



CRB Newsletter

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A word from the Chairman

.....About the Board Meetings

During 2006 there will be six bi-monthly board meetings. The meetings convene at 10 a.m. and normally last 2-4 hours. We discuss many important issues that impact collision repair operators in the state of Ohio. Guest speakers are scheduled frequently to address issues that are or will be affecting the collision repair industry. For example, we have three speakers scheduled for the February 8, 2006 Board Meeting. State Representative Michael Skindell will address House Bill 370, which if passed, would require the addition of a bittering agent to all antifreeze/coolant, Rick Carleski from the Ohio EPA will discuss Permit by Rule, and Lee Burkleca, also from the Ohio EPA, will discuss the E-Check program.

I am asking each of you to take time out of your busy schedule to attend at least one board meeting during 2006. We would like to meet you and hear your perspective on the issues at hand. The Board will be much better prepared to address the primary concerns of the collision repair industry in Ohio armed with your input.

The Ohio Board of Motor Vehicle Collision Repair Registration will hold all 2006 Board meetings at the Shipley Public Safety Building, 1970 W. Broad Street, Columbus, Ohio 43215. The meeting dates are as follows: February 8, April 12, June 14, August 9, October 11, and December 13. When you obtain your visitors pass, the police officer at the reception desk will direct you to the correct meeting room.

Ralph C. Emus

Mission Statement

Promote consumer protection through oversight and enforcement of Ohio laws requiring registration of motor vehicle collision repair operators and facilities in the state of Ohio.

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New Chair/Vice-Chair Elected for 2006

During the December 14, 2005 Board Meeting a new Chairman and Vice Chairman were elected to lead the Ohio Board of Motor Vehicle Collision Repair Registration during 2006.

Ralph C. Emus, owner of Emus Automotive in Conneaut, Ohio, was elected Board Chairman to replace outgoing Chair, Dean P. DeRolph. Ralph was appointed to the Board in 2001 by Governor Taft to represent mechanical repair facility owners and will complete his final term on January 1, 2008. He is a member of the Automotive Service Association and is a graduate of the Automotive Management Institute in Bedford, Texas.

Dave P. Weber, owner of Weber's Body & Frame in West Alexandria, Ohio, will serve as the 2006 Vice Chairman. Dave has served the citizens of Ohio since January 30, 2001 and his final three-year term expires on January 1, 2007. He is an active and founding member of the former Dayton Area Autobody Owners Association, now known as the Ohio Collision Repair Association (OCRA).

2006 Ohio State Highway Patrol Salvage Vehicle Inspection Facility Locations

DISTRICT 1- FINDLAY

TPR. BRIAN CUPP-U 856 419-423-2957
8210 SUITE # D, C.R. 140, FINDLAY, OHIO fax 419-423-2627

DISTRICT 2-BUCYRUS

TPR. BOB PRIESTAS- U-1007 419-563-0272
1653 MARION RD., BUCYRUS, OHIO fax 419-563-2806

DISTRICT 3-MASSILLON

TPR. JACK HOLLAND- U-253 330-769-5089
8730 LAKE RD., SEVILLE, OHIO fax 330-769-1498

DISTRICT 4-WARREN

TPR. LORRAINE ROLF- U-712 330-898-2894
3424 U.S. RT. 422, SOUTHLINGTON, OHIO fax 330-898-4386

DISTRICT 5-PIQUA

TPR. MARK MADIGAN- U1341 937-335-6412
1275 EXPERIMENT FARM RD, TROY, OHIO fax 937-335-6934

DISTRICT 6-COLUMBUS

TPR. RUSS CANTRELL- U240 614-644-1667
1583 ALUM CREEK DR., COLUMBUS, OHIO fax 614-644-1688

DISTRICT 7-ZANESVILLE

TPR. GARY HAWKINS- U-827 740-452-0314
4200 WEST PIKE, ZANESVILLE, OHIO fax 740-452-0378

DISTRICT 8- BLUE ASH

TPR. DAN BROWN- U494 513-777-5547/6037
9971 CINCINNATI-DAYTON RD. WESTCHESTER, OHIO fax 513-777-6315

DISTRICT 9-JACKSON

TPR.LARRY PHILLIPS- U-1226 740-286-3457
25 MCCARTY LANE, JACKSON, OHIO fax 740-286-1625

DISTRICT 10-CLEVELAND

TPR. GIL MCCUNE- U-1207 216-587-4305 (EX2)
12323 BROADWAY, GARFIELD HEIGHTS, OHIO fax 216-587-1071

Removing Vehicle Identification Numbers or Derivative from a Vehicle or Vehicle part:

Section 4549.62 of the Ohio Revised Code states: **“No person, shall, with purpose to conceal or destroy the identity of a vehicle or vehicle part, remove, deface, cover, alter or destroy any vehicle identification number or derivative thereof on a vehicle or vehicle part.”**

VIN Replacement:

If during the repair or rebuilding of a vehicle, the VIN plate or FID is damaged the following procedure must be followed in order for a replacement plate or label to be re-issued:

1. Contact the Bureau of Motor Vehicles- Title Division - 614-752-7671, to request VIN replacement paperwork. (This paperwork can be either mailed or picked up at the B.M.V. offices.)
2. Complete all the necessary captions that apply.
3. Contact one of the Ohio State Highway Patrol Inspection locations for an appointment to have the BMV 3808, Vehicle Identity Verification form completed.
4. Once the BMV 3808 and BMV 3713 forms are completed, the paperwork and the Ohio Title for that vehicle must be mailed back to the BMV Title Division, 1970 West Broad St., Columbus, Ohio.
5. Once this paperwork is processed, a check will be made with the vehicle manufacturer to determine if a factory replacement VIN plate is available. If not, a State of Ohio Replacement VIN plate will be issued by the State Highway Patrol.
6. Once the VIN plate is manufactured, it will be sent to the closest Salvage Inspection Facility to the applicant for attachment.
7. At the completion of this inspection, the necessary forms will be given to the applicant to take to the County Title Office. A NEW Ohio title will then be issued, with the notation “DPS VIN REPLACEMENT” in the comments caption of the title.

Remember.....If you replace the dashboard on the vehicle, the VIN needs replaced as well. Before you return the vehicle to the customer, make sure their VIN plate matches the FID label. This will avoid any complications for your customer in the future.

Investigator’s Report

By Michael R. Greene

During 2005 I was very busy traversing the State of Ohio, visiting collision repair shops, investigating complaints, and preparing cases for subsequent prosecution. I was very impressed with the cleanliness, professionalism, and dedication witnessed during many of my visits. You have been a great help to me by providing pertinent information regarding non-compliant shops and by providing your perspective. I want to let you know that all complaints are taken seriously and are addressed in a timely manner. Obviously, we are here to serve you and look forward to hearing your constructive input.

The following is a recap of 2005 activity totals:

Total Complaints Received	105
Notices of Violation Issued	185
New Shop Applications Issued	137
Renewal Reminders Issued	83
Prosecution Proceedings Started	35
Total Shops Visited	991

Some Dealerships Shutting Down Auto Body Shops

By Earl Eldridge / USA Today

Stung by equipment, staffing and environmental issues, car dealerships are closing their body shops.

Only 40% percent of the more than 21,000 new car dealers have a collision repair shop, down from 70 percent in 1974.

"It's a business that you either have to be in it seriously or be out of it," says Paul Taylor, economist for the National Automobile Dealers Association.

For consumers, the pullback in dealer collision repair shops could mean problems in getting wrecked specialty cars repaired, especially the new gas-electric hybrid vehicles.

While the sheet metal on hybrids is equivalent to that on similar gasoline-powered cars, the hybrids have unique transmission and motor components that require advanced training to repair.

Consumers also might have to travel farther to get repair work done when dealers either close their body shops or, if they remain in the business, often build a separate facility in a space big enough to handle a large volume of wrecked cars, including ones from brands other than their own.

Helping drive dealerships from the collision repair business: Cost of equipment. Fixing damaged sheet metal has become increasingly complicated. Repair businesses have to spend at least one million dollars for the basic computer-programmed equipment needed to fix today's cars, according to Dave Dunn, owner of Masters School of Autobody Management.

One example: In the past, most cars were built with a body placed over a frame that holds the engine, interior and other mechanical parts.

Today, most cars are one total unit called unibody. That means precision welds of sheet metal are needed to maintain the integrity of the car body.

Difficulty finding and retaining painters and other body repair staff with the necessary skills. Body repair and auto painting is a skilled trade that today requires computer knowledge to operate the machinery. But employees with computer skills often can find less demanding work in other businesses, dealers say.

Adding to the problem, insurance companies pay a lower hourly rate for body work. Labor for mechanical repairs typically costs about \$60 an hour, while labor for body work is typically \$35 to \$40 an hour.

Environmental requirements, Governmental regulations dealing with spray painting vehicles has gotten stricter.

That, in turn, has required new, more costly equipment to capture the chemicals released when a vehicle is painted.

Bud Lawrence, owner of Bobby Jones Ford in Augusta, Ga., says he decided to close the dealership's body shop two months ago.

"We were at a point where we needed to spend about \$1.2 million to upgrade the paint booths and frame machines and move to another building, Lawrence said."

"We couldn't see getting that money back. It had become a money-losing service we provided to our customers."

Rather than getting out of the business completely, some dealers are pooling their resources. Four dealers near St. Petersburg, Fl., for instance, invested in a 25,000 square foot collision shop that will handle customers for all the dealerships. The facility will include a rental car lot for customers.

Unlike the dealerships, independent body shops are better able to deal with the expenses and regulations because they focus solely on collision repair work and are not sidetracked with new and used car sales.

They also do a big enough volume to compensate for the low profit margins on body repair work.

That, Dunn says, is the problem for the dealers. "Because of the low profit margins, dealers need to do a high volume of business to make money," he said.

Courtesy USA Today : Original print date October 11, 2004

Legislative Update

House Bill 150, Junk Yards: Introduced in the House on March 24, 2005, would require penalties to be imposed if a junk yard owner fails to make required changes or improvements. Permits a licensee to sell junk while the licensee's license is suspended. Requires license to be revoked if licensee fails to make changes or improvements during 90-day suspension. Increases the tax imposed on owner, up to \$100.00 per day while the violation continues. Last hearing was in the Senate on 10/27/05. No new hearings scheduled at this time.

House Bill 198, Glass Technicians: Introduced by Representative Blessing on 4/14/05 in the House of Representatives. Would establish the State Board of Glass Technicians. The Board would regulate automotive glass repair technicians and glazers. This would be a licensing board that would evaluate qualifications, prescribe standards, adopt rules as necessary, and establish continuing education curriculum. There have been no hearings on the bill, to date.

House Bill 208, Introduced on 4/20/05 by Representative Raga and was assigned to the House Transportation, Public Safety, and Homeland Security Committee. Allows salvage motor vehicle auctions and salvage motor vehicle pools to sell salvage motor vehicles to certain specified authorized purchasers instead of only to motor vehicle salvage dealers. Eliminates the restriction that provides that an insurer, repair facility, or installer may use a salvage motor vehicle part in the repair of a motor vehicle only if the part is removed from a salvage motor vehicle by a motor vehicle salvage dealer. Increases from five to nine the membership of the Motor Vehicle Salvage Dealer's Licensing Board. Changes the name of the current Board of Motor Vehicle Collision Repair Registration to the Board of Motor Vehicle Repair Registration. Requires the registration of motor vehicle mechanical repair facilities. The next hearing is scheduled in the Senate on 2/8/06.

House Bill 370, Bittering Agent: Introduced on 10/05/05 by Representative Skindell. Would require automobile antifreeze or coolant containing more than 10% ethylene glycol and manufactured after 12/1/05, to include a bittering agent making the engine coolant or antifreeze unpalatable. The bittering agent shall consist of not less than 30 parts per million and not more than 50 parts per million. There have been no hearings scheduled on this bill.

DeRolph and Sterwerf Complete Final Term

On December 31, 2005 Board Members Dean P. DeRolph and Dennis N. Sterwerf completed their final term as members of the Ohio Board of Motor Vehicle Collision Repair Registration. Dean is the owner of Kumler Collision located in Lancaster, Ohio and Dennis is the owner of Fairfield Auto and Truck Service located in Fairfield, Ohio.

Dennis Sterwerf was an original member of the Board and has served since his original appointment on February 12, 1998. Dean DeRolph was appointed to the Board on December 8, 1999 to replace Keith Kumler who was killed in a boating accident on Buckeye Lake.

Dennis and Dean have done an outstanding job serving the citizens of Ohio, and the collision repair operators located throughout the state. They are consummate professionals who are passionate about making the collision repair industry the best it can be. They have committed the time necessary to get the job done effectively, with the best interest of the collision repair operators and the consumer in mind.

Please join me commending Dean and Dennis for a job well done!

State Farm Makes Changes to its Auto Damage Service Programs

State Farm Mutual Automobile Insurance Company is initiating changes in its auto damage service repair programs. Designated markets in California, Indiana, Illinois, and Michigan will test an agreement that will replace existing Service First and Select Service programs in those markets. This program will carry the Select Service name.

In a statement issued by the company, State Farm said its customers will maintain freedom of choice when selecting a repair facility.

Through the new agreement with participating repair facilities, State Farm will extend a premier level of vehicle repair service to all State Farm customers having work performed in the market areas where the program will be implemented. "In addition to the one-stop convenience of State Farm's current repair programs, customers will receive other premium services including national limited lifetime repair warranties, guaranteed completion dates, wash and vacuum of repaired vehicles, and pick-up and delivery service," the statement claimed.

Later this month, repairers in the designated markets will have an opportunity to review the new agreement and decide whether to apply to participate in the new program. Select Service eligibility will be extended to the most qualified, most competitive repairers in the industry – large or small. "Repairers who are best suited to meet the repair value and capacity needs of State Farm customers will be invited to participate following the application process," the statement read. "The revised performance-driven Select Service program will provide customers with the best value in vehicle repairs with a continued focus on quality, efficiency and competitive price."

State Farm will monitor results in these designated markets and will continue to seek input from collision repair industry representatives and customers as future changes are considered.

Courtesy Automotive Body Repair News

For Safer Teen Driving, Read This *Before* Handing Over the Keys

Moms are the ones who usually cart kids around from school to scouts to baseball. More often than not, these women take responsibility for the repair and maintenance of their vehicles. But what happens when the kids grow out of the backseat and into the driver's seat? Who's looking after their vehicles?

Automotive preventive maintenance and repair knowledge is like algebra, says the Car Care Council. We're not born knowing it, it has to be learned. Teach your young drivers the basics about their cars before they get the keys. If you don't know much about automotive maintenance/repair, do yourself a favor and learn it along with your kids. Here are a few tips:

- Explain that all cars, new and old, need regular attention. Make sure your teenager knows and follows the maintenance schedule for his/her car. In addition to making a car safe to drive, preventive maintenance can save thousands of dollars during a lifetime of driving.
- Don't overlook the owner's manual. This is full of information about the car that your young driver may never know unless he/she is familiar with this automotive bible.
- Make it fun. There are myriad sites on the Internet that are fascinating for

young and old drivers, alike. Some have Q & A sections. Let your teen send his/her tough questions to the professionals.

- It's probably been a while since they went on a field trip. Take them with you to the repair facility, the tire store, the body shop and wherever you have automotive work performed. Get them accustomed to the automotive world-its people, places, jargon, and prices.
- There are hundreds of books available on this subject. Many are written specifically for non-technical audiences; some are even humorous. Buy a few and make them required reading for the licensing process.
- Make a plan. What happens if the car breaks down, he/she has a wreck, or the car gets stolen? What if no adults are home to receive the panic call? Whether you want your teenager to call your family repair facility or Aunt Sadie, give them some instruction and put important phone numbers in the glove compartment.

For many parents, driving age is the final frontier. Certainly it is an important rite of passage for teenagers. Don't let your child pass into this stage of his/her life without being prepared. Take the time and the necessary materials to make your young driver feel competent and secure.

Courtesy Car Care Council