



AUTOMOTIVE
RECYCLERS
OF MICHIGAN

ARM Road Show
information begins
on page 24.

YARDTALK

Issue 2

The Official Publication of the Automotive Recyclers of Michigan

Winter 2017

The President's Message

MAGA

Why not? Why not "Make America Great Again"? One recycler at a time. Why the protests? Why all the dissension? Why all the resistance?



Jason Fisher

I will tell you why...we live a world today where participation alone is everything. We live in a world of entitlement.

Really? Entitlement? What does that even mean? Why are we entitled to anything? Why do we NOT have to work for anything anymore? Why does everyone expect life to be handed to them on a silver platter? Answer? We shouldn't! and we can't if we ever expect to right the ship. Our society has become soft...complacent... and in most cases ignorant and oblivious.

Oblivious to the fact that "WE" are making the bed that our future generations have to sleep in. We are responsible for laying the tracks that they will run their train on. If we continue with this way of thinking, their trains are

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YOU'RE INVITED!

9th Annual ARM Road Show & Business Networking Conference

Weller Auto Parts
2522 Burlingame Ave. SW
Wyoming, Michigan

April 27 – 29, 2017

Kick off the Road Show with the Vendors & Members Networking Golf Scramble at Gleneagle Golf Club in Hudsonville, MI on Thursday, April 27, 2017.

After a day of touring area recyclers on Friday, April 28, 2017, we will be spending the evening at Weller Auto Parts where the tradeshow floor opens at 5:30 pm with plenty of time to talk to vendors and socialize with your fellow recyclers.

Dinner at the trade show starts at 6:30 pm followed by a live auction, raffles, fun, and camaraderie.

Saturday, April 29, 2017, will be filled with vendors, speakers, and training workshops that are sure to add value to your business. In addition to all of the education opportunities, there will be networking events throughout the weekend. Make sure to come out and catch up with old friends and maybe make a few new ones!

For more information about the 9th Annual ARM Road Show & Business Networking Conference, contact the ARM office at 800-831-2519.

Member registration packets are also available at:

www.automotiverecyclers.org

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Are You Going to be a Survivor?

By the time you receive this issue of *YardTalk* we will be well into the New Year, we will have already experienced some beautiful spring weather in February and we will be finalizing plans of our 9th Annual Road Show & Business Networking Conference hosted by Weller Auto Parts. And if that isn't exciting enough, we will also be celebrating ARM's



Barb Utter

45th anniversary since our founders filed the Articles of Incorporation with the Michigan Department of Treasury on March 16, 1972 to form a Michigan non-profit corporation under the name of Michigan Auto Wreckers Association, later becoming dba Automotive Recyclers of Michigan. Happy anniversary to all of us. What a great way to begin what I hope is a great 2017 for all of us.

As I was thinking about where ARM has been the last 45 years and what the coming years might bring, it was amazing to realize that so much hasn't changed, at least not very quickly, until the last few years when technology and social media changed all of our lives and the way we do business. Embracing change is now inevitable to survival.

As most of you know, I have been involved in our industry for a very long time, beginning with marrying into a business that I knew nothing, and I mean nothing, about. I was an education major in college, taught fifth graders, became a Mom and was fortunate to stay home while our four sons were growing up. It was only when the paperwork became overwhelming that my husband needed help and since my name was also on that business, I soon became involved and have never looked back. I have enjoyed every minute of being involved with such a wonderful, dedicated group of people, through the good years, the not so good years and everything in between. As an industry, we have experienced it all and we have done it together.

Through the years we have continued to face many of the same issues, the same concerns, challenges, peaks and valleys of success, even the names of most of the members remained the same, just a different

generation, but we always did it together. In fact, the compelling reason our founders joined forces was because the state was going to start charging taxes on their parts and they knew they had a better chance defending their beliefs and their individual businesses as one unified group of recyclers. They set the solid foundation that has carried us forward throughout the years. They knew the importance of collectively working together for a common goal. While they didn't win that battle, throughout the years their foresight made

it possible for your association to win many, many battles on your behalf and the behalf of our industry. Just recently in fact, thanks to ASA Michigan and the support of other industries, including ARM, we were finally able to change the law so that core charges are no longer subject to sales tax. Granted, it only took 45 years, but persistence does pay off.

Yes, your Association has been there for you and yes, a few dedicated individuals continue to do all the work so everyone can benefit and yes, some form of

change has always happened and so you think you can continue to do business like you always have, but now I notice from your calls that you are beginning to wonder and question why the world is passing you by. But yet you are not concerned enough to attend meetings or to train your employees or to even take the time to do something so simple as to call your local congressman when your help is needed...you are way too busy to be involved. Someone else will do it. Sound familiar? I don't want to dwell on the negative, but I would like to challenge many of you to take a minute and think about whether this just might be you.

If it is, I have an easy solution for you that I hope you will take advantage of because change is happening and it is happening fast in our industry. Technology, social media, the global market, government mandates, these are just a few of the driving forces behind these changes and unless you are willing to commit to staying abreast on the latest changes and to being involved, I honestly don't know how you will survive. President John F. Kennedy said, "Change is the law of life. And those who look only to the past or present

"Change is the law of life. And those who look only to the past or present are certain to miss the future."

— John F. Kennedy

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MICAR

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YARDTALK is published quarterly.

Statements of fact and opinions are the responsibility of the author alone and do not necessarily imply any opinion on the part of the officers, director, or members of ARM.

You may address articles or letters for publication to either:

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Suite 9
Grand Blanc, MI
48439

Beth Dessert
bdessert10@yahoo.com

Calendar of Upcoming Events

March 18, 2017

Hollander Training Summit

Atlanta, GA

March 23-25, 2017

URG Training Conference

Hyatt Hill Country Resort
San Antonio, TX

April 1, 2017

Hollander Training Summit

Toronto, Ontario, Canada

April 27-29, 2017

9th Annual ARM Road Show & Business Networking Conference

Weller Auto Parts
2522 Burlingame Ave. SW
Wyoming, MI

April 30-May 2, 2017

ARA Hill Days & Legislative Summit

Holiday Inn Capitol
Washington D.C.

June 19, 2017

17th Annual Kent Utter Jr. Memorial Scholarship Golf Outing

Links of Novi
Novi, MI

November 1-4, 2017

ARA 74th Annual Convention & Expo

Dallas, TX



**ARM's Members Only
Storm Water Compliance Program**

The Michigan Department of Environmental Quality (DEQ) issued a new industrial storm water permit that took effect on April 1, 2016.

This new permit includes complicated and challenging permit requirements that specifically apply to auto recyclers.

- Designed to make compliance **easy and affordable**
- Professional technical assistance and onsite guidance
- Report preparation
- MiWaters database submittals
- Organization: procedures, forms, and Storm Water Manual
- Coordination of laboratory services
- Coordination with DEQ
- Education and training
- Discounted cost for MICAR Members

For more information contact:

The ARM office at 800-831-2519 or arm@mi.automotiverecyclers.org –or–
Dave Kendziorski at Stormtech (414) 943-1773 or dave@stormtech1.com

FUTURE RECYCLERS

We send our congratulations to our newest recycler at Gene's Auto Sales in Traverse City. Madison Grace Klong was born December, 2, 2016 to her proud parents Wendy VenderMeulen and Peter Klong and her Grandparents Pam and Perry VanderMeulen.

Congratulations to Ryan and Erika Bradshaw and Grandparents Sue and Brian Bradshaw of Weller Auto Parts in Kalamazoo on the recent birth of Mila Grace Bradshaw, born January 13, 2017.

Congratulations also to proud parents Slater Shroyer and Elisabeth Cowles and grandparents Ann and Bob Shroyer of Shroyer Auto Parts in Lansing on the birth of their son and grandson Holden Robert Shroyer, born January 20, 2017.

CONDOLENCES

The Automotive Recyclers of Michigan send our deepest sympathies to Judy and Brian Wascher and their family on the recent loss of Brian's mother June Wascher on January 6, 2017. 🚗

Scrap Report

Foundry Steel.....	\$215.00	gt
Auto Cast (clean).....	\$250.00	gt
Motor Blocks (uncleaned).....	\$195.00	gt
Flattened Bodies (picked-up)	\$165.00	nt
Batteries23	lb.
Radiators	1.46	lb.
Aluminum (clean).....	.43	lb.
Whole Aluminum Transmissions14	lb.

Thanks to Bob Bennett at Padnos Iron & Metal, Holland, Michigan

Prices current as of press time. Prices are subject to change and may vary according to volume and location.

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Deborah Mesko, Vice President, Program Division
(800) 235-5485
meskod@gjs.com

The President's Message

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on a fast course to derailment.

So, let's try this. Embrace the opportunities we have in front of us. Let's get back to "Making it happen", not "Waiting for it to happen".

We wanted change on a national level – we got it. You don't have to like someone to want change. But, you have to be willing to accept change. We can keep doing the things we are doing, expecting different results and never receive them. That, by the way, is the true definition of insanity "doing the same thing over and over, and expecting different results".

As recyclers, we are by far one of the most resilient, resourceful work forces in America today. What can

you do today that will make a lasting difference for tomorrow?

If you don't wake up each morning wanting to end the day, better than it was when you started it, what purpose do you have in life?

So where do we fit in? Simple — RIGHT HERE, RIGHT NOW! Challenge yourself and your staff daily to make a difference. Challenge your kids to do well in school. Get good grades. Learn respect and make a daily difference.

What we teach today will be used tomorrow.

If we aren't going to make it happen who's going to? MAGA "Make America Great Again"

Let's do this! 🚗



SAVINGS4MEMBERS™

ARA Offers savings4members™ Program

The Automotive Recyclers Association (ARA) has partnered with BizUnite since 2010 to offer cost savings as an added benefit of membership. The ARA relationship with BizUnite through the ARA Marketplace will now be referred to as savings4members™, and will continue to help members combat rising operational costs by saving time and money on the products and services you use every day.

ARA members can take advantage of exclusive discounts with best-in class programs from national vendors such as Sprint, UniFirst, ADP, Office Depot, Staples, WEX and more. These pre-negotiated deals through savings4members™ have proven to save businesses an average of \$13,850 annually on operational expenses.

