spray application of coatings to motor vehicles and mobile equipment;
- Spray application of coatings to a plastic and/or metal substrate where the coatings contain compounds of chromium (Cr), lead (Pb), manganese (Mn), nickel (Ni), or cadmium (Cd).

## Compliance checklist

To help you further assess your status, here are some of the items to consider. Use this compliance checklist to assess your current status:

Submitted Initial Notification Form – Due date January 11, 2010	Yes	No
Completed Notification of Compliance to certify you are in compliance with the applicable requirements – Due date March 11, 2011	Yes	No
Trained/certified all painters on spray gun equipment selection, spray techniques, maintenance and environmental compliance.	Yes	No
Spray booth filters are 98% efficient.	Yes	No
Spray booths and stations used to refinish complete vehicles must be fully enclosed and ventilated at negative pressure or up to 0.05 inches water gauge positive pressure for booths that have seals on all doors and other openings and an automatic pressure balancing system	Yes	No
Spray booths and stations used to coat miscellaneous parts or products or vehicle subassemblies must have a full roof, at least three complete walls or side curtains, and ventilated so that air is drawn into the booth	Yes	No

Spray applied coatings are applied with HVLP (high volume, low pressure) spray guns or equivalent technology	Yes	No
Spray guns are not cleaned by spraying solvent through the gun	Yes	No

## Additional resources

The EPA Collision Repair Campaign Website offers great tools and resources to help you get a quick start on the path toward compliance: [www.epa.gov/collisionrepair/training.html](http://www.epa.gov/collisionrepair/training.html)

While visiting the EPA site, watch the free training video. It reviews NESHAP requirements plus additional best practices, including:

- Vacuum or wet sanding
- Solvent or wipe downs in a ventilated paint booth or prep station
- Low VOC solvents
- Low VOC or water based paints
- Mixing paint in a well ventilated mixing room
- Computerized paint mixing systems
- Storing and re-using left-over primers and basecoats
- All containers shut when not in use
- Designate a health and safety manager
- Establish a respiratory filter change out program
- Have Material Safety Data Sheets available to shop workers
- Follow OSHA guidelines regarding Personal Protective Equipment

## Resources on the site include:

Best Practices for auto refinish shops and schools:  
[www.epa.gov/dfe/pubs/projects/auto](http://www.epa.gov/dfe/pubs/projects/auto)

A Self-Evaluation Checklist of Best Practices for Auto Refinish Shops and Schools:  
[www.epa.gov/dfe/pubs/projects/auto/self\\_eval\\_checklist.pdf](http://www.epa.gov/dfe/pubs/projects/auto/self_eval_checklist.pdf)

Auto Refinish Project Best Practices Kit:  
[www.epa.gov/opptintr/dfe/pubs/auto/trainers/index.htm](http://www.epa.gov/opptintr/dfe/pubs/auto/trainers/index.htm)

The entire final rule for NESHAP (40 CFR Part 63, Subpart HHHHHH) can be found at:  
[www.epa.gov/ttn/atw/area/fr09ja08.pdf](http://www.epa.gov/ttn/atw/area/fr09ja08.pdf)

## Loss prevention information

For questions about this loss prevention topic, contact the Zurich Risk Engineering Department at 800-821-7803.

## Not a customer?

For more information about Zurich's products and Risk Engineering services, visit [www.zurichna.com/zdu](http://www.zurichna.com/zdu) or call us at 800-842-8842 ext. 7449.

## Already a customer?

Contact your Zurich Account Executive or agent for information about additional Zurich's products and Risk Engineering services.

*The information in this publication was compiled from sources believed to be reliable for informational purposes only. All sample policies and procedures herein should serve as a guideline, which you can use to create your own policies and procedures. We trust that you will customize these samples to reflect your own operations and believe that these samples may serve as a helpful platform for this endeavor. Any and all information contained herein is not intended to constitute legal advice and accordingly, you should consult with your own attorneys when developing programs and policies. We do not guarantee the accuracy of this information or any results and further assume no liability in connection with this publication and sample policies and procedures, including any information, methods or safety suggestions contained herein. Moreover, Zurich reminds you that this cannot be assumed to contain every acceptable safety and compliance procedure or that additional procedures might not be appropriate under the circumstances. The subject matter of this publication is not tied to any specific insurance product nor will adopting these policies and procedures ensure coverage under any insurance policy.*

# Drive new profit in your dealership.



**New profit center • Increase CSI • Maximize customer loyalty**



Montana Automobile  
Dealers Association



800.967.3633 | [www.AFAInc.com](http://www.AFAInc.com)

Company Name	Inspector Name	Ph#	Fax#	City
Benco Auto Lifts	Dick Joritz	888-799-8083	866-842-9306	Bismarck, ND.
Benco Auto Lifts		(701)-527-6604	866-352-7383	Fargo, ND.
Benco Auto Lifts	JD Hammerschmidt	(605)-545-0300		Rapid City, SD.
D & R Equipment	Kevin Tenesch	(406) 549-4554		Missoula, MT.
Northwest Fuel	Rod Fortier	(406) 240-3348		Kalispell, MT.
Marketing Specialties, Inc.	Todd Bernhardt	(406) 245-6117	406-245-6217	Billings, MT.
Northwest Equipment Sales	Dan Jones	(406) 250-5731		Kalispell, MT.
Wallace Industries	Bruce Wallace	(406) 256-8702	406 256-8702	Billings, MT.

## Cranes

Idle 6 months or annual inspection by OSHA - 5 ton up to 17.5 boom trucks Class C License - 18 ton and more Class A - Owner must maintain Safe Operating Conditions. Required:

- 1) Inspection Report Annual
- 2) Maint records
- 3) Operators manual

Company Name	Inspector Name	Ph#	Address
Crane Tech Service	Greg Zeleny <a href="mailto:gzeneny01@msn.com">gzeneny01@msn.com</a>	(406).248.9090	2910 Hannon Rd Billings, Mt. 59101
Anderson Crane Inspection	Terry Vandercook <a href="mailto:tvandercook@anderson-service.com">tvandercook@anderson-service.com</a>	(406).545.5370	475 Moore Ln. Billings MT. 59101
H&E Equipment Services Inc, I C M	Website: <a href="http://He-Equipment.com">He-Equipment.com</a>	(406) 388.2308	343 Floss Flats Rd Belgrade, Mt. 59714
Northwest Dynamics Inspection Services Inc.	<a href="mailto:ndis@centurytel.net">ndis@centurytel.net</a>	(406) 862.9119	232 Whitetail Lane Whitefish MT 59937
NORTHWEST Industrial - Billings	Mark Sewell		1819 2nd Ave. N. Billings, MT 59107
NORTHWEST Industrial - Missoula	Rory Mijares	(406) 543-2982 (800) 775-2794	8989 Roller Coaster Rd Missoula, MT 59808

Montana Automobile Dealers Association  
 501 North Sanders  
 Helena, MT 59601  
 (406) 442-1233  
 Fax (406) 449-0119

## 2011 MTADA Board of Directors

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	Tim Hubbard	University Motors	Missoula	406-721-4900
	Tom Simpson	Simpson Honda	Bozeman	406-587-0761
	Fred Morris	Courtesy Ford	Conrad	406-278-5533
	Craig Tilleman	Tilleman Motors	Havre	406-265-7865