



CRB Newsletter

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A WORD FROM THE CHAIRMAN

Greetings all. With the assistance and support of Ohio Attorney General Marc Dann's Office, the Collision Repair Board recently achieved a huge milestone in the prosecution of illegal repair shops.

In March, the Lorain County Court of Common Pleas granted injunctions against three collision repair facilities. Each shop owner was ordered to cease doing business as a collision repair shop until they were compliant with Ohio law. The action has been a long time coming. And this is just the beginning of many more court judgments to follow.

Three more counties in Ohio will be experiencing injunctions within the next several weeks. Once those cases are filed, there are several more cases being finalized for prosecution.

Obviously, our Board would much rather work with shops to voluntarily comply with registration regulations, as opposed to taking court action. But unfortunately, there will always be shop owners that insist on holding out.

In other news, the Board recently welcomed a new member. Eric Poklar, will be representing the public on the Board. Eric is the Executive Director of the Ohio Crime Prevention Association based in Dublin. He is a graduate of Ohio State University, and has many years of experience in public service. We are very pleased to have Eric on the Board and look forward to working with him. Eric and his wife Jennifer reside in Powell with their daughter, Anna.

Thank you all for your continued support. Please feel free to contact our office should you have any questions.

MISSION STATEMENT

Effectively and efficiently enforce Ohio laws by implementing Turnaround Ohio initiatives to enhance consumer protection and promote industry growth and compliance.

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First-ever Women's Industry Network conference to be held in April

Phoenix, Arizona — The Women's Industry Network (WIN), a new organization formed to develop opportunities for women in the collision industry, will hold its inaugural conference April 29 to May 1 at the Hilton Phoenix Airport Hotel in Phoenix, Ariz.

WIN's mission is to encourage, develop and cultivate opportunities to attract women to the collision repair industry, while recognizing excellence and promoting leadership. Members of the group participated in the Women's Conference, held last May, which was hosted by Assured Performance Network.

"For the past two years, we've seen more and more women looking for a place to connect with other women in the industry while we were at NACE," says WIN advisory board member Gigi Walker, of Walker's Auto Body in Concord, Calif. "We wanted to put together a forum where we could discuss our problems and concerns, and implement some solutions."

"The conference will include sessions on business strategies, ways to recruit more women to the collision industry, working with local vocational schools, and performance management techniques. Speakers include Susan Hood, vice president of claims at State Farm; Mary Mahoney, vice president of national marketing at Enterprise Rent-A-Car; and Laura Angell, I-CAR instructor from Warren Technical Center in Lakewood, Colo.

The group's leadership includes some of the most prominent women in the industry. Sheila Loftus, of Loftus Information Network, is the group's executive director. The advisory board includes Walker, Diane Rodenhouse of Rodenhouse Body Shop in Grand Rapids, Mich.; Trish Serratore of the National Institute for Automotive Service Excellence in Leesburg, Va.; Frederica Carter of Akzo Nobel Coatings; Geralynn Kottschade of Jerry's Body Shop in Mankato, Minn.; Claire Macfie, editor of *South Africa Automotive Refinisher*; Kathy Mello of TGIF Body Shop in Fremont, Calif.; Marcy Tieger of Symphony Advisors in Irvine, Calif.; Catherine Babiar from Canada; and Lyn Shepherd from the U.K.

Loftus is the editor of the *CRASH Network* newsletter, and is the former executive director of the Washington Metropolitan Auto Body Association and former editor and publisher of *Hammer and Dolly*.

The current organization includes elements of the WIN group that Loftus and Serratore originally started as an informal organization in the 1990s, which held several workshops and seminars.

The number of women working in the collision repair industry has grown significantly over the past few decades, with more women participating as shop owners and managers, and, increasingly, as technicians.

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“PPG was chosen because they are the global leading coatings company with proven excellent services.”

INVESTIGATOR’S REPORT

The following is a 2007 year-to-date recap of activities:

Complaints Investigated	24
Notices of Violation Issued	38
New Shop Applications Issued	32
Renewal Reminders Issued	40
Prosecution Proceedings Initiated	344
Shops Located “Out of Business”	32
Total Shop Visits	260

Hyundai Approves PPG Refinish Products for Global Dealership Body and Paint Program

STRONGSVILLE, Ohio — The Hyundai Motor Company has named PPG an approved aftermarket supplier for its new Hyundai Global Body and Paint Program.

As part of the agreement, PPG will provide its PPG and Nexa Autocolor re-finish brands, including the Global, Deltron and Nexa Autocolor 2K lines, as well as Envirobase and Aquabase Waterborne Basecoat Systems to Hyundai dealerships and their authorized repair partners.

Also, PPG, in co-operation with Hyundai, has developed dedicated training courses designed to teach Hyundai paint technicians proper product and application techniques for PPG products. PPG already has a refinish training program in place that includes training facilities and instructors throughout North America, Europe, Australia and Asia.

Since 2006, we have worked with PPG to develop this dedicated technical training program, which will increase the quality and efficiency of our body and paint operations worldwide,” says Chang-Seok Im, director, overseas customer service group, Hyundai Motor Company. “PPG was chosen because they are the global leading coatings company with proven excellent services.”