If you are already taking advantage of these member benefits, nothing changes and you will continue to receive your discounts. If you haven't taken the time to discover what your potential savings could be, check out the [savings4members™](#) program today.

Automotive Recyclers Association
9113 Church St., Manassas, VA 20110-5456
Phone: (571) 208-0428 | Fax : (571) 208-0430

www.a-r-a.org



From the Desk of Your Executive Director

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are certain to miss the future." What do you want your business to look like a year from now? Are you going to be a survivor?

I realize time is a precious commodity, it is for all of us and we all need to use it to our advantage. That is why I say to you, your Road Show is the perfect place to start becoming involved. Become knowledgeable and updated on the latest technology, familiarize yourself on the latest industry products and services, have your employees truly become part of your team, have them receive hands on training, and network with fellow recyclers. It's like one-stop shopping. Accomplish many of your goals at an industry destination planned just for you and your employees. I promise you will not be disappointed. Gather your team, bring a "can-do" attitude and take full advantage of all the resources that will be available to you at your 9th Annual Road Show and Business Networking Conference, April 27-29th at Weller Auto Parts. It definitely is the place to begin your survival plan. Join us, because together we have and will continue to make a difference.

Happy Anniversary ARM and may we all have a year of good health, happiness and prosperity and as my Irish friends remind me every St. Patrick's Day, "may our troubles be less, our blessings more and nothing but happiness come through our door." I'm looking forward to seeing everyone at the Road Show. 🚗

Hugs,
Barb

New Rules on Core Charges!

On January 5, 2017, the governor signed into law Public Acts 515 and 516 of 2016. These Acts provide that the credit for a core charge attributable to a recycling fee, deposit or disposal fee for vehicle parts and batteries is no longer included in the definition of the "sales price" or "purchase price" as long as the core charge is listed separately on the invoice. This means that core charges will no longer be subject to sales tax.

The bill was originally intended to take effect on January 1st, however because it was signed into law after the first of the year it does not take effect until March 29, 2017.

You can read the Acts in their entirety at www.legislature.mi.gov. 



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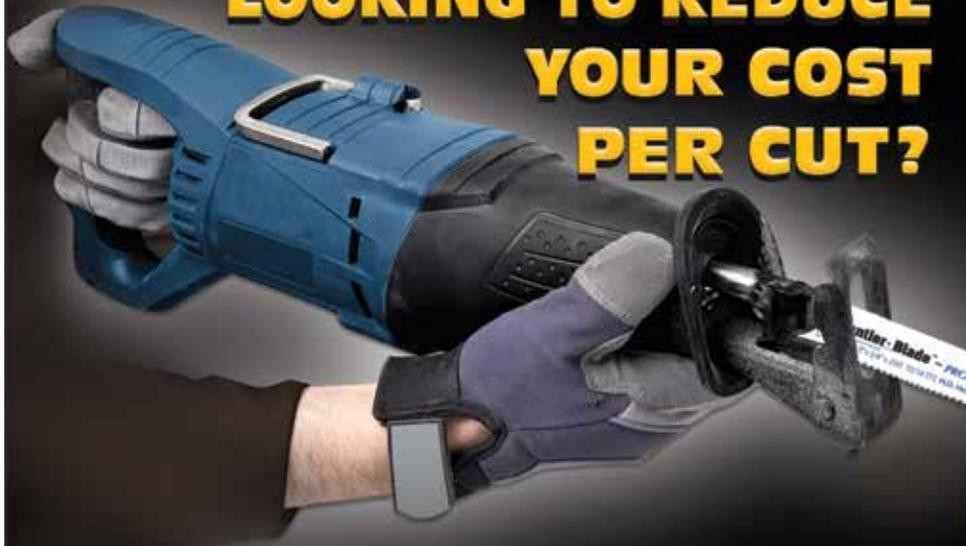
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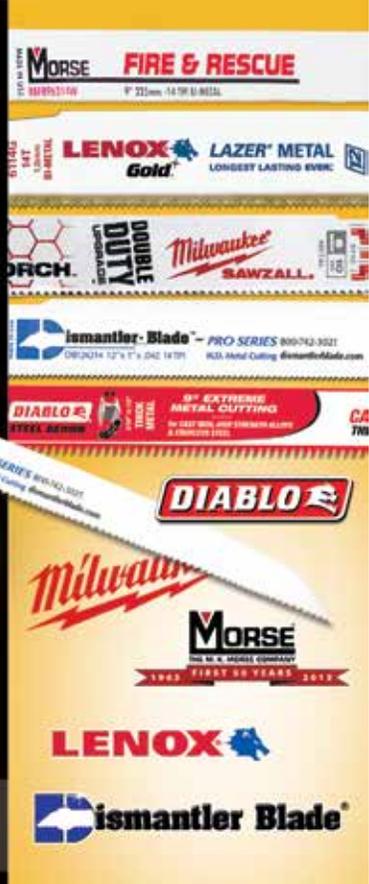
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Will the Trump Administration Affect our Michigan Storm Water Permit?



By David Kendziorski
ARM Storm Water Program

I'll probably regret writing this article, but let's give it a shot.

In the third unpredictable – perhaps chaotic – week of President Trump's administration, I'm wondering how the national leadership change might impact our Michigan Industrial Storm Water Permit. President Trump has nominated Oklahoma Attorney General Scott Pruitt to head the U.S. Environmental Protection Agency. Pruitt is notorious for filing lawsuits challenging EPA policies and authority, and he generally prefers that environmental regulations be administered at the state level. He has questioned human-caused global warming, the impacts of fracking on groundwater pollution, and the EPA Clean Power Plan. As far as I know, Pruitt has not expressed specific concerns about industrial storm water permits, but he did oppose the Waters of the United States Rule, which would extend federal protection to thousands of smaller lakes, rivers, and streams, on the grounds that it would harm "property rights of the Average American." Pruitt also proposed slashing EPA budgets and staff levels, and reducing enforcement resources.

A couple years ago, ARM had serious concerns about a new storm water permit being drafted by DEQ. The draft permit was time consuming and complicated, and required storm water sampling that could have led to expensive and potentially unnecessary corrective actions and storm water treatment. According to some sources, an aggressive EPA was pressing Michigan and other states to issue tough storm water permits that followed federal guidelines. Fortunately, in the final permit that is now being phased in over a 5-year period, DEQ set more reasonable expectations, offered us an option to avoid sampling, and indicated a willingness to work cooperatively with ARM to help recyclers comply. That's good news.

How might our storm water permit be affected by the Trump administration? Here are some of the potential impacts to be considered:

Clean Water Act

The Clean Water Act, first passed by the Nixon Administration in 1972, authorizes government agencies

to administer NPDES wastewater and storm water permits to protect water resources. Much progress has been made over the past 50 years, but significant challenges remain. Abolishing or drastically revising the Clean Water Act would require congressional approval. Not gonna happen. Storm water (and wastewater) permits will remain in effect.

State Authority

Michigan is one of 45 states where EPA has already granted the state authority to administer NPDES permits. While DEQ has the authority to issue and enforce the permits, EPA retains the right to review and approve such permits, and theoretically could step in or withdraw the delegated state authority if EPA believes that the permits are not being adequately enforced. In such a case, the EPA would assume responsibility for permit administration and enforcement. EPA is not going to withdraw state delegated authority under the Trump administration, and instead, state regulatory programs will be encouraged and supported. I also expect that EPA's recent attempts to force DEQ and other NPDES delegated agencies to follow federal guidelines will decline. Good news.

Storm Water Sampling

I generally oppose storm water sampling as a compliance tool (of course, storm water sampling is essential for research by universities, agencies, and consultants). Sampling is difficult to do correctly, expensive, and distracting – and the data are of limited use. Sampling can lead to expensive treatment that may or may not be needed. It is argued that sampling is necessary to hold dischargers accountable, and that it separates the good actors from the bad actors. Hogwash. For the past decade, EPA has been pushing states to incorporate more sampling into the permits. EPA has implied that storm water regulations are moving towards Numeric Effluent Limits – which are not feasible and would be particularly harmful to recycling industries that store inventory outside. I am cautiously optimistic that a Trump EPA will be less likely to push storm water sampling, and more willing to let the states decide.

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Out with the new.**

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Mercury Switch Recovery Program Extended

Recently it was announced that the Steel Manufacturers Association, American Iron and Steel Institute, and End of Life Vehicle Solutions (ELVS) have reached an agreement to extend the National Vehicle Mercury Switch Recovery Program through December 31, 2021.

Since 2000, automotive recyclers have worked with others in the automotive industry as well as various states to remove mercury automotive switches. The original program was slated to expire on December 31 of this year. As a result of the new agreement and program extension, all states that have state-funded programs to reimburse recyclers for mercury switches will likewise need to extend the timeline of their program. Maine, Arkansas, Illinois, Iowa, Maryland, Massachusetts, New Jersey, Rhode Island, Utah have legislated bounties for switches. Indiana, North Carolina, South Carolina, and Washington have state-funded programs to provide incentives ranging from cash or tax credit.

Ford Introduces New Aftermarket Parts

The Ford Motor Company has launched a new brand of aftermarket parts aimed at non-Ford and non-Lincoln vehicles. The Omnicraft line of replacement parts will start with approximately 1,500 parts distributed to nearly 500 Ford and Lincoln dealerships with plans to expand to the entire 3,200 dealer network within the next year. The parts will be the most frequently requested and include alternators, brake pads, oil filters, rotors and starters. It is the first new brand that Ford has introduced in 50 years and will augment its Motorcraft line of replacement parts for Ford vehicles.

Upon announcement of Omnicraft parts, the Ford Executive Director of customer service stated that "It's something where we have a parts pie and we just want to have the largest slice of that."

Large Auto Parts Retailer Settles Hazardous Waste Case

Missouri-based O'Reilly Auto Parts, with locations throughout the country, has been ordered to pay \$9.86 million as part of a settlement in a civil environmental prosecution that alleged the company mishandled

hazardous waste.

