



AUTOMOTIVE
RECYCLERS
OF MICHIGAN

ARM Road Show
wrap-up begins
on page 18.

YARDTALK

Issue 3

The Official Publication of the Automotive Recyclers of Michigan

Spring 2019

The President's Message

Summer is finally here, sort of, and as I sit here thinking about what to write I can't help but feel grateful for our Association. We pulled off another great Road Show and I would like to thank everyone involved. The



Ross Lewicki

board did an excellent job planning it and Barb and Kathy, as always, did an excellent job executing it.

Thank you to all of the sponsors and to Worldwide Equipment Sales, without them we would not have a Road Show. And, thank you to all of you who attended. When people ask me how our industry is doing my normal response is, "It's changing fast and we're just trying to stay in front of it." The more years I put behind me in this business the more I'm realizing that this has been a constant for our industry. We all know yards that did not or could not change with the times and we know how their story ends. There may be a handful of yards out there that

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Intensive Hybrid Training Was So Successful We're Doing an Encore!



By Slater Shroyer

ARM hosted Andy Latham from Salvage Wire who put on an all-day training session for the handling of hybrid vehicles. Hybrids are entering the market at an accelerating rate and nearly every salvage yard has already encountered at least one by now. **It only takes one mistake with a high voltage battery or wire to kill you!**

Andy's training is more than just learning to pull a plug to disconnect the battery from the vehicle. He explains the dangers of the regenerative braking system constantly trying to recharge everything whenever the wheels move. He goes over real and practical safety procedures for handling batteries, inverters, capacitors and high voltage wiring.



As if the potential for lethal contact weren't enough, storing high voltage batteries brings its own set of risks. Several fires have taken out recycling facilities around the world due to the improper handling of batteries after they've been removed. Storing different types of batteries near each other can be dangerous. The training addressed how to properly store batteries to minimize the risk of uncontrollable fire.

Virtually everyone who attended came out with new information that could be taken back and immediately implemented at their facilities. The feedback has been positive and overwhelming to the point that we are bringing Andy Latham back to Michigan for an encore session July 17 in Grand Rapids, MI! Seating is limited so make your reservation today. See page 17 for the registration form and for more details regarding this session.  



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Happy Spring Everyone (Finally 😊!)

First of all, I want to give a huge shout out to all who helped make our 2019 ARM Road Show and Business Networking Conference a huge success. Every year is a new adventure and a new challenge, but somehow we always make it happen and this year it is certainly because of and in thanks to the following: Art,



Barb Utter

Mark, and Worldwide Equipment Sales for providing us with a great venue. Thanks to our President Ross Lewicki and each of the Board members in attendance for their non-stop help. We truly appreciate their support and hard work that went way above and beyond anything ever expected. To Kathy,

who gives so much of her time and energies to help make it happen!! We absolutely couldn't accomplish what we do without her. To Lauren and Brenna, whose energy, enthusiasm and direction keeps us going throughout the event. To our outstanding vendors and speakers who give so much of themselves to provide our members with the newest and latest products, services and information. To our members who so graciously opened their facilities and hosted the yard tours, always one of the highlights of the weekend, even when the "rain gods" challenge our spirit right up until the actual day. To our generous sponsors, donors and supporters for always being there for us and who make it possible for us to continue to offer quality programs, and last but certainly not least, to all of you, our members who attended our 11th Annual Road Show. It is your enthusiasm and commitment that reinforces the decision to continue for another year.

As you know, one of my favorite authors is "Unknown" and I always remember reading this quote from him/her that said "The best leader is the one who has the sense to surround themselves with winning people." I don't consider myself the best leader, but as your Executive Director I do know how to surround myself with the very best of the best. I thank each and every

one of you from the bottom of my heart for your help in making our 11th Annual Road Show another great success. Watch for an announcement as to the date and location of the 2020 Road Show.

Another great success was the Hybrid Dismantlers Training by expert Andy Latham of Salvage Wire that ARM offered our members on April 25th. I sat in on the entire session and it was such an awesome experience, I feel compelled to share my experience. It was unbelievable! I kid you not! First of all, 47 attendees registered, 47 attended the session, 47 lasted all day, 47 took the test and were certified, and when the day was completed, not one of the 47 attendees left notes and/or notebooks behind. Trust me, this is unheard of! Andy kept the entire day interesting and very relevant...and downright SCARY. This training is a must for each and everyone one of you, both owner and the employee.