“We are very pleased to be selected as a partner in Hyundai’s innovative program for its dealership repair facilities,” says Bill Shaw, director, business development U.S. “PPG has long been a global leader in coatings, color and innovative technologies, and we believe our high quality, performance coatings systems, along with our customer commitment, can more than meet the exacting requirements of Hyundai dealerships and their repair partners.”

In addition to being a refinish supplier to Hyundai, PPG is an OEM supplier, providing coatings and paint systems for Hyundai’s Santa Fe and Sonata models produced at Hyundai Motor Manufacturing in Alabama.

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“We believe training is key to our customers’ growth and success, given the challenges they face in this ever

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For more information on the Hyundai Motor Company, visit <http://worldwide.hyundai-motor.com>. For more information on PPG refinishing products, visit www.ppgrefinish.com.

Courtesy of Automotive Body Repair News

PPG trains over 13,000 students in 2006

STRONGSVILLE, Ohio — Nearly 14,000 individuals attended a PPG Automotive Refinish training course in 2006. PPG offers a variety of training courses and seminars designed to educate and inform personnel in every area of the collision repair industry.

Classes in 2006 included technical training classes for users of PPG products such as Deltron, Nexa Autocolor 2K, Global and Delfleet. PPG also offered a variety of body shop business development seminars, as well as distributor sales, technical and business development classes. In addition, PPG provided training to Commercial Performance Coatings customers, members of the CertifiedFirst Network, participants in the MVP program, users of Matthews Paint sign coatings, vocational instructors and insurance industry personnel.

Classes are held at 16 PPG business development centers, located throughout North America, as well as in affiliate locations in over 100 key markets.

“We believe training is key to our customers’ growth and success, given the challenges they face in this ever changing industry,” says Bill Troyer, manager, refinish training, North America, PPG. “PPG’s commitment in this area is quite possibly the largest in the industry, and we will continue to invest in providing and developing training programs that offer our business partners resources to accomplish their objectives.”

For more information on PPG training classes, visit www.ppgrefinish.com.

Courtesy of Automotive Body Repair News

LEGISLATIVE UPDATE

Shop owners must get involved with pending legislation if they intend on making a positive impact on our industry. Contact your local lawmakers. Each year there are numerous issues that arise. Issues that have an effect on the small businessperson. Nearly everyday, a shop phones our office and wants to know what they can do to improve problems plaguing the shop owners. If you contact your legislators, and have your regular patrons do the same, you can make a difference. Let them know where you stand on the issues, and let them know you are tracking the legislation through the process.

Director Greene

There are no new issues to report at this time.

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WIN's mission is to be a supportive, nurturing and educational network for women in the auto collision repair industry, in part through developing a mentoring program for women in the industry, as well as additional conferences and networking opportunities. They also want to set up educational scholarships to encourage more women to join the industry. Walker says the group plans to work closely with other national and state auto body associations.

"There are things going on in the industry that are wonderful and great, and we need to nurture that," says Walker. "Women are a viable part of the collision repair industry. We want to make sure they can work in an environment that is conducive to that."

Cost for the conference is \$325 per attendee, including meals and seminars. For more information on the conference, contact Sheila Loftus at (202) 363-1858 or s@loftus.us. Visit WIN's Web site at www.womensindustrynetwork.com.

Courtesy of Automotive Body Repair News

"There are things going on in the industry that are wonderful and great, and we need to nurture that,"

There is no excuse why existing shops should not be legal by now.

Director's Comments

Coming to a County Near You

As most of you have heard, in conjunction with Ohio Attorney General Marc Dann, our Board received injunctions from the Lorain County Court of Common Pleas. The court agreed that Rapid Auto Body, Fender Mender and Jeff's Auto Body, were all doing collision repairs without legally being registered with the State. All three facilities were ordered to cease collision repair activities until they became compliant with Ohio law.

As I stated in previous publications, this is just the beginning. Enforcement efforts will continually be stepped up until all the shops in Ohio are legal. It has never been the intent of the Board to close down repair shops. We would much rather work with facilities to become compliant. My question is, how much time do you need? This law has been in effect nearly ten years. There is no excuse why existing shops should not be legal by now. And there is no reason new shops should not have learned about the law if they did their research prior to opening their doors.

Unfortunately, the majority of shops that are not registered have chosen not to comply with Ohio law. Most have the capability to get legal. Our job is to bring these shops before the courts, before the public and before the insurance companies, to let them know whom they are doing business with, and why they should be concerned about a business that chooses to operate illegally. Personally, I do not want my family riding in a vehicle repaired by an illegal repair shop. Furthermore, I do not want to pay my insurance rates to a company that opts to do business with an illegal facility. If a business owner openly refuses to pay registration fees and comply with Ohio laws, what are they doing behind the scenes?

In closing, I guess our new slogan could be, "*The Collision Repair Board. Coming to a county near you.*"

Should you have any questions, please feel free to contact my office.

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