The suit was filed by several District Attorneys in California, representing 9 separate counties. Using undercover operatives and government inspectors, investigators from the various offices and environmental regulators inspected waste bins throughout 2013 and 2014. The lawsuit alleges that over a 5 year period more than 525 O'Reilly stores throughout the state of California unlawfully handled, transported and disposed of used oil, used oil filters, and various hazardous wastes and materials, including automotive fluids, alkaline batteries, electronic waste, aerosol cans and other toxic, ignitable and corrosive wastes.

Under the settlement, the large auto parts retailers must pay \$6.0 million in civil penalties and \$500,000 to reimburse the costs of the investigation. An additional \$1.51 million will go towards environmental projects furthering consumer protection and environmental enforcement, such as hazardous waste minimization and enhanced compliance projects valued at \$1.85 million. The company will be bound under the terms of a permanent injunction prohibiting similar future violations of law.

Administration Temporarily Halts New Regulations and New Overtime Rule Continues to Being Debated in the Courts

President Trump signed an Executive Order temporarily halting the issuance of new regulations. Not unusual at the start of a new Administration, this action will necessitate a 60 day review before finalization of any new regulations.

The Department of Labor's (DOL) new overtime rule, which was set to go into effect on December 1, 2016, is also mired in the courts. Recently a Federal Judge denied a DOL motion to stay a District Court proceeding on the new rule which nearly doubles the overtime salary exemption. In November, a Federal judge in Texas issued a preliminary injunction against implementation of the rule. The DOL is being sued by 21 states and dozens of business groups who are challenging the legality of the new rule.

The Federal Judge's decision would in effect allow the District Judge, Amos Mazzant of the Eastern District of Texas, to rule on the plaintiffs' behalf and possibly strike down the rule in its entirety. In a related action,

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Will the Trump Administration Affect our Michigan Storm Water Permit?

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Best Management Practices

No impact. Good BMPs must be implemented and widely accepted. It is in industry's best interest to ensure that effective pollution prevention measures are followed. We must comply with the permit, control water pollution, protect Michigan's water resources – and remain profitable businesses. I would argue that we should continue to improve our BMPs: for the past year I have been working with an environmental contractor (Crest Environmental) to develop a better spill pad for vehicle crushing operations.

Permit Enforcement

On a federal level, permit inspections, enforcement actions, and EPA oversight are likely to decline. The level of enforcement by DEQ is of course determined by priorities and limited resources. DEQ enforcement may increase because the new permit is much different from the previous permit, and for some dischargers will

be quite challenging. Fair and reasonable enforcement is not necessarily a bad thing; we want a level playing field.

Permit Timing

The primary reason that the Trump administration is unlikely to significantly affect the Michigan industrial storm water permit is that NPDES permits are 5-year permits. The new permit was issued last year, and although it is phased in over that 5-year period, DEQ would be reluctant to change course in the middle of a permit cycle. President Trump's first term will expire about the same time that the new permit is finally phased in. If Trump wins a second term, I'll write another article.

Take a deep breath. **R-E-L-A-X.**

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the Texas AFL-CIO has asked the District Court if it can join as a defendant.

Issued in May 2016, the new overtime rules increases the salary level required for exemption from overtime from the existing \$455 per week (\$23,660 per year) to \$913 per week (\$47,476 per year). This regulation is expected to add 4.2 million additional workers eligible to receive overtime wages of time-and-a-half.

Half Million Counterfeit Auto Parts Found in Middle East Raid

An eight month investigation resulted in the seizure of approximately 21 truck loads full of fake and counterfeit auto parts in a warehouse raid in the United Arab Emirates (UAE) recently. Australia was the suspected final destination of the nearly 500,000 parts that were confiscated and will be destroyed. The dealer who was selling these parts imported them and allegedly priced them at a third of the cost of original parts.

The counterfeit parts were designed for 15 global brands and it is estimated that approximately half were for Toyotas. The estimated worth of the seizure is more than \$4.1 million USD.

The Australian Federal Chamber of Automotive Industries (FCAI) has been fighting counterfeit parts traffic for years and has a "Genuine is Best" program which promotes buying parts from "authorized dealers".

Positive Scrap Market Outlook For 2017

According to Joe Pickard, chief economist and director of commodities for the Institute of Scrap Recycling Industries (ISRI), 2017 may be the year the scrap industry

finally recovers. Pickard and other analysts in the recycling industry have identified several positive economic trends that are encouraging to many auto recyclers and scrap processors, most notably the growth in manufacturing.

Pickard, who was a keynote speaker during ARA's 73rd Annual Convention in Baltimore last October, recently spoke to the Association of Women in the Metal Industries and highlighted strong GDP growth in the second half of 2016, inflation levels, low unemployment, and improved metals prices as other encouraging signs. However he cautioned that the Trump administration's attack on globalization is a concern for scrap given the commodity's global reach.

For more coverage of Pickard's remarks, please go to this link:

<http://www.metalcenternews.com/Editorial/CurrentIssue/CurrentNews/tabid/2524/articleType/ArticleView/articleId/13021/Pickard-Scrap-Poised-for-Overdue-Good-Year.aspx>

Each week updated scrap market information is posted in the Members Only Section of the ARA website, in the Industry News section of Member Resources. This Scrap Metal and Commodity Recycling Report is provided weekly to ARA for the benefit of its members, courtesy of Raleigh Metal Recycling, Goldsboro Metal Recycling, and Wilson Metal Recycling JG. You will need your member username and password to access the report.

U.S. Federal Trade Commission Sued Over "Certified" Used Cars

The Federal Trade Commission (FTC) has been sued over an allegation that it allows used cars to be advertised as "certified" in spite of unrepaired safety recalls. The Center for Auto Safety, Consumers for Auto Reliability, the U.S. Public Interest Research Group and three state Public Interest Research Group affiliates (California, Connecticut and Massachusetts) filed suit charging that the FTC's January 2016 consent decree with General Motors and two of its dealerships allows dealers to sell used cars with safety defects without disclosing that fact. The FTC is charged with allowing automakers and dealers to sell vehicles as "certified" as long as they disclose that the vehicles "may" be subject to a safety recall. 🚗

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For rates or more information, please contact the ARM office at (800) 831-2519 or send an email to arm@mi.automotiverecyclers.org

State of Michigan 2017 Dealer Training Bulletin

The Michigan Department of State is offering full-day training in Lansing to assist all classes of licensed vehicle dealers and their staff on the basic requirements of the Michigan Vehicle Code. There are no course registration fees.

- **Pre-registration is required.** Registration is first come, first served at www.Michigan.gov/SOS. Use this link to get to the self-registration page.
 - If a course date does not appear in the drop-down menu, it means the class is full. Please register for another date, or check back at a later date for openings.
 - Picture ID is required for entry into the building where training is held.

- **Who should attend?**

- Any class A, B, C, D, E, F, G, R, or W dealership may attend full-day trainings.
- Dealership owners, managers, sales & office staff.

- **What will be covered?**

- Michigan.gov/sos and other state Web sites
- Vehicle Trade-In Credit
- 2017 Vehicle Registration Fees
- TR-210/TR-209 Secured Interest Change on Title Process
- Dealership Records
- Dealer Plate Usage
- Your Questions

Training Dates, Times and Locations:

Date:	Day:	Hours:	Location:
March 23, 2017	Thursday	10 am to 4 pm	Operations Center, Lansing
April 20, 2017	Thursday	10 am to 4 pm	Operations Center, Lansing
May 4, 2017	Thursday	10 am to 4 pm	Operations Center, Lansing
May 24, 2017	Wednesday	10 am to 4 pm	Operations Center, Lansing
May 30, 2017	Tuesday	10 am to 4 pm	Operations Center, Lansing
June 7, 2017	Wednesday	10 am to 4 pm	Operations Center, Lansing
June 22, 2017	Thursday	10 am to 4 pm	Operations Center, Lansing
June 27, 2017	Tuesday	10 am to 4 pm	Operations Center, Lansing
August 2, 2017	Wednesday	10 am to 4 pm	Operations Center, Lansing
August 14, 2017	Monday	10 am to 4 pm	Operations Center, Lansing
August 22, 2017	Tuesday	10 am to 4 pm	Operations Center, Lansing
September 6, 2017	Wednesday	10 am to 4 pm	Operations Center, Lansing
September 7, 2017	Thursday	10 am to 4 pm	Operations Center, Lansing
September 12, 2017	Tuesday	10 am to 4 pm	Operations Center, Lansing
October 10, 2017	Tuesday	10 am to 4 pm	Operations Center, Lansing
October 19, 2017	Thursday	10 am to 4 pm	Operations Center, Lansing
November 8, 2017	Wednesday	10 am to 4 pm	Operations Center, Lansing
November 16, 2017	Thursday	10 am to 4 pm	Operations Center, Lansing

In the online registration module, if a course does not appear in the drop-down menu, it means the class is full. Please register for another date, or check back at a later date for openings.

For questions or assistance with registration, contact the Business Regulation Section at 517-373-9294.

We do take periodic breaks and a lunch. There is an on-site cafeteria and nearby fast-food.

Operations Center, 7285 Parsons Drive, Dimondale 48821 (go to building #4, on map #2)

Stop the Chaos

By Jim McKinney

There have been several occasions where new EZ Route customers want to run the program throughout the day and load their trucks as the day progresses. We always advise against this practice as it will cost you more in the end. We believe in staging products in a staging area for the proposed truck throughout the day and loading after you have compiled your routes in EZ Route, and here is why.

The key to EZ Route is planning your routes effectively to best service the customer as well as being efficient in those deliveries, saving money in wages and fuel. It is a win-win for the customer and your business. Since you do not know how the route lays out until you run EZ Route, if you attempt to load throughout the day you are costing yourself money and the customer time. You don't want, say, an engine loaded at the front of the truck, just because it was on the shelf and processed first, because that may end up being your first stop. The driver will have a difficult time getting it off the truck, costing you time, and it slows the driver's day causing late deliveries for subsequent customers.

The other scenario is when the driver comes in and he rearranges the load for the delivery day. Not EZ Route and not efficient. What if the parts that are on his truck are now to be delivered on another truck? Deliveries in our industry are dynamic and ever changing throughout the day – orders cancelled, issues from parts already received that need replaced (I know this doesn't happen at your yard, but thought I would throw it out there anyway) and on and on. It is next to impossible to know at noon what we are delivering tomorrow with any amount of certainty.