There was a lot of great discussion throughout the day, but I kept hearing the same two questions over and over: why do our bosses continue to buy these vehicles when they are so dangerous and why aren't our owners, bosses and managers taking this training with us? Both are great questions and concerns! As we learned throughout the day, even if you don't currently purchase these vehicles, it won't be very long before you won't have a choice so you need to be prepared. As for an answer to their second question, you absolutely do need to take this training even if you do not participate in the dismantling process. When I heard about the need for a special mat to stand on or special gloves and safety glasses, I got it. But when they showed the special hook that is needed, preferably at every bay, to use when someone is electrocuted, that is when reality hit me...EVERYONE NEEDS TO ATTEND THIS TRAINING, if for no other reason than to know how to protect you and your employees. Whether you dismantle, tow, move, and/or store these high voltage batteries, you must be trained. This must be a priority.

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Please address articles or letters for publication to:

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7550 S. Saginaw

Suite 9

Grand Blanc, MI

48439

Calendar of Upcoming Events

July 17, 2019

ARM Hybrid Dismantling Training

Grand Rapids, MI

October 3, 2019

ARM Legislative Day, Hybrid Dismantling Training and Annual Meeting

Lower level, Christman Building

Lansing, MI

Oct. 10-12, 2019

76th Annual ARA Convention & Expo

Charlotte Convention Center

Charlotte, NC

April 16-18, 2020

URG Training Conference

Hyatt Regency

St. Louis at the Arch

St. Louis, MO

NEW MEMBERS

Please give a warm welcome our newest ARM members:

Direct Member:

Scholz Auto & Truck Parts (new owner)

Greg Neuner, Capac, MI

Associate Members:

EZ-Suite (EZ-Route), Shelby, Ohio

FUTURE RECYCLERS

We are so happy to welcome our newest recyclers.

Congratulations to:

Parents Justin Shroyer and Melissa Clark and grandparents Ann & Bob Shroyer of Shroyer Auto Parts of Lansing on the birth of Sloan Ann Shroyer, born March 11, 2019.

Parents Kayla and Daniel Gray and grandparents Kim & Doug Gray of Doug's Auto Recyclers of Coldwater on the birth of Eva Lucille Gray, born April 7, 2019.

CONDOLENCES

To the entire Hooper family of Hooper Auto Recycling in Linwood on the recent passing of Bill's wife Becky and to Cat Damon, former owner of Cat's Parts Mart Auto Salvage and a past ARM Board member, and her family on the recent passing of her husband Barry on April 20, 2019. Please know you are in our thoughts and prayers during this difficult time.



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From the Desk of Your Executive Director

Continued from page 3

Too much is at stake not to be.

Here's the good news. You are in luck as we are providing two more training sessions with Andy. The next one is July 17th in the Grand Rapids area (exact location to be announced soon) and then we will have Andy return on October 3rd in Lansing. We have offered this training around the state for your convenience so no excuses. Mark your calendars for you and your employees to attend one of these "must do" training sessions.

Just a couple of other reminders before our summer schedules and mind-sets kick-in. At the Road Show Dave Kendzioriski rolled out our new "members only" Do-It-Yourself Online Storm Water Program so be sure to take advantage of this great benefit. He has created sample documents of everything you will need to prepare your required permit compliance documents for the MDEQ. This is a huge benefit to everyone who is required to have a storm water permit. If you have any questions, we're here to help you.

Also, we have set the date and plans are in the works

for our annual meeting. It will be October 3rd in the Lower Level of the Christman Building in Lansing and it will be combined with Hybrid Dismantling Training and Legislative Day. This summer is the perfect time to invite your Legislators to visit your facility so that when you invite them to join you for lunch on Legislative Day they will know who you are and what you do and therefore they will be able to be more attentive to the concerns you will want to discuss. It is always a great day in Lansing so watch for details.

In the meantime, I hope each of you find the time to enjoy summer. I read an article by conflict-resolution coach Amilya Antonetti where she said "happy people are more motivated, more energized and more productive than their unhappy counterparts and being happy is a choice." As I look outside on at a beautiful sunny day, I suggest that we all make the choice to be happy and begin our summer by taking some downtime to relax a little more while enjoying our Michigan summer with loved ones.

Happy summer to all of you. 🚗

Hugs, Barb



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BE A PART OF THE MOVEMENT

President's Message

Continued from page 1

are still staying alive doing things as they did ten or twenty years ago but those are few and far between. If we want to survive and, dare I say grow, we must constantly be adapting to the changes our industry is going through. For me, the best way to stay in front of the curve has been to be active in our community. Initially I was skeptical about how much I could gain from being involved in ARA or ARM. My thoughts were along the lines of, "everyone is different from me, what can I learn from someone with a different market and a different business model?" This thinking didn't last long once I become more involved in the associations. I learned that even though we are all a little different we still face the same obstacles. I was told that as long as can you take away one thing from a Road Show or a Convention that it is worth it. Through the years I have learned a lot of things from these shows, some worked for me and some didn't, but the regular exposure to new ideas has allowed me to stay on top of the curve

and not fall behind it. We are lucky to live and work in a state that has such an active membership and such an accomplished director. A lot of states either do not have an association or they are merging with neighboring states and becoming regional associations. We need to recognize the power that we have as a state association to keep each other at the forefront of our industry. The board and our director do an amazing job of keeping their fingers on the pulse and informing our members of changes. Ultimately, it is your choice as to how involved you are in ARM but no matter where we all fall on that scale, we should all be grateful for the work that our association does to keep us in front of the curve. 🚗



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By David Gregory of Kelley Cawthorne
Legal & Government Relations Counsel to ARM

MAY 2019

FIX THE ... AUTO NO-FAULT LAW

Fix the Damn Roads has given way to fixing Michigan's Auto No-Fault Law. As of the writing of this article in late May, the Legislature and the governor agreed to scrap Michigan's system of unlimited lifetime medical benefits in favor of a choice-based system which includes zero medical coverage options.

Governor Whitmer previously threatened to veto this approach, but then began negotiations with legislative leaders. Adding further confusion, Billionaire mogul Dan Gilbert vowed to launch a ballot proposal effort to reform the law if the current efforts fell short.

Some observers are curious as to why Governor Whitmer began negotiating in the first place with her 45 cents gas tax increase proposal stalled in the Legislature.

Some have speculated that a Grand Bargain of Auto No-Fault in exchange for a gas tax hike is part of the deal. That sounds good in theory, but Republicans say they don't feel any pressure to raise gas taxes any time soon as recent polling shows the governor's proposal with very little public support, something on the order of 75-25 against.

OTHER NEWS

State Rep. Larry Inman (R-Traverse City) was indicted by the federal government for soliciting a bribe in connection with his vote to repeal Michigan's prevailing wage law... We continue to monitor bill introductions for **anti-steering legislation** similar to that introduced in prior sessions and in other states... Progress remains slow on the Fiscal Year 2020 budget which starts October 1. Many speculate that the Legislature will not meet its informal deadline of June 30 to complete **next year's budget**, with Governor Whitmer vowing a veto of any budget which does not include some form of her 45 cents per gallon gas tax hike. 🚗



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April 2019

The Automotive Recyclers Association (ARA) represents the interests of over 4,500 professional automotive recyclers across the United States and in 17 countries internationally. ARA is dedicated to the efficient removal and reutilization of genuine original equipment manufacturer (OEM) automotive parts.

The mission of United Recyclers Group (URG) is to lead the industry in providing superior products and services tailored to the operational needs of automotive recyclers. By embracing technology, building innovative product lines, and offering exceptional educational opportunities, URG is focused on helping our members create efficiencies, improve data security and integrity, increase profit margins, and enhance their ability to sustain long term growth.

ARA and URG have watched with growing concern as a proliferation of legislation requiring adherence to original equipment manufacturer (OEM) repair procedures has been introduced in state legislatures across the country. Automobile manufacturers are becoming more aggressive in their efforts to force recycled OEM parts out of the market, releasing position statements, repair specifications and procedures that are both biased and based on weak or no apparent scientific research claiming that recycled OEM parts are inferior to new OEM parts.

ARA and URG believe that if passed, this legislation would have serious negative anti-competitive consequences for consumers, professional automotive recyclers, and independent collision repair professionals.

ARA and URG support that industry standards for automotive repairs should be well defined as to the process necessary to assure the vehicle is returned to pre-loss condition as closely as possible.

ARA and URG do not support repair procedures that disallow the usage of OEM recycled parts or denies the consumer choice of what parts are used in the repair of their vehicles.

ARA and S/P2 Partner to Assist Automotive Recyclers Fill the Technician Gap

Manassas, VA – The Automotive Recyclers Association (ARA) and S/P2 (sp2.org) announced a partnership to provide ARA members with access to the S/P2 Careers database of entry-level technician candidates across the country. Each ARA member will receive a discount to S/P2 Careers that they can use to recruit students who are in or have recently graduated from automotive career tech programs.

“Our members are affected by the technician shortage just like the rest of the automotive repair industry,” said Sandy Blalock, Executive Director of ARA. “By giving our members access to S/P2 Careers, we’re able to provide a benefit that can help them find the techs they need.”

Of the students who have posted their resumes on S/P2 Careers so far, more than 40,000 are interested in automotive service, collision repair, and heavy-duty/diesel career opportunities and now automotive recycling careers.

“This is a great partnership,” said Kyle Holt, President of S/P2. “Sandy Blalock is passionate about helping her members find the technicians they need and attacking the technician shortage head-on. The ARA members add over 700 employers that can provide great career opportunities to entry-level technicians across the US. We’re excited to work with Sandy and the ARA members to help them find candidates near them.”

ARA provides member benefit buying power programs, discounts, rebates, and rewards to its member automotive recycling facilities in 50 states across the country.

“We’re proud of the work we do to help our members,” Sandy Blalock said. “This is the one of the top issues our industry faces, and ARA is dedicated to helping our members find technicians. It’s good for our members, and it’s good for the industry.”



ARA Hires New Director of Member Relations

ARA is excited to announce the hiring of Vince Edivan as Director of Member Relations effective June 3, 2019. In his new position, Vince will be working closely with ARA leaders and Senior Director of Member Services,



Kelly Badillo, to grow the Association membership and increase communication to existing ARA members.

"We are delighted to have Vince on board," said Executive Director, Sandy Blalock. "Vince has a proven history of being a results-oriented team leader

with over 15 years of experience in the auction and insurance industries. We look forward to putting his insight and talents to use for the ARA membership."

Vince is familiar with the professional automotive recycling industry and ARA, having worked as Director

of Vehicle Management with COPART from 2016-2018. He will be travelling around the country to meet with existing and prospective ARA members as well as engaging with the current membership through multiple communication platforms.

"I am excited for the opportunity to join the ARA team," said Vince. "My goal will be to work directly with members and non-members to share ARA's exciting changes and hard-fought victories that continue to enhance its ability to serve and protect the recycling industry at large, as well the individual recycler."

Vince can be reached via email at vince@ara-a.org or 571-208-0428 x 8.

Articles reprinted with permission from ARA 🚗

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STORM WATER PERMIT COMPLIANCE NOW AVAILABLE

By David Kendzierski

ARM Storm Water Program

All ARM members now have access to a set of *Sample Compliance Documents* that will help you prepare the required permit compliance documents that must be submitted to the Department of Environment, Great Lakes, and Energy (EGLE) – formerly the Department of Environmental Quality (DEQ). Most of the samples are Microsoft Word documents that you can easily edit to describe the conditions at your facility. The documents are available in the MEMBERS ONLY PROGRAMS on the ARM website, www.automotiverecyclers.org. Additional permit compliance guidance is available on the EGLE website.

The following documents are presented in the MEMBERS ONLY PROGRAMS section:

1. *DEQ Storm Water Contacts*
2. *Sample Certificate of Coverage*
3. *Sample SWPPP*
4. *Sample Site Map*
5. *Sample Request to Forego Benchmark Monitoring*
6. *Sample Benchmark Monitoring Plan*
7. *Benchmark Monitoring Report Outline*
8. *Sample Routine Inspection Form*
9. *Sample Comprehensive Site Inspection Form*
10. *Sample Storm Water Visual Assessment Form*

The steps below explain how to use the sample documents:

Step 1: Register with MiWaters, the EGLE online database. Your documents must be submitted via the MiWaters database. You will register with MiWaters online. Should you need assistance, your *EGLE Storm Water Contact* (listed on the EGLE website) will help you.



Step 2: At least one person at your facility must be a Certified Industrial Storm Water Operator. See https://www.michigan.gov/documents/deq/wrd-stormwater-ind-training-2019_639166_7.pdf

Step 3: Permits are re-issued in 5 "Cycle Years": Your Cycle Year is

shown on your current permit number. It is the number after MIS. For example, Permit No. MIS3xxxxxx is in Cycle Year 3. By April 1 of the year in which your current storm water permit expires, submit a Notice of Intent via MiWaters. It is a simple form. See https://www.michigan.gov/documents/deq/wrd-stormwater-Video3-NOLreissuance_534450_7.mp4

Step 4: Wait to receive your Certificate of Coverage (COC) from EGLE. See *Sample Certificate of Coverage*. The clock starts when the COC is issued! Within 6 months of the COC, you must submit three documents to MiWaters:

1. Storm Water Pollution Prevention Plan (SWPPP).
2. Site Map
3. Benchmark Monitoring Plan or a Request to Forego Benchmark Monitoring. We strongly recommend that you submit the Request.

SWPPP: Edit the *Sample SWPPP*. Insert information that describes your operations and facility. The sections to be edited are shown in ***Bold Italics***.

Site Map: Prepare a Site Map for your facility. Include all of the information shown on the *Sample Site Map*. The *Sample Site Map* is a Google Earth map, and the text information is added in Microsoft Word. But you can provide any type of map or drawing you want, and long as it includes all of the required information.

Request to Forego Benchmark Monitoring: If you qualify, submit the Request (Edit the *Sample Request to*

Forego Benchmark Monitoring). You will then submit 3 consecutive Storm Water Visual Assessments (at a later date). The Visual Assessments should show that your storm water is reasonably clean or perhaps slightly cloudy and your management practices are working properly. If your storm water runoff looks dirty, contact the ARM Storm Water Program. If your request is approved by EGLE, you will not need to provide a Benchmark Monitoring Plan or have your storm water runoff tested by an analytical laboratory.

If your Request is denied by EGLE, you must then prepare a Benchmark Monitoring Plan (See *Sample Benchmark Monitoring Plan*), sample and test the runoff at each location where storm water is discharged from your facility (as shown on your Site Map) for at least three Quarters (every 3 months), and at the completion of your sampling, submit a *Benchmark Monitoring Report*. If you exceed the EGLE benchmarks, you will have to keep sampling. If you are required to submit a Benchmark Monitoring Plan, contact the ARM Storm Water Program and we will provide additional assistance.

Step 5: Once you submit your SWPPP, begin the inspections:

- Routine Housekeeping/Preventive Maintenance (every 2 weeks). See *Sample Routine Inspection Form*. Edit the first column to list items to check at your facility. Instructions are presented in your SWPPP.
- Comprehensive Site Inspection (quarterly). See *Sample Comprehensive Site Inspection Form*. Edit the first column to list items to check at your facility. Note that you must summarize the Routine observations that were found during that quarter. Instructions are in your SWPPP.
- Storm Water Visual Assessment (quarterly). See *Sample Storm Water Visual Assessment Form*. The Visual Assessment must be conducted within one month of the Comprehensive Inspection. You will take a sample at each discharge location and bring it back to your building or office. Take a color photo of the sample, and describe it on the form. There are several guidelines and videos on the EGLE industrial storm water web page to help you conduct the Visual Assessments. Instructions are also listed in your SWPPP.

Step 6: Implement your SWPPP. Make sure all management practices and controls are properly done. Conduct employee training once per year.

Step 7: Complete an Annual SWPPP Review by January 10th of each year on MiWaters. A sample Review Form is presented in your SWPPP.

Should you have questions or need additional information, feel free to contact Dave Kendziorski, ARM Storm Water Program, at 414-943-1773 or dave@stormtech1.com. You may also contact your local EGLE industrial storm water representative. Good luck! 🚗

The Largest Gathering of Auto Recyclers!



Save the Date!

Automotive Recyclers from around the United States and the world attend the annual gathering of the best and brightest industry minds to discuss strategy and trends for success.

**Join us in Charlotte, North Carolina,
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Find Out More at ARAExpo.org!

The Future of Auto Catalyst, Hybrid Batteries, and Fuel Cells

By Becky Berube

For nearly thirty years the automotive industry has been talking about hybrid electric vehicles and fuel cells without producing a very large market to date. Emission standards across the globe are becoming increasingly stricter. What does this mean for converter, hybrid battery, and fuel cell recycling?

The Future is More Complex

The tightening emission standards means several things: increased number of three-way catalyst (TWC) per vehicle but also