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Computerized Measuring

By Lee Petersen

There's no doubt about it: the collision repair industry has officially entered the high-tech age. As vehicles have become increasingly complex and insurance companies more demanding in their need for verification and documentation, information has quickly become as important as iron to any collision repair center that hopes to successfully compete in the 21st century.

An accident - even a minor one - can affect an entire vehicle ... especially newer models.

And sometimes frame damage isn't readily apparent to the eye. As a result, structural damage often isn't discovered until after repairs have begun, forcing delays and added costs due to supplements, friction expenses and impatient, unhappy customers. These types of structural problems have increased substantially over the past five years, and have seriously affected the collision industry's ability to turn a reasonable profit from its labors.

But fortunately, help has arrived in the form of computerized measuring. Gone are the days when customers or insurance companies were content with repairs based on plumb bobs, tape measures or mechanical gauges. Instead, these antiquated methods

are now being replaced with sophisticated, computerized, laser measuring systems that offer pinpoint accuracy; can see hidden damage visual inspections miss; and provide full-color documentation of the vehicle's condition before, during and after repairs have been made.

That being said, computerized measuring is revolutionizing the way vehicle damage is analyzed and repaired. But like all tools, these systems are only as effective as the people who operate them and analyze the information they generate. And because the cost of these systems can be a hard pill to swallow for many small- and medium-size shops (typically in the \$15,000 to \$30,000 range), comprehensive training is essential to maximize the benefits these systems offer while generating a substantial return on investment.

Although detailed training is available in how to read and understand computerized structural reports, those reports won't make much sense to someone who doesn't have a sound understanding of collision dynamics and basic repair planning. Doing so would be akin to teaching someone to read an X-ray who has never attended medical school ... you're just not going to get the job done right.

In recent years, Chief Automotive Systems has expanded its course offerings to address the needs of both body shop estimators and insurance appraisers as well, and has trained more than 10,000 of these professionals on proper collision repair theories and techniques. The National Institute for Automotive Service Excellence (ASE) has certified these courses, as well as all other Chief training, and the company is a charter member of I-CAR's Industry Training Alliance. Students completing a course can apply for I-CAR points through I-CAR's Web site.

Persons who successfully complete these courses will possess the level of understanding necessary to not only recognize the structural dynamics that took place during a particular type of collision, but the repair procedures that are required to reverse that damage for a quality repair. Collision repair professionals who attain this level of expertise are ready for Chief's Computerized Measuring Training. This comprehensive 16-hour course is designed to instruct technicians, appraisers and insurance estimators on every aspect of computerized measuring technology - including the correct operation of the equipment and the ability to accurately read and interpret the computerized structural reports in order to generate increased quality and profitability.

Currently, more than 10,000 U.S. collision centers have computerized measuring systems capable of the accuracy and documentation today's consumers require - and sales of these systems has been steadily increasing over the past several years.

For shops that embrace this new technology, the benefits are many. For body shop estimators, the use of computerized measuring systems allows them to see hidden frame damage even the most thorough visual inspections would likely miss. As a result, initial estimates are far more comprehensive, and help to dramatically reduce supplements and friction costs.

Additionally, a more accurate diagnosis allows work to be planned and scheduled more efficiently, while the final print-out documentation provides both the customer and their

insurance company with indisputable evidence that the vehicle is safe to operate and has been returned to its pre-accident condition.

From the repair technician's point of view, computerized measuring allows them to significantly improve repair quality while substantially reducing repair time. As lasers precisely measure the damaged sections of the vehicle, a computer compares these measurements to the vehicle's correct specifications. Damage - even hidden damage - is precisely identified, which enables technicians to plan and execute repair plans more effectively. And the best computerized system will actually display measurements while pulls are being made. This unique feature allows technicians to quickly and accurately return the vehicle to factory-like condition.

And while there's little argument that computerized measuring yields multiple benefits to the collision repair industry, insurance companies are perhaps the most vocal supporters of this new repair technology. As more and more insurance providers see the benefits of computerized measuring, they either strongly recommend or require shops they do business with to have computerized measuring as part of their repair process.

A large part of this enthusiasm centers around the printed documentation that these systems provide. By being able to read and analyze a detailed printout of the vehicle frame before repairs are initiated, insurance companies have come to realize that frame supplements and friction costs can be virtually eliminated. Additionally, the printed documentation provided after repairs offers indisputable evidence that the repairs were done correctly and that the vehicle is safe to operate. This type of quantifiable proof drastically reduces future liability for both the body shop and the insurance provider should that vehicle ever be involved in an accident again where a lawsuit results.

Shops and insurance companies that have invested in this training traditionally realize an amazingly fast return on their investment in a number of areas:

- Repairs are completed more quickly and efficiently, resulting in greater profits
- The number of problem comebacks are substantially reduced
- There is a sharp reduction in supplements and friction costs
- There is increased business, from both customer word-of-mouth and insurance company DRP volume
- They experience higher retention of their skilled workers.

Successful companies in any industry are those that stay abreast of new technologies and continue to seek ways to improve the quality of their products and services. Computerized measuring has proven its effectiveness within the collision repair industry to the point that collision repair centers and insurance companies are now faced with two basic choices: they can either climb aboard this train to increased profitability or face the possibility of getting run over by it! And without a doubt, proper training in using and understanding computerized measuring technology is the engine that is driving that train.

Lee Petersen is manager of insurance and automotive industry affairs for Chief Automotive Systems headquartered in Grand Island, Neb. Chief is recognized as an industry leader in collision repair education and planning, having trained more than 23,000 body shop technicians on such collision-related topics as Collision Theory and

Structural Repair & Analysis for both full-frame and unibody vehicles, and Multiple Pull Repair Methodology. For more information, visit www.chiefautomotive.com.

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COLLISION REPAIR CODE OF ETHICS

INTRODUCTION

This document has been the work of many months, and I finally feel that this draft is ready for consideration by leaders of the collision repair industry. It has been drafted as a model that can be shaped to the specific needs of a repair association and the state laws that may govern repairers. I have hopes that a Collision Repair Code of Ethics will eventually be adopted in every state and will be governed by a strong state association. I understand that piecemeal adoption by small, local associations may cause conflict and problems. However, I believe the collision repair industry would benefit from having strong state associations capable of governing the collision repair industry, and I believe that adoption, or even consideration of an ethical code by some existing strong associations, may spread the interest to other states.

This Code is designed to refocus collision repairers' understanding of themselves as professionals, help collision repairers regulate their own industry, decide what actions and characteristics should be promoted in repair professionals, and authorize sanctions for failing to maintain ethical standards. It has three essential components: 1) definitions; 2) ethical considerations; and 3) disciplinary rules.

The definitions are self-explanatory. The ethical considerations are those things which are encouraged and recommended for the repair industry but are not mandatory. It would dramatically improve customer relations if repairers embrace the plain language provisions allowing their customers to make truly informed repair decisions. I also envision that as the industry advances and vehicles continue to become more complex, the education, training, and equipment standards will likely be converted into mandatory components of the Code. Making education and training mandatory for future entry into this profession is something I would encourage. Perhaps, it should already be required with "grandfather" provisions for repairers already practicing. Continuing education and training courses are also extremely beneficial for keeping knowledge and skills sharp.

The disciplinary rules are mandatory. Failure to abide by the disciplinary rules subjects a repairer to discipline and sanctions. The repair industry must decide what actions warrant discipline and what form sanctions should take. I would suggest monetary fines of varying amounts, warnings and public reprimands for less grievous violations, and impairment or deprivation of license or ability to engage in collision repair for a certain time for fraud and violations related to safety issues.

With grateful acknowledgment,

E. L. Eversman, J.D. 10/10/2007 Ver. 4 Created by E. L. Eversman, J.D. © 2007 Vehicle Information Services, Inc. 2

Collision Repair Code of Ethics

The collision industry and collision repairers have the lives and safety of the motoring public in their hands. Recognizing that consumers typically have no experience with these repairs, they place their trust and confidence in the professional collision repairers to ensure that vehicles are safe and properly repaired. It takes knowledge, skill, and expertise to properly repair a damaged motor vehicle. To ensure that consumers receive high quality repairs and to promote consumer confidence in those repairs, collision repairers must conform their practices to ethical standards.

Definitions

1. "Collision repairer" shall mean any person or business engaged in disassembling, reconstructing, or repairing motor vehicles that have been damaged by impact, other than impact solely affecting a non-urethane set glass component of the motor vehicle, or solely affecting a mechanical component of the motor vehicle. Paintless dent repair is an activity expressly included in this definition of collision repair. Any person or business accepting compensation for impact-related motor vehicle activities is included in this definition, unless otherwise expressly excluded. Excluded from this definition is any person or business that engages in repairing its own motor vehicles or repairing fewer than five (5) motor vehicles in any calendar year as a hobby.
2. "Collision repair facility" shall mean any business that receives compensation for the activities of a collision repairer.
3. "Consumer" is defined as any individual or entity that has purchased or leased a motor vehicle primarily for personal or household use.
4. "Customer" is defined as the consumer of the motor vehicle, or that person's specifically designated representative.
5. "Damage analysis" is defined as the documentation of a thorough review of the damage sustained by a vehicle and the proposed plan to repair the vehicle.
6. "Damage analyst" is defined as any person employed by a collision repair facility for the purpose of preparing damage analyses who is not otherwise a collision repairer.
7. "Estimate" is defined as a preliminary identification of vehicle harm and expected repair costs.
8. "Like, kind, and quality", is defined as used original equipment manufacture parts that are undamaged parts obtained from a motor vehicle of the same manufacture, same year or newer (and same body style if applicable), and from a motor vehicle driven the same number of miles or fewer than the vehicle from which the parts are to be replaced. Due to the potential inherent safety risks associated with such installation, no used motor vehicle suspension, steering, restraint, or safety part may ever be considered as like, kind, and quality.
5. "Paintless dent repair" is defined as the lessening or removal of indentations on a sheet metal component of a motor vehicle that is achieved without significantly altering any portion of the paint externally coating the motor vehicle.
6. "Peer Review Board" is defined as a board consisting of members of the collision repair industry who have met the qualifications to serve as an oversight authority for members of the state or local collision repair industry.
7. "Peer Review Panel" is defined as a panel consisting of members of the collision repair industry authorized by a Peer Review Board to hear complaints and render disciplinary recommendations to the Peer Review Board for violations of the Collision Repair Code of Ethics.
7. "Specifically designated representative" is defined as any person who has been given the right to act on behalf of the motor vehicle consumer. Unless this person has a familial relationship to the consumer, a person may only be deemed a specifically designated representative upon presentation of an original, duly executed, and notarized

power of attorney recognized by the repair facility's state law as creating a fiduciary relationship between insurer and customer, which contains language expressly authorizing the representative to act as the consumer's agent for purposes of collision repair.

Peer Review Board and Panel Recommendations

To provide for self-regulation and to encourage the best practices of persons involved in collision repair, collision repair organizations should consider creating Peer Review Boards to govern the professional activities of collision repairers, to investigate complaints against repairers, and to act upon complaints or violations of the Collision Repair Code of Ethics. The Peer Review Board may establish panels to consider and adjudicate complaints which may then be reviewed by the Board.

- 1) The Board should consist of seven (7) to ten (10) members. Panels should consist of three (3) to five (5) members.
- 2) Boards should meet at least once per month, or more frequently as necessary, unless there is no business to transact. A Board is not required to create any Peer Review Panel. If a Board does not elect to create a panel, the Board is responsible for hearing complaints and imposing sanctions on a collision repairer for violations of the Collision Repair Code of Ethics. A panel may be created and/or dissolved as deemed necessary by the Board. The Board may determine that a permanently existing panel is preferable.
- 3) Board members should have a minimum of five (5) years of collision repair experience before becoming eligible to serve on a Board. Panel members should have a minimum of three (3) years of collision repair experience before becoming eligible to serve on a Panel.
- 4) Collision repair experience for Board or Panel membership is defined as "hands on" experience in a collision repair facility.
- 5) Panels should have the ability to review complaints pertaining to workmanship, safety, and any issues governed by the Disciplinary Rules.
- 6) Panels should have the ability to issue decisions and recommend the imposition of sanctions to the Board as the Panel deems appropriate.
- 7) Panel decisions may be appealed to the Peer Review Board.
- 8) The Board should establish rules governing the complaint process, hearing process, appeal process, and sanctions appropriate for misconduct. The Board should also establish rules governing the selection process for Board and Panel membership, provisions for ensuring impartiality of any Board or Panel, and guaranteeing the adequacy of the adjudicatory process.

Ethical Considerations

1. Education and Training

a) Collision repairers should ensure they have the training, education, and experience to begin undertaking the repair of motor vehicles. This education and training may consist of:

- 1) courses offered by high school, vocational school, and accredited post-secondary educational institutions;
- 2) I-CAR training;
- 3) ASE certification;
- 4) training provided by internships with collision repair facilities and/or experienced individual collision repairers;
- 5) training and education programs offered by motor vehicle manufacturers;
- 6) training and/or education programs offered by collision repair organizations; and

7) training and/or education programs offered by external organizations whose programs are approved by collision repair organizations.

b) Collision repairers should engage in continuing training and education to ensure they remain proficient at the repair of one or more specific types of motor vehicles. This education and training may consist of those opportunities outlined in EC 1.a.1 or other programs deemed by the collision repair organization to be worthy of inclusion.

c) Collision repairers with substantial experience, but no formal education or training, may develop education and training credentials for themselves by participating in the education and training of other repairers.

2. Facility and Equipment

Collision repairers should ensure they have the proper facilities and equipment to engage in the safe and appropriate repair of motor vehicles. Collision repairers or repair facilities that do not have specialized equipment necessary for the safe and proper repair of the damage to any given motor vehicle should not undertake such repair. Examples of specialized equipment include, but are not limited to:

a) frame bench and structural correction tools ;

b) three dimensional structural measuring devices;

c) metal in gas (MIG) welding and brazing;

d) paint booth;

e) separate tools and space for aluminum work;

f) tools to repair and weld ultra-hard, boron, or other types of steel.

3. Organization Participation

Collision repairers are encouraged to join one or more collision repair-related associations. This will assist repairers to share knowledge and expertise, promote the professionalism of the industry, increase the industry's public presence, and increase public confidence in the collision repair industry.

4. Plain Language

The purpose of laws requiring customer consent for the use of particular parts in a repair and for the anticipated cost of repair are to enable those customers to make informed decisions about the repair. Current repair estimates provided to consumers are written in a coded fashion that is similar to a foreign language and not readily understandable by an ordinary person. Therefore, any documentation provided to a customer should be written in plain language that is capable of being understood by an ordinary person. This will enable consumers to make truly informed choices about repairs to their motor vehicles.

Disciplinary Rules

1. Vehicle Owner Customer

(A) A collision repairer shall always recognize that only the owner, lessee, or specifically designated representative of either is the customer. An insurer, even if obliged to indemnify or reimburse the customer for repair costs per the terms of an insurance policy, or representative of an insurer is not the customer. An insurer or representative of

an insurer is only a customer when the insurer's or representative's own vehicle is in need of repair.

(B) An insurer or insurer representative shall not be recognized as a "specifically designated representative" (SDR) with authority to act on behalf of the customer, unless insurer or its representative provides the collision repairer with an original, duly executed, and notarized power of attorney recognized by the repair locale's state law as creating a fiduciary relationship between insurer and customer, which is signed by the customer expressly authorizing insurer or its representative to act as the customer's agent.

(1) Prior to the commencement of any repair work when an insurer or insurer representative is acting as a specifically designated representative on behalf of a customer, the insurer and/or insurer representative shall execute a form stating that the insurer/insurer representative is acting in the best interest of the customer, accepting all liability for decisions, and indemnifying the repairer for any liabilities created when choosing repair decisions subject to the consideration of the customer's wishes pursuant to DR 3.B that are not recommended by the repairer.

(2) Irrespective of any authority conferred by the customer on a specially designated representative, a collision repairer shall not engage in any repair activities that interfere with or compromise the repairer's exercise of professional judgment, as set forth in DR 3.

(C) A collision repairer owes a duty of professional care to the customer and shall act in the best interests of the customer in all repair decisions and recommendations. Nothing in this section, however, shall be interpreted as prohibiting a repairer from charging for goods and services, collecting for goods and services rendered, including initiating or defending any action permitted by law or equity, or acquiring or enforcing an artisan's or garageman's lien upon a customer's vehicle.

2. Damage Analysis

(A) At the request of the customer, a collision repairer or collision repair facility's damage analyst must prepare and provide the customer with a written analysis of the damage caused, plan of repair, and as nearly as is practicable - the expected cost to repair the vehicle.

(1) A collision repairer does not fulfill the requirement to provide the customer with a written damage analysis by only making the damage analysis available for the customer to log on, review, and download via a website.

(2) A collision repairer may not utilize any estimate prepared by an insurer, insurer's representative, or any other person not employed by or directly affiliated with the repairer or repair facility for the purpose of engaging in repairs to a vehicle. An estimate prepared by anyone not directly affiliated with the repairer or repair facility may be used solely for administrative purposes, such as vehicle identification upon delivery and anticipated scheduling and resource allocation.

(B) At the time of preparing the damage analysis, a repairer shall include in the written analysis all damage visible and all damage reasonably expected to require repair that is not visible. The actual cost to repair a vehicle is not expected to exceed the initial damage analysis by more than 10%.

(C) A pattern of preparing a damage analysis that does not including damage reasonably expected to require repair that is not visible which exceeds 10% of the initial analysis or estimate shall be presumed to be deliberate.

(1) 10 or more damage analyses written within a 365 day timeframe that are undervalued by a minimum of 10% is deemed to constitute a pattern.

(2) A repairer can rebut the presumption of a pattern of deliberately undervaluing estimates by presenting evidence of the specific circumstances and or complexity involved in each situation which contributed to the undervaluation. Greater weight may be given to evidence rebutting undervaluations involving new or newly altered models of vehicles.

(3) Allegations of a pattern of writing undervalued estimates may be submitted to the Peer Review Board for adjudication.

3. Professional Judgment

A collision repairer or collision repair facility shall exercise professional judgment and utilize repairer's expertise in all aspects of collision repair.

(A) On issues of safety, a repairer shall not relinquish professional judgment as to the repairs necessary in favor of any external interest, including the customer's.

(B) On non-safety issues, the repairer may only consider the express wishes of the customer in addition to the repairer's professional judgment in the repair of the vehicle. In the exercise of due care, the repairer has the final determination of the appropriate method of repair or parts to be used in the repair. The repairer, however, has a duty to act in the best interests of the customer and may not determine a method of repair or parts use solely to increase the cost of the repair.

(C) The repairer shall always make the final determination of whether an issue is safety-related.

4. Affiliations and Compensation

(A) A repairer may only accept compensation for motor vehicle repairs from

(1) the repairer's employer; or

(2) the customer

(B) A repairer shall not accept compensation from an insurer on behalf of a customer unless the payment is for the amount of money representing repairs determined to be necessary by the repairer without consideration of any desires or demands of the insurer. A collision repairer may not accept payment from an insurer on behalf of a customer, that otherwise complies with this section, if the payment suggests it compromises any claim, or portion of a claim, on behalf of the customer.

(C) No repair facility repairing vehicles for consumer shall be owned by, controlled by, or influenced by any insurer.

(D) No repair facility shall permit an insurer-employed representative to work from or maintain an office or area within the confines of the repair facility property. No repairer shall permit signage on the repair facility property indicating the facility is a "drive-in", "express", or appraisal-related facility for any insurance company.

(E) A repairer employed by an insurance company shall not engage in collision repair for customers. A repairer employed by an insurance company may repair motor vehicles that are owned by the insurance company or are routinely used in the insurance company's fleet of motor vehicles even if not owned directly by the insurance company.

(F) No repairer or repair facility repairing vehicles for consumers shall be owned by, controlled by, or unduly influenced by a product supplier. Nothing in this section shall be interpreted as prohibiting a repairer or repair facility from following the repair mandates, advice, or recommendations of the vehicle's original manufacturer. Nothing in this section shall be interpreted as prohibiting a repairer or repair facility to be "certified" by an original manufacturer of a motor vehicle. This section is not intended to prohibit repairers or a repair facility from engaging in normal business relations with product suppliers. It is intended to prohibit actions on the part of the repairer or repair facility from

allowing the interests of the product supplier to interfere with the best interests of the customer.

(1) "Product supplier" expressly includes any person, representative, distributor, or business that:

(a) markets or sells products for incorporation into, or use in the repair of, a customer's motor vehicle;

b) markets, sells, licenses, or provides database repair times, activities, procedures, or other information;

(c) sells or licenses software;

(d) markets, sells, or licenses equipment for use in the collision repair process.

(2) Product supplier expressly does not include the original manufacturer of a motor vehicle.

5. Licensure, Registration, and Insurance

(A) No collision repair facility or individual repairer required by state law to be licensed or registered shall operate or engage in any activities constituting collision repair without being licensed or registered pursuant to the mandates of the state's law. A collision repair facility or individual repairer shall fail to maintain compliance with the licensure or registration requirements mandated by state law.

(B) No collision repair facility or individual repairer, if not employed by a repair facility, may undertake the repair of any customer's motor vehicle for compensation without first acquiring and maintaining in effect a garagekeepers and/or garage liability insurance policy.

(C) State law shall determine the minimum limits of the required garagekeepers and/or garage liability insurance. In the event no state law exists setting minimum limits, those limits may be set by the Peer Review Board.

(D) No collision repair facility or individual repairer may enter into any arrangement with an automobile insurer or insurer's representative that requires the repair facility or individual repairer to indemnify the insurer or insurer's representative. Nothing in this section, however, shall be construed as prohibiting a repair facility or individual repairer from entering into an arrangement or contract with a municipality, local government, or state governmental entity that requires indemnification or that is self-insured for automobile coverage.

6. Negotiating on Customer's Behalf

(A) Unless expressly required or authorized by state law, no repairer shall negotiate the repairs necessary or amount to be paid for the repair of a motor vehicle with any person or business other than the customer or the customer's specially designated representative.

(B) Unless expressly required by state law, no repairer shall negotiate the repairs necessary or amount to be paid for the repair of a customer's motor vehicle with any insurer or insurer's representative. Negotiating or otherwise compromising a customer's claim is, or may be construed as, the unauthorized practice of law and is expressly prohibited.

7. Motor Vehicle Titles as Compensation

Despite the compensation permission in DR 4.B,

(A) No collision repair business or individual repairer may accept a salvage motor vehicle title from an insurer as payment for any services rendered, unless the collision repair business or individual repairer is licensed as a salvage motor vehicle dealer, salvage parts seller, or salvage yard as defined by state law.

(B) No collision repair business or individual repairer may accept from an insurer or consumer as payment for any services rendered, any motor vehicle title which the collision repairer knows or should have known was deemed to be a total loss by the insurer.

(C) No collision repair business or individual repairer may accept from an insurer or consumer as payment for any services rendered, a motor vehicle title for any motor vehicle the repairer reasonably believes in the exercise of professional judgment should have been declared a total loss.

8. Misconduct

It is professional misconduct for a collision repairer or collision repair facility to do any of the following in the conduct of collision repair activities:

(A) violate or attempt to violate the Collision Repair Code of Ethics, knowingly to assist or induce another to do so, or do so through the acts of another;

(B) commit an illegal act that reflects adversely on the collision repairer or collision repair businesses' honesty or trustworthiness;

(C) engage in conduct involving dishonesty, fraud, deceit, or misrepresentation;

(D) engage in conduct that constitutes "bidding" for collision repair work that is arranged, controlled, or influenced by an insurer or insurer's representative;

(E) engage in conduct that involves completion of collision repair work that is initiated by, or results from, an insurer's or insurer representative's dismantling of a motor vehicle;

(F) engage in conduct, including a failure to act, that adversely affects the safety of any member of the motoring public, including passengers;

(G) falsely report that a collision repairer or collision repair facility has engaged in professional misconduct

9. Reporting Professional Misconduct

(A) A collision repairer who possesses knowledge of a collision repairer's or repair facility's violation of the Collision Repair Code of Ethics shall inform the Peer Review Board or other disciplinary authority empowered to investigate or act upon such a violation.

(B) A collision repairer who possesses knowledge of a collision repairer's or repair facility's violation of any state or federal consumer protection statute shall inform a regulatory authority empowered to investigate or act upon such a violation.

(C) A collision repairer who possesses knowledge of a collision repairer's or repair facility's violation of any state or federal vehicle code or safety regulation or statute shall inform a regulatory authority empowered to investigate or act upon such a violation.



President's Message

Hello everyone. We have had a vacation from monthly meetings and our next meeting will be held at the Technology Center in Jackson, located at the McKellar-Sipes Regional Airport. The meeting will begin at 6:30 on Tuesday evening, 13 November 2007. This meeting is sponsored by Mid-State Automotive of Jonesboro, Arkansas. Mid-State is a part of the new parts conglomerate that recently purchased Keystone Automotive.

The SE Regional Training Director for I-CAR will be the featured speaker. He will get us all up to speed on the new I-CAR offerings for the coming year. We are hopeful that there will be more classes offer locally in the coming year.

I hope you find the articles included in the newsletter beneficial to you and your operations. The article on Collision Repair Code of Ethics was interesting to me and thought would be to you as well. I'm not sure I agree with everything, but it sure looks like a good base to start.

Please call your buddy and let him know about our up coming meeting. We need to continue to grow the association. I look forward to seeing all of you on the 13th of November.

Bob Mitchell

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