Don't bog yourself and your staff down with unnecessary doubling of work and chaos that has been suffered through for years. Be methodical and precise and EZ Route will allow you to manage the whole process effectively. Your customers will appreciate your efforts as your precision ultimately causes precision in their business too through consistency and accuracy. Your

staff will appreciate it and the morning chaos stops. They have a plan and structure to follow and we all enjoy knowing what to expect.

At our yard we have the drivers load their own trucks. We have everything staged the day before in a staging area by our loading docks. The drivers come in at 7 a.m. and load. It usually takes them a half hour to 45 minutes to load. They are out before 8 a.m. every day. If a driver's first stop is far away, we may have them come in sooner and load. We want our drivers at their first stop when the shop opens for business. You can have other people load the trucks instead of the drivers – so long as you maintain accountability. We commonly see routes in which the driver gets to a stop and puts in a note that reads, "Part not on truck". This makes me sick and I have found over the years that if the driver loads his own truck and is held accountable to it, this typically does not happen. He has no one to blame.

Some of the other issues we see are drivers skipping pickups, etc. at their own discretion. This is a very bad choice and it hurts the customer and your wallet. Drivers should not be able to make that choice in the field. You have planned their day with EZ Route and know exactly what they can handle. Even with pick-ups, the customer expects us to show up today and we need to show the customer that we are consistent, even with pick-ups. Everyone likes to have expectations met – even minor ones that don't really affect their day. If you say you are going to do it – DO IT. The faith acquired will transfer to their trust in your quality and ability to meet their needs in other segments of your business.

Lastly, drivers skip stops in many cases due to their own best interests, not due to the best interests in the company or the customer. Nip it quick or get a new driver because it costs you. It costs you in more than just customer satisfaction too. Someone has to reschedule the pick up, the driver has to go back to that area again, the customer has to be called again, maybe it gets lost in translation and doesn't get rescheduled, or and it is a brokered part that you need to return for credit and on and on.

If you visit our yard in the morning you won't see the chaos. If you visit our yard at 5 p.m. you won't see chaos. We have a plan and it is executed every day with minimal issues and flows like a clock ticking along. Do yourself, your staff and your customers a favor and stop the chaos. 🚗

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www.facebook.com/automotiverecyclersofmichigan





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Go to ez-route.com/demo to see a demo video

**EZ-ROUTE.COM
419-747-0100**

— The Warranty Conundrum —

Or Who is Going to Pay for this Problem?

By Slater Shroyer

Every product invoice comes with a warranty printed on it. Some of these are warranty disclaimers, others are quality guarantees. Many of them stipulate all of the different ways in which a product can be misused that will void warranty coverage. In the recycled parts business, most of the warranties are full of extremely complex language trying to convey basic terms.

In theory, the warranty as printed on an invoice is a contractual agreement acknowledged by both the buyer and seller at the time of sale. In reality, the limits of a warranty can be challenged in court and lawsuits over warranty claims are often settled with payments to the buyer to avoid trial costs. The prevalence of these settlements in lieu of a trial makes it extremely difficult for most businesses to know whether those highly detailed warranties are worth the paper they're printed on.

Component part warranty claims are especially complicated due to the fact that the merchandise is being installed into something else. In the automotive recycling industry this is most often a part being installed into a vehicle, but one could look at warranties for replacement parts for household appliances to find similar issues. If the part is improperly installed, it should theoretically void the warranty. At issue becomes proving whether or not the item was properly installed or suffered damage due to negligence on the part of the technician.

With advances in technology, most vehicles now have multiple control modules regulating each system and synchronizing them with one another. In addition to traditional mechanical abilities, repair shops rely heavily on scanners and computer programs when diagnosing problems and replacing component parts. Technicians who lack the tools or training to work on

increasingly sophisticated machines can cause substantial damage in a short amount of time.

Of course no one wants to admit fault in these cases and finger-pointing can quickly escalate to legal claims. Knowing that the court system rarely reimburses companies for legal fees and court costs – even if they ultimately win the suit – is often enough of a deterrent to cause businesses to settle in spite of firmly believing the other party is to blame.

Incompetent, self-styled mechanics are most often at the center of these disputes. In Michigan, mechanics must be certified in the area of repair they are performing. A master mechanic must be certified in all of the first 8 categories of automobile repair identified by the State of Michigan. It should also be noted that under the Motor Vehicle Service and Repair Act, an uncertified individual cannot perform repairs on a vehicle unless they own it. This means that the person doing repairs out of an unlicensed backyard garage is probably breaking the law, though that is little consolation if an improperly returned part dispute escalates to a lawsuit that could potentially cost more in court fees than the settlement amount.

At ARM, we hear a constant stream of horror stories surrounding this issue. We know that many of our members have been forced to make serious changes to their business practices in an effort to minimize these kinds of claims. We want to hear what you have done. Whether it is a change to your policies that helped reduce fraudulent returns or the horror story of a lawsuit regarding a part, please share them with us so that we can all continue to learn from one another.

Once we have compiled some of these lessons from our collective history, we will revisit the issue in future articles and educational seminars. This is why it is particularly important that we hear from you. Automotive Services Association has suggested that a public awareness campaign regarding the dangers unlicensed mechanics pose to consumers. Here at ARM we are looking at solutions to a long-term problem that will only continue to grow in prevalence as become more advanced and require more specialized technicians to repair.

Written stories can be sent to arm2@mi.automotiverecyclers.org, or if you can call our office at 800-831-2519. 🚗

**Need information?
Have a question?
Send us a note!**

You can reach the
ARM office via e-mail.

Our address is:

arm@mi.automotiverecyclers.org



NEED MONEY FOR YOUR KID'S COLLEGE FUND??



As a member of the

AUTOMOTIVE RECYCLERS OF MICHIGAN

your employer is able to offer you a unique opportunity. The Kent Utter Jr. Memorial Scholarship fund has been providing financial assistance for college and secondary education to ARM members' employees for over 15 years.



Applicant must be a dependent of a current full-time employee of a Direct Member, in good standing of ARM for at least 1 year before May 1st of the year the award is presented.

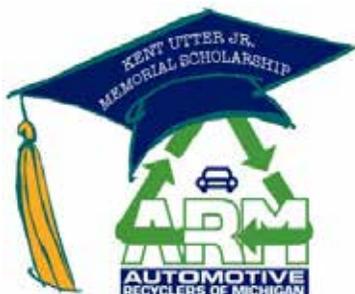


Dependents of owners or employees who own stock in the employing firm are not eligible.



First time applicants must have achieved at least a 3.0 grade point average, or the equivalent in their previous educational program.

APPLICATION MUST BE SUBMITTED BY MAY 31ST



Scholarship recipients must reapply for each school year.

Applications are available on our website at automotiverecyclers.org or contact the ARM office at 800-831-2519, 810-695-6760, or arm@mi.automotiverecyclers.org.

WE ARE NOT JUNKYARDS

By Marty Hollingshead

The negative perception of our industry: How to overcome it to create new opportunities.

Over the years, the proverbial “junkyard” has evolved into what is now, for most of us, The Auto Recycling Industry. However, some junkyards still remain.

I will start with a story about my recent contact with a customer at my place. He stated that this was the “nicest junkyard” that he has ever seen. My response was, “thank you, but I’m not a junkyard.” While he meant this as a compliment, this was a classic example of this negative perception.

Look on television. There have been 2 “reality” shows about our industry. While they have entertainment value, how did they portray us? One show, while entertaining, was on outright insult to the industry. The more recent show seems more about project cars than anything else. I think overall it is a good show, I just wish they would have thought of a better name for it.

I wish these producers would do a “reality” show on one of the best operators, to show what we really do, but that would not be “entertaining” enough for them.

This is an industry that is unique to all others. This industry can be as primitive or as sophisticated as we choose it to be. Most of us fall under the category of the better, more progressive, auto recyclers. We fully utilize technology and use a scientific and sophisticated

Marty Hollingshead has been in the business since 1973 and the owner of Northlake Auto Recyclers, Inc. in Hammond, Indiana since 1984. He is a board member of the Indiana Automotive Recyclers Association. Both Marty and Northlake have received numerous awards and recognition for excellence in the industry and the community, including being the recent recipient of the ARA 2016 CAR Member of the Year. We are excited that Marty will be attending our Road Show and will be participating on one of our industry panel presentations.

approach into all aspects of our business, in many ways, even more so than other industries. We operate in a safe manner, are environmentally compliant, and are properly insured and licensed. Furthermore, we have, through our investments in our facilities, our people, inventories, equipment, and our processes, proven our commitment to what we do, as well as to our communities. We work hard to project a professional image.

Suffice it to say, we are committed to what we do, and take our business very seriously.

So why, even after all of this, why are we still referred to as “junkyards?” This is a stigma and an insult to all of the good operators!

So how do we change and overcome this negative perception? The bad news is, until everyone operates as true auto recyclers, this probably won’t change. The good news is, the bad operator’s days are numbered. What will be left will be the better, more progressive facilities.

As we improve as an industry, we will create more opportunity for increasing sales and utilization of recycled auto parts.

I guess all we can do is to individually do our best to run our business, deliver a good product, and continue to invest in improving our facilities.

We are a needed industry. We fill multiple needs in the marketplace as well as within our communities.

We pay a living wage and offer long term full time employment. We care about our people.

Most of us also provide benefits for our employees at a time when these type of jobs are vanishing.

We are relevant, we are committed, we work hard.

We should have what we merit: Respect!

WE ARE AUTO RECYCLERS, WE ARE NOT JUNKYARDS!! 🚗

Are you using social media to promote your salvage yard?

By Kenny Whipple

Social media, while relatively new, is a great opportunity for you to market your business. I don't pretend I'm an expert on the subject, I barely use Twitter, don't have a LinkedIn account or my own blog. But I am a little more familiar with Facebook than the average person. So that's where I'll concentrate most of this article.

If you don't have a Facebook page for your business, you should. Start one yesterday, not tomorrow. With the smallest of effort, you can see returns fairly quickly. Every customer interaction you have on Facebook is an opportunity to publicly demonstrate your customer service level. For example, if a customer complains about a defective part or bad experience on Facebook, you can immediately address the comment, apologize publicly, and take action to make it right. Or, if a custom-

er compliments you, you can thank them. It's a personal experience that lets customers know you care about them.

Just the information you can put on your Facebook page about your business is beneficial to your customers. Days and hours of operation, warranty information, repairables, fresh parts cars, etc, etc. The more information, the better. But like anything, try to keep it current and fresh. Answer messages and comments as quickly as possible. People will know you are actually paying attention to the page.

If you are unfamiliar with how to start a Facebook page or any other social media account, check with your kids, or better yet, grandkids. I'm convinced my 11 year old daughter could make a Facebook page, Snapchat her friends and post on Instagram all while watching a funny video on YouTube.

Some people view social media as the "devil", convinced it's going to ruin society. I see them as "tools", only as good or bad as the person using them. If you have somebody build a social media account for your business, be careful who you turn the keys over to for maintaining it. Remember, when they post, they are posting and commenting as your business. All too familiar are the stories of somebody getting fired because of inappropriate posts or comments they made while running the company or school social media account.

It doesn't take much time or effort to use social media to market your business. According to HubSpot.com, 84% of marketers found as little as six hours of effort per week was enough to generate increased traffic. Realistically, you don't have anything to lose by getting involved in social media. The amount of time and money it takes to create your profiles and start posting is usually minimal, compared to other marketing channels.

If you already use social media to market your business, great, now go update it. If you don't use social media to market your business, make it a point to attend the ARM Road Show April 27-29th at Weller Auto Parts in Wyoming, MI. There will be helpful seminars addressing many different topics, including "Advertising Using Social Media", don't miss it!

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Howard Cooper, Resident B2B Payment Processing Expert, Answers All Your Credit Card Processing Questions

Howard Cooper, Executive Director of Sterling Payment Technologies B2B Group, our newest service provider, provides tips and best practices on how to reduce and manage payment processing costs in his popular Ask Howard Q&A series.

“Howard, I’m confused about pricing.

I’m told there are four ways I can be priced: Tiered, Flat Rate, Differential, or Interchange Pass Thru? What are the differences and what’s best for my business?”

Tiered pricing is the oldest and potentially the most expensive pricing model. It utilizes three tiers of cost: Qualified, Mid-Qualified and Non-Qualified. In this method the bank and/or broker who signed you up is dictating how much you pay for each tier. If you can’t manage the cost, you can’t control it, and you might pay too much.

Flat Rate programs are popular but pricing has to incorporate all fees. No provider will chance taking a loss so that flat rate must be inflated to cover the worst case scenario. It’s just not cost effective.

Differential pricing can be even worse. The bank or broker quotes you a base rate, and then charges an additional adjustment (differential cost) based on the actual interchange. This makes it impossible to tell what their margins are in most cases. You can never track what additional adjustment (differential cost) you are going to be charged, steer clear.

Interchange Pass Thru, also called Cost Plus pricing is typically the least expensive, most transparent credit card processing pricing model. Interchange Pass Thru separates the interchange fees (hard cost) from the bank, broker, and processor’s fees (soft cost). As a result, not only are you paying a lower markup, you know exactly what you are paying to your bank, broker, or processor. No adjustments can be made in your set pricing without you knowing about it. Interchange Pass Thru pricing is the option you want! Don’t ask for it, demand it.

Interchange Pass Thru is just one piece of the puzzle. It has the potential to be the least expensive pricing model, you still need to ensure that the interchange markup and other fees are competitive. Don’t assume that a merchant services provider is offering a great deal based simply on the pricing model. Fees can be hidden in other areas such as the interchange fees or fees for additional services. If you see something on your merchant statement you are unfamiliar with or are questioning – ask your provider. They should verify if the fee in question is something they charge or it is directly from the card brands.

SUBMIT A QUESTION TO ASK HOWARD!

Do you have a burning question about your credit card payment processing?

If so, submit a question to: askhoward@sterlingpayment.com.

You can also check out the answers to previously asked questions by visiting: <http://sterling.cc/ask-howard>

Credit Card Pricing Platforms

Tiered Pricing Structure

The Bank and/or broker controls the cost of the adjustment

Qualified Rate – Only Swiped

- Debit
- Card Present only
- Consumer Cards

Mid Qualified – Keyed

- Card Not Present
- Internet MOTO
- With Zip Code

Non Qualified – Swiped or Keyed

- Corporate
- No AVS
- Rewards

Flat Rate Programs

- Easy but at what cost
- Only works if properly priced

Differential Pricing

Base Rate – Starting Point
+
Surcharges and adjustments

The downgrade costs are based on a number of factors:

- Card Type
- How it’s captured
- Industry
- Level of reward
- Margin levels
- Back Bill Codes
- The Banks completely control the cost of the adjustment.
- If they need to increase the margin on your account, they add points to the downgrades.
- When rates go up, they increase the base rates. That affects every card type!

Sterling’s Wholesale “Cost Plus” Pricing



- Actual Interchange Costs are passed through with no adjustments ever.
- The + is our fee to process the transactions.
- Never an arbitrary increase!
- Visa & MasterCard control what you pay on each transaction!
- The + will not increase
- All the rates and fees are exposed. Nothing is hidden.

Trade Show Season is HERE!

By Theresa Colbert

I was thinking the other day that I have never “gone” to a trade show. Oh, I have been to plenty of them over the years. But I have always worked behind the booth, starting with my dad when I was 12. He used to go to a lot of gun shows and flea markets. He would park me behind the booth and go visit with his cronies. I guess my love of trade shows started at an early age. I probably go to about 8 or 10 a year now, either as a vendor or to teach a class (or both).

My first auto recycling trade show was the IT show

in Danville, Virginia. What a great show! People came from all over the United States to do yard tours, take classes, visit with vendors and see several demonstrations. We all spent Friday and Saturday together, from breakfast time to the after-dinner parties. By “all” I mean yard owners, counter men and women, parts pullers, inventory people, and many vendors. There was something for all of the employees to learn or participate in.

The one thing I have noticed recently is that the numbers attending trade shows and trainings seems to be way down. It makes me sad, as I am a firm believer that training and learning new things about our industry are important keys to running a great yard. I think that taking the time and money to attend trade shows and trainings does not COST; it PAYS dividends! If an employee or owner comes back from training with just ONE thing to save time or make your yard more money, it was worth it. I have had yard owners tell me, “I met this guy from XYZ yard at lunch and he told me how he did such and such! I came back and implemented that at my yard and it saved us a ton of money! That lunch was worth the entire trip!”

Before the Internet, social media, instant messages, and texting, we went to trade shows as a way to learn new things and to touch base with the people we dealt with on a regular basis. Most of the states have associations that host a show every year or two. ARA has a national show every year that is filled with classes and vendors. Find out what group you belong to that has a show, classes, or even online training, and sign up to learn something new! If you don’t know what is available in your area, if you would like a link to the Car-Part World Tour, or if you want information about any of the local shows, get a hold of me! I would love to see more and more of you at these shows.

Have a great month! As always, if you have any questions for me, please email me at TheresaC@Car-Part.Com or call/text my cell at 859-802-2382. 🚗

File A Complaint on Unlicensed Vehicle Dealers

***ARM Will File the
Complaint for you!***

Contact Barb at
arm@mi.automotiverecyclers.org

or

810-695-6760 or 800-831-2519

or

**Follow the link below and complete the
Reporting an Unlicensed Dealer Form**



[http://www.michigan.gov/documents/
curbstoner_form_65906_7.pdf](http://www.michigan.gov/documents/curbstoner_form_65906_7.pdf)

Basic Forklift Safety Training Available at ARM Road Show

OSHA requires forklift operators to be trained. For the safety of your employees and customers this is an important topic worth your attention. Forklift accidents result in thousands of injuries in the US each year. Join us at the Road Show to learn operational dynamics and increase your awareness of safety features. A discussion about forklift and wheel loader safety is included. This presentation is meant to provide a classroom introduction to safety, but the practical ‘road test’ portion is not included.

WELCOME!

9th Annual ARM Road Show & Business Networking Conference

April 27-29, 2017

See pages 24-29
For information about the ARM Road Show!

Informative Seminars
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Specialized Training
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Wyoming, MI 49509



**Automotive Recyclers
of Michigan**

About Our Speakers



Theresa Colbert **Sales & Training Specialist** **Colorado**



Theresa Colbert is an on-the-ground representative for Car-Part.com. She goes into the dismantling yards and helps the customers decide which of the products in the Car-Part suite best fits their needs. Trading Partners, Brokering, Coremate and Core Pricing programs are Theresa's pet projects. With her background in aftermarket and being "on the other side of the counter" at the yard and repair shops, Theresa is a firm believer in Brokering and in the huge value cores have in today's market.

Theresa has been with Car-Part.com for five years. Previously, she worked at Nu-Parts Automotive products for ten years. Prior to Nu-Parts, she was the manager at Winter Auto Japanese Engines in Glendale, Arizona, and at AAA Economy Auto Parts in Phoenix, Arizona. With 25 years of industry experience, she has seen the auto recycling world from almost every point of view. Theresa is on the Pennsylvania association event board, speaks at industry trade shows, and writes a monthly article in the *Recyclers Power Source*.

When she is at home, she loves to spend time with her family, play with her dogs, cook, and watch football.

Don Hendricks



Don has been in the recycling industry for over 15 years at H & W Salvage in Springfield, MO and has done every job at the yard. He is an eBay Education Specialist. He has taught individuals and a variety of retail companies in internet sales. He can teach beginners to experienced professionals techniques to increase sales. Don also writes a monthly article for *Recyclers Power Source*. Brokering, freight, shipping, Internet sales, social media, and PayPal are just a few areas of his expertise.

Don served in the Marine Corps after high school seeing most of the world from a helicopter. He has worked in many areas from home building to NASCAR, and even helped build jet vehicles and jet dryers for

race tracks. He has worked in the aviation industry, and in manufacturing. He has been married for 15 years and has 3 grandchildren. You can find him doting on his granddaughter if he is not at work.

Dave Hoogterp **Fire-Fighter Sales & Service**

Dave's background in fire protection and life safety spans some 30 years. He is currently the Service Manager at Fire-Fighter Sales and Service and has been with the company since 1998. From 1986 to 1998 he worked for Sara Lee Corporation (now Tyson Foods) at their 700,000 square foot Zeeland facility. As a member of the Security Department Dave was responsible for the inspection, testing, and maintenance of all fire protection and life safety systems. Dave was manager of the Security Department for his final two years at Sara Lee before taking a new position with Fire-Fighter Sales & Service. Prior to joining Sara Lee he worked in corporate security at Lacks Enterprises in Grand Rapids, which was his first job in the civilian sector after serving in the U.S. Army Military Police for six years (two active duty and four additional in the Army Reserve.)

Fire-Fighter Sales & Service has been in business since 1946 providing inspection, testing, and maintenance of fire protection and life safety systems to their large customer base throughout West Michigan. They are and always have been a family-owned and operated company and they believe this has allowed them to provide the type of detail-oriented service that their customers deserve. Following are just a few of their satisfied, long-term elite corporate clients: Steelcase Inc; Ventra Automotive; Wolverine World Wide; Knappe & Vogt Manufacturing; Mercy Health; Haviland Enterprises; UPS; Hutchinson Antivibration Systems; Flexfab LLC; Tyson Foods; Request Foods Inc; Knoll Inc; GE Aviation; Alcoa Howmet; etc.



Do Your Part!
Recycle!



About Our Speakers



RD Hopper **ARA President**



Growing up in a small family business emboldened RD Hopper to do whatever he could to insure that small and independent businesses survive both in Arkansas and the U.S.

“As ARA president I want to make sure that the small auto recycler and the small independent yards have access to whatever they need to remain competitive in an industry that is consolidating, and in a country where the overhead and cost of doing business is going up yearly,” said Hopper, who took the office at ARA’s Annual Convention in Baltimore October 26-29, 2016.

Hopper is the owner of Sonny’s Auto Salvage in Jacksonville, Arkansas, the company he and his wife Jennifer bought in 1998. The firm has 15 employees. Sonny’s has been serving Central Arkansas for over 38 years as a family owned and operated organization. In 1976, Sonny Taylor purchased the business and renamed it Sonny’s. The Taylor family operated the business for 22 years before selling it to the Hoppers.

He learned from the ground up. His father owned an auto parts store, Hopper Auto Parts in Mountain View, Arkansas, and his grandfather was a mechanic and district manager for the Arkansas State Highway Department. But as he learned when he graduated in 1985 from Mountain View High School, “If you get too many people eating off the same cookie there’s not enough to go around,” so he moved to Little Rock to work at Mid-State Automotive Parts Warehouse, a huge distribution plant that provided parts to about 100 stores statewide.

Hopper feels so strongly about the need to ensure that small and independent businesses remain competitive that he took the bold step last year to run for elected office. He already was a Justice of the Peace on the Lonoke County quorum, which is similar to a Board of Supervisors or legislative body in the county, his home county. But in 2015 he decided to challenge State Senator Eddie Joe Williams, saying Williams spent too much time looking after large corporations.

He lost to the incumbent Senator, but only by five percent, in the March of 2016 Republican Primary. But

along the way, he started appearing on KHTE Radio in Little Rock, also known as The Answer. The station liked him so much that they asked him to appear more often on the Dave Elswick show to talk about, what else, Arkansas politics. “We have fun with the show,” said Hopper, so much fun that he advertises on the show as well.

“The only reason I have political points is that I want to save the family businesses in this country. Family businesses cannot bear the costs of government,” says Hopper. “We cannot control all the rising costs but we can try to give the independent auto recycler the tools to be more efficient and more competitive if they are going to stay in business. Cannot control the other side, we can only fight them.”

“Members should run for local office. How else are we going to get control but run for office. The only way I found to get a politician’s attention is to run against him,” says Hopper.

Hopper has been a very active member of ARA and other organizations. He has served as President and Southwest Director. He previously served as At-Large Director of ARA and was president and Southwest Director for the Arkansas Automotive Dismantlers and Recyclers Association work group (AADRA). As part of his work with ARA’s Governmental Affairs Committee, he was chair of the national Motor Vehicle Titling Information Systems (NMVTIS) work group and was a member of the Department of Justice’s NVMTIS Federal Advisory Board.

David Kendziorski **President, Stormtech, Inc.**



David Kendziorski is a nationally known storm water expert who specialized in permit compliance for the auto and scrap recycling industries. Dave wrote ARA’s *Storm Water Compliance Manual*, and he provides professional storm water compliance services for nearly 200 auto recyclers in Michigan, Wisconsin, Minnesota, and California. Since 2004, Dave has served as Program Manager for ARM’s Michigan Certified Automotive Recycler (MICAR) program.

Continued on page 26

About Our Speakers



Paul Secker SAS Forks.com



Paul Secker is President of S.A.S. of Luxemburg, Ltd, manufacturer of SAS FORKS. Formerly being involved in the family salvage yard for 30 years, 15 years in the yard and shop, and 15 years as Operations

Manager, Paul has a thorough understanding of the workings of auto recyclers. Paul's father Elmer Secker, an Industrial Engineer, founded the family business back in 1968. After years of operating the salvage yard, and observing the challenges yards and auctions have with moving cars, Elmer has developed a unique approach engineering attachments that has proven to stand up in the Auto Recycling Industry. Paul graduated from the University of Wisconsin-Stevens Point with a degree in Business Administration, and has attended forklift safety classes at Northeast Wisconsin Technical College, in Green Bay, WI. The last 15 years Paul has been working in the fork manufacturing business. More importantly, Paul has worked side by side with Elmer for the last 30 years, yielding great insight into the engineering practices Elmer has established. Paul is a member of SME (Society of Manufacturing Engineers) and has attended conferences on Product Safety, Fabrication, and Stress Analysis. Paul presently speaks with customers on a daily basis, identifying capacities of various equipment, and helping customers specify the correct forks based on their operations. Paul has developed unique insights of fork use, inspection, and safe operation.

Bill Stevens Counts Consulting



Bill Stevens, Senior Partner of Counts Consulting, brings a whole new level of experience to our industry. Bill is a 3rd generation Auto Recycler has done it all, pulled parts, bought vehicles, sold parts, Production Manager, Store Manager, Sales Manager, Regional Vice

President for Greenleaf, and ultimately Vice President of Operations for Schnitzer Steel with P&L responsibility for 18 full service facilities and 26 total Greenleaf sites. This business generated \$130M annually in revenue and purchased over 25,000 vehicles per year.

Bill was voted "Locator Upfront Boss of the Year" in 2005 while working as a Regional Vice President for GreenLeaf. Bill started consulting to the industry in 2009 and has consulted Auto Recyclers all over the world including extensive work in Australia, Canada, and Central America.

Bill has been the keynote speaker for the URG conference, presented at the ARA convention in Austin, and continues to speak at many national and state conferences.

With his unique motivation and organizational skills Bill can truly help you take your business to the next level.

Joe Wright Dorman Products



Joe has spent over 35 years in the light and heavy-duty parts business. He began by working for an advertising agency that specialized in automotive and heavy-duty clients. Joe then moved to Navistar International, the heavy duty truck business in their

parts operations. He then spent time at Aftermarket Technology in their light duty remanufactured engine and transmission business. Fifteen years ago he joined the team at Dorman Products/The Connection and is happily focusing on growing the sales and profits of customers in the recycling industry and other specialty markets for Dorman Products. He is currently the National Sales Manager for Specialty Markets for Dorman.

Dorman specializes in complex electronics like Hybrid Batteries. Dorman's website at DormanProducts.com features many videos on the safe removal of these high voltage batteries.

In addition to expertise in the over 300 product lines Dorman Products offers, he is an expert in the proper wear of flip flops. 🚗

Tentative Schedule of Events



Thursday, April 27, 2017

12:00 noon

Vendors & Members Networking Golf Scramble
at Gleneagle Golf Club in Hudsonville, MI

Friday, April 28, 2017

9:00 a.m.

Yard Tours – Bus departs Weller's

9:30 a.m. – 11:45 a.m.

**Yard Tours: Premier Auto & Truck Parts and
J & R Truck Parts, Cedar Springs**

12:00 p.m. – 1:45 p.m.

Lunch at Cedar Springs Brewery

2:00 p.m. – 4:00 p.m.

**Yard Tour: Weller Auto Parts, Grand Rapids
Full Service Facility**

4:30 p.m.

Bus Returns to Weller, Wyoming

2:00 p.m. – 5:00 p.m.

Exhibitor Set-Up

5:00 p.m.

**Celebrity Past President's Cash Bar
& Happy Hour with Vendors**

5:15 p.m.

Exhibitor Information Meeting

5:30 p.m.

Welcome, Ribbon-Cutting, Opening of Road Show

5:30 p.m. – 8:00 p.m.

Road Show Hours

6:30 p.m.

Dinner with Vendors

8:00 p.m.

Live Auction, Raffles, Fun & Comradery with Vendors

Saturday, April 29, 2017

8:30 a.m. – 4:00 p.m.

Registration Table Open

8:30 a.m.

Presidents' Welcome & Continental Breakfast

ARM President Jason Fisher and ARA President RD Hopper

9:15 a.m. – 10:00 a.m.

Seminars & Training

- "Increasing Your Sales" by *Bill Stevens, Counts Consulting*
- "Team Work Among Team Members" by *Theresa Colbert, Sales & Training Specialist*
- "Fire Safety–Are You Prepared if Disaster Hits?" by *Dave Hoogterp, Fire-Fighter Sales & Service*

10:00 a.m. – 2:00 p.m.

Catered Coffee Cappuccino Bar

10:15 a.m. – 11:00 a.m.

Seminars & Training

- "Advertising Using Social Media" by *Don Hendricks, H & W Salvage, MO*
- "Why Cores Matter to Your Business" with panel of Core Vendors by *Theresa Colbert*
- Forklift Training by *Paul Secker, SAS Forks*
- Haz Mat Training by *Dave Kendziorski, MICAR Program Manager*

11:15 a.m. – 12:00 noon

Seminars & Training

- "What comes After eBay" by *Don Hendricks*
- "Things You Always Wanted to Know About Other Yards But Were Afraid to Ask" Roundtable Discussion Moderated by *Theresa Colbert*
- Hybrid Batteries Training by *Joe Wright, Dorman Products*

12:00 p.m. – 2:30 p.m.

Buffet Lunch with Vendors in Trade Show

1:30 p.m. – 2:15 p.m.

Yard Management Systems Training

Hollander, Checkmate, Pinnacle

2:30 p.m. – 4:00 p.m.

TOP DOG Employee Recognition

Moderated by Bill Stevens

Tours & Events



THURSDAY'S FUN DAY OF GOLF & NETWORKING

We will begin our 2017 Road Show with a fun, relaxing day on the links so think spring, dust off those clubs and plan on joining everyone at the Gleneagle Golf Club in Hudsonville, MI.

Gleneagle Golf Club is a championship layout, earning a 3 ½ star rating from *Golf Digest's*, Places to Play. It offers a scenic beauty, multiple teeing areas, large undulating greens, strategically placed bunkers and water hazards providing players of all levels a mix of challenge and beauty and earning the distinction of the most unique and strategic greens in the Grand Rapids area. In addition, the welcoming staff makes a day of golf at Gleneagle a memorable experience. Add your fellow recyclers into this great mix and we're guaranteed a fun day for all, regardless of your level of play. We look forward to seeing you on Thursday, April 27th.

FRIDAY BUS TOURS

We have planned an exciting day of one of our most popular events...Yard Tours. We will begin our day traveling to Cedar Springs where we will tour Premier Auto & Truck Parts and J & R Truck Parts and J & R U-Pull-It. While in Cedar Springs, we will have lunch at the award winning Cedar Springs Brewery for a fantastic meal. Then we are back on the bus to complete our tour at Weller's Full Service facility.



Premier Auto & Truck Parts, Cedar Springs

Premier Auto & Truck Parts opened its doors in June of 2000 with just 2 employees situated on ¾ of an acre. Tom Kooienga started the business and gave it the name "Premier" because he wanted to be instantly recognized as a top notch facility. They have been blessed over the

years with great employees and loyal customers and have experienced steady growth. They operate Premier with the principal philosophy being the Golden Rule (treat others how you want to be treated). Now in their 17th year of business they are processing over 1000 vehicles annually and employ a staff of 18 people. Tom Kooienga officially retired from the business last year but his hard work is being carried on by the new owners, his sons Chris and Scott Kooienga. Premier is excited for the future and has great plans for continued growth to service our loyal wholesale and retail customers, as well as our growing ecommerce presence.



J & R Auto & Truck Parts, Cedar Springs

J & R Truck Parts got its start over 34 years ago in 1982 as J & R Auto Parts, when my father (Rick) and grandpa (Jay) went into business together. Seven years later my grandpa retired and my father (Rick) and mother (Judy) kept the name J & R going. In the mid 90s I came back in the picture and brought a whole new way of thinking into the business, changing the name to J & R Auto Recyclers and installing full computerized inventory and networking capabilities.

Fast forward to 2008...I officially bought my parents out, and took the next steps towards making J & R a state of the art recycling facility, changing the name to J & R Truck Parts...now specializing in late model light to medium duty truck, SUV, and crossover, used, reman, and surplus parts.

We went from 100% retail in the 80s and 90s to now a predominant wholesale supplier, supplying parts to all 50 states. As you can see we have enough "J's" in the family to keep the name J & R going for years to come! We are proud to be celebrating our 35th year in business this year!

Tentative Schedule of Events



WELLER AUTO PARTS

Weller Auto Parts, Grand Rapids

Weller Auto Parts started in a garage in Muskegon in 1932 by Harry J. and Helen Weller. The business started in auto sales with wrecked cars purchased and rebuilt for resale and the remaining parts were then sold, thus the beginning of Weller Auto Parts. In the late 30's the business was relocated to the Grand Rapids area where it remains today. Sons Harry Jr. and Wayne helped build the business with Jr. selling and overseeing the daily operation and brother Wayne was out buying cars. Jr.'s four sons, Skip, John, Chris and Paul all grew up in the family business and it soon became apparent to Jr. that one location wasn't going to fit four boys so in the late 70's he purchased a parcel down the street from the main auto parts store and started Weller Truck Parts. They continued to expand throughout the years which not only included Weller Truck Parts, but Frontier Truck Parts, Weller Auto Parts Kalamazoo, Weller Auto Parts South Bend, Weller Self-Serve, and Weller's repairable cars and surplus storage location, the site of our 2017 Road Show. The business plans to continue with steady growth and to supply products customers need for the next 80 years as the 4th generation of Weller's are now active and showing the "old" guys how it is done.



Cedar Springs Brewery Company

Cedar Springs Brewery Company is an award winning Bavarian-style restaurant, brauhaus, biergarten, wine-maker, and distiller in the heart of Cedar Springs. You can enjoy a freshly crafted beverage and a favorable meal featuring pub fare and a traditional German Bavarian menu. They were voted the best new brewery in West Michigan which was a huge honor since Grand Rapids is known as "Beer City USA". Opening in 2015, it is a great place for us to gather and relax before we complete the last leg of our yard tours. 🚗

COME JOIN THE FRIDAY NIGHT FUN!



BACK BY POPULAR DEMAND!

Once again we have a whole lineup of fun activities and prize winning opportunities planned for Friday night's gala of good times!

Join us for...

Pirate Poker!

Buy your initial hand of 5 cards, then throughout the night discard and select a new card—up to 10 times (for a fee)! Need that one extra card? In the live auction we will raffle off a "wild card". The winning high bidder will be able to use that card for any card needed to "win the big prize!"

Pick Your County!

We will have a map of our great state of Michigan with all the counties clearly shown. Purchase as many counties as you like, once the state map is full we will draw the "big winner".

Live Auction!

We will be having a live auction with a great array of items that everyone will have fun competing for and if you would like to donate a special item to this lively event, please contact the ARM Office at 800-831-2519.

"KEY" Prize Winner!

Throughout the live auction there will be (4) "key" items*. If you are the high bidder on one of those items you will then be called up to select one of four keys that will unlock the lock on the "big prize". So in addition to winning your auction item, you stand a one in four chance of winning the "big prize"! You will not want to miss out on this—it is sure to be a great time had by all. Trust us we know! **SEE YOU THERE!**

*Actual prizes will be determined and displayed prior to bidding.

Get Rid of Labels

By DJ Harrington

When I was young, I had a very bad speech impediment. For some of you, that is hard to believe because I spend so much time speaking for a living. When I was young playing in the yard, my very UNHELPFUL neighbor told me, "You will NEVER be like your brother, John." John was a brilliant guy and had a choice of 27 scholarships to college, was President of the student body at his high school and graduated Summa Cum Laude from the Naval Academy. He spoke and wrote Russian and entered the space program after attending the Naval Academy.

All my teachers reinforced my problem by telling me that I was a "slow learner" because of my speech. My eleven brothers and sisters spoke for me. To add to my embarrassment, I carried a small pad to write down what I wanted, where I lived, etc. I could not play little

league baseball because no one could understand me. Back then they called my condition, Lazy Tongue. I grew up with people putting labels on me. Terrible labels like, "dumb", "slow", and even "retarded". I was never retarded, but I definitely had a speech problem. People can be mean, and I ran into lots of mean people at church, Cub Scouts and schoolmates.

Don't let people put labels on you. My desire is to start this year with articles that will help all of us grow...including me. If we can improve our thinking, we can improve our lives. To those of you that think I'm too old, think again. I won't allow it. You shouldn't allow any negatives in your lives that could stick either. Let me tell you a similar story that happened years ago, it will help us in 2017.

The legendary Coach, Dale Brown of the LSU basket-
Continued on page 33

SAVE THE DATE!

Automotive Recyclers of Michigan & Friends 17th Annual Golf Outing

Proceeds to the Kent Utter Jr. Memorial Scholarship Fund & ARM



LINKS OF NOVI

MONDAY, JUNE 19, 2017

10:00 a.m. Shotgun Start

**Three hours open beverage service...
after golf!**

Gifts and Prizes for Everyone!

Continental Breakfast • New York Strip Steak Dinner • Burgers and Dogs at the Turn
50/50 Raffle • Silent Auction • Putting Contest



Dust Management Workshop

Tuesday, March 21, 2017

8:30 a.m. – 12:30 p.m.

LV Eberhard Center, Grand Rapids, Michigan

Fugitive dust from roads, surface lots, storage piles, and other sources contributes to air pollution. Additionally, asbestos from demolition activities can present environmental concerns if not properly handled. The Michigan Department of Environmental Quality is presenting the Dust Management Workshop to provide information on how to control fugitive dust at public and private facilities, lots, and roads, as well as dust management at demolition sites.

To help comply with environmental requirements relating to fugitive dust, attendees will receive an overview of particulate matter and fugitive dust regulations, related health issues, and a profile of dust control methods, approaches for developing solid fugitive dust plans, and success stories on dust management such as the use of Detroit's wet-wet method.

Registration Cost: \$55

Attendees of this workshop will receive both the *Managing Fugitive Dust* and the *Nonmetallic Mineral Crushing Facilities* guidebooks.

The Rules of Mom and Your Demise

By Don Hendricks

The world moves on and changes every day, yet I see some things that stay absolutely the same. I am stunned that common business etiquette is being ignored and not just in our industry. I have had some rules that serve me well. I will pass them along to you.

Rule of Mom #1: Would you treat your mother that way?

When I hear my mom ask me that question I cringe. So how does this apply to your business? First of all, why would you leave a customer holding on the telephone while talking to someone else at the counter? The phone call is business, the counter conversation is personal. If you are in the middle of a conversation at the counter and the phone rings, say, "Give me just a second to answer this so they don't think we are ignoring them." Not so hard is it? That also goes for Instant Messaging. Our society is all about instant gratification, but you really don't want to leave your customers hanging without an answer. Your mom has to love you, customers do not. If they don't get your love quickly they will find it with a different vendor. Study after study on customer acquisition and retention show that new customers are extremely hard to get and keep. You may throw away a potential customer by ignoring them. Email should be answered within 24 hours, period. If you are busy texting instead of taking care of your customer, no matter where the customer is or how they are contacting you, you will likely lose the sale and the customer.

Rule of Mom #2: Grammar, spelling, and punctuation are important.

DO NOT USE THE CAPS LOCK BUTTON ON YOUR KEYBOARD! Did you just feel like I was yelling at you? I feel the same way, and so do customers. Did you ever throw out an email because there were 23 exclamation points on it? Yep, me too.

Rule of Mom #3: You come into this world with a clean and shiny name.

How you live your life and treat others determines what kind of reputation you have when you leave the world. I have seen articles by Theresa Colbert about brokering

parts and the benefits of doing so. We have experienced this and it does work. If I broker your parts and you try to steal my customer, your name is now mud to me. Not only to me, my business and my customer, but to the other businesses in our area that do business with us. They will stop using you in fear of losing customers, too. Very soon, you will have NO customers to sell parts to.

Rule of Mom #4: Don't embarrass your mother.

Do not write anything other than stock numbers and business names on the part you are shipping. Beer boxes are not appropriate packing material unless they have been shredded small enough to obliterate the original labels. Inappropriate language should not be tolerated at your place of business.

You never know who is listening to you. You, your business, and your employees should be clean and dressed appropriately. Shirts and shoes are always required, even if it is hot.

Rule of Mom #5: Mom has always been able to take care of herself when someone is acting badly, but don't let me hear you treat her with disrespect.

If you treat customers the way you want to be treated, but your staff is rude, uncaring or insulting, you need to change that. Don't let others do what you wouldn't do.

Rule of Mom #6: Honesty is the best policy.

If you tell your customer you shipped it yesterday, make sure you have the tracking number to prove it. This motor has 142K on it. We ordered it yesterday, must be a delay in shipping. You get it right?

Rule of Mom #7: You never get a second chance at a first impression.

It makes no difference whatsoever that the part you sold the customer fixed their issue. You did not follow the Rules of Mom and your customer is not impressed. "How was your experience at XYZ auto?" Shoulder shrug and "Huh" is what you get. There is no way to fix that issue.

What kind of rules do YOU live by? 🚗

Get Rid of Labels

Continued from page 30

ball team tells of times he was speaking to a group of soldiers at a military base in California. When he was done speaking a young man came up to him who stood nearly seven feet tall and weighed around 250 pounds. "Coach Brown", the young man said, "I want to try out for our basketball team, but I can't dunk the basketball! I can barely jump. When I run up and down the court, both of my legs tire out so quickly that I can only play a few minutes."

As the coach gazed up at the young man from his head down to the size seventeen shoes, he asked "How long have you been in the military, Son?" With a quick response, the young man answered, "I'm not in the military Coach. My father is. I'm thirteen years old."

Coach Brown was immediately intrigued and decided to take this young man under his wing. When Coach got back to Louisiana, he sent this young kid to his training program. He told the kid it would strengthen his legs and increase his endurance.

Three months went by before Coach received a letter from the young man giving him an update on his present circumstances. It seemed that the young man had been faithful by spending hours working out in the gym and weight rooms. However, the update wasn't what Coach was expecting. The young man's basketball coach had just cut him from the team, saying that he was TOO big, TOO slow, and TOO clumsy. He further reiterated that his basketball coach assumed he would never be able to play basketball. That is what I call having negative labels stuck to you.

That young man had a decision to make. Was he willing to make a decision NOT to wear those negative labels his entire life? Negative labels such as, TOO big, TOO slow, and TOO clumsy. He decided to remove those labels.

You may have guessed it already. That young man was Shaquille O'Neal who eventually attended LSU and played college basketball for Coach Brown. Shaquille broke all the records and became one of the greatest basketball players who has ever played the game. At the entrance to the LSU basketball facility stands a bronze statue of Shaquille, the former clumsy kid who could barely jump, dunking the basketball. I wonder where he would be now if he had listened to the negative labels from others. If he had listened to the negative labels from his first coach, he wouldn't have become one of the greatest to play the game and

wouldn't have spent 19 years playing in the NBA.

Every time you see Shaquille's Icy-Hot commercials on TV, remember what he endured. Has somebody told you that you can't accomplish your dreams? As my neighbor told me years ago, I also had school teachers tell me because of my speech impediment that I would be lucky to finish high school. Trying to be a help, the consensus was to send me to a trade school in another state. According to them the less I spoke in public, the better off I would be.

You may feel like Shaquille today. Maybe you've been cut from the team. Experts might have told you that you can't do what you don't have. Here's what I've learned. The experts can be wrong! Experts built the Titanic and it still sank. Amateurs built the Ark, and it floated — even with all the animals on board. The trick is don't let people put a label on you. In this New Year, people can call you "slow", "lazy", or for me now — "too old" or "all washed-up". That's alright. I just don't answer to that. I answer to "talented", "good speaker" or "History Maker". Remember the bondage from the past is no longer going to have any effect on you.

Make this one, your best year ever. Thanks for reading my column. If you like it, make a copy and pass it around. 📄

5

Reasons to Advertise in YardTalk

- 1) Highly regarded as an industry-leading professionally produced publication.
- 2) Competitive rates.
- 3) Circulation reaches over 400 recyclers in Michigan, and many other affiliate state associations.
- 4) Great communication tool and source of valuable industry-related information, products and services.
- 5) Newsletter content focused on issues pertinent to Michigan recyclers.

If you'd like to place an ad, or inquire about rates or information, please call the ARM Office at (800) 831-2519 or email: arm@mi.automotiverecyclers.org

Professional design services available at an additional cost.

Membership is **POWER**



When you join ARM, you'll become part of an association that is stable and viable in this ever-changing time in our industry. We are committed to providing you with the services, benefits, information and support necessary to help you meet and maintain the standards you and your customers have come to expect and demand as you compete in today's global markets. We believe the following benefits strengthen the value of your Direct membership.

-  **ARM Storm Water Compliance Program**—This *Members Only* program will assist members in qualifying for the new permit option that will save money and reduce the risk of noncompliance.
-  **ARM Safety Program**—The safety program helps members comply with the safety regulations that are administered by MIOSHA.
-  **MICAR Program**—Michigan Certified Automotive Recycler.
-  **MICAR Plus Program**—Michigan Certified Automotive Recycler Plus.
-  **Kelley Cawthorne Consulting**—Legal and Government Relations Counsel to ARM protecting your interests in Lansing.
-  **ARM PAC**—ARM Political Action Committee.
-  **MIARC**—Electronic parts finding tool for ARM Direct Members.
-  **Kent Utter Jr. Memorial Scholarship Fund**—Providing financial assistance for college and secondary education to ARM Direct Member's employees for over 10 years.
-  **YardTalk Newsletter**—Official Publication of the Automotive Recyclers of Michigan.
-  **Annual Road Show & Business Networking Conference**—Hosted each year by a different ARM member at their facility.
-  **ARA Savings 4 Members Program**—This buying group leverages the collective buying power of 2.1 million member businesses.
-  **Sterling Payment Technologies Credit Card Processing Discounts**—Sterling B2B Group has partnered with ARA and State Affiliates, including ARM, to offer discounted rates on credit card processing.

Renew your membership today! Membership packets for current members were sent out in early August. Contact the ARM office at 800-831-2519 or arm@mi.automotiverecyclers.org if you did not receive yours. **New Members** can contact the ARM office for an application or fill one out from our website www.automotiverecyclers.org and return it along with your licenses to the ARM office with payment in full of \$495 to 7550 S. Saginaw, Suite 9, Grand Blanc, MI 48439 to be considered for membership.

FUN CAR FACTS & TRIVIA

By Cindy Wedding

1. What was the first car?
2. What was the first muscle car?
3. What WWII contribution is Rolls-Royce most famous for?
4. Who designed the Volkswagen Beetle?
5. Who invented the spark plug?
6. Who introduced the tail fin on the Cadillac, which did not go away for over a decade?
7. When and why was the national speed limit of 55 mph enacted?
8. When was the first engine crank built?
9. When did rear seat belts become standard equipment on most cars?
10. What year did Chrysler introduce the Dodge Caravan and Plymouth Voyager? 🚗

F.Y.I. The deadline for the next issue of the Automotive Recyclers of Michigan *YardTalk* newsletter is May 18, 2017. If you would like to place an advertisement or submit an article, please call the ARM office at 800-831-2519.

- Answers:**
1. Designed, built and patented by Karl Benz in 1886, the Benz Patent-Motorwagen is universally recognized as the first internal combustion automobile. In 1926, Karl Benz and Gottlieb Daimler would join forces and companies creating Daimler-Benz, later Mercedes-Benz.
 2. Although there had been powerful cars built up to this point, it is the 1964 Pontiac GTO, which is recognized as the first true muscle car. With an advertising and marketing campaign stating the facts, the midsize Pontiac Tempest/Lemans could be optioned with the GTO package, featuring a 389ci Tri-Power (3-dual carburetors) engine, dual exhaust and hood scoops.
 3. Famous for its hand-built ultra high-luxury cars, the British car maker is noted for developing and building the Rolls-Royce Merlin engine during WWII. The 12-piston motor equipped many British warplanes including the Supermarine Spitfire. A variant was licensed and built by Packard and fitted to the North American P-51 Mustang fighter. Both planes played pivotal roles in the ultimate destruction of the Luftwaffe (German Air Force).
 4. Contrary to popular belief, Adolf Hitler had little to do with the overall design of the iconic VW Beetle or (Bug). He did, however, contract Ferdinand Porsche in 1934 to build an affordable Volkswagen (Peoples Car) emulating the success of Henry Ford's Model T. Ferdinand Porsche would start Porsche Motors after WWII, eventually bringing the iconic 911 to life.
 5. Jean Lenoir in 1860.
 6. Harley Earl in 1948.
 7. In 1974 due to oil shortages.
 8. In 1782 by James Watt.
 9. 1965
 10. 1984

Save the Date...

9th Annual ARM Road Show & Business Networking Conference

On location at *Weller Auto Parts* in Grand Rapids, MI

April 27-29, 2017

Informative Seminars
& Workshops
Vendor Demonstrations
New Technology Introductions
Exciting Tours &
Specialized Training
Great Food + Fun
Family Activities!

For more information contact
Barb Utter at the ARM office:

800-831-2519 or e-mail:
arm@mi.automotiverecyclers.org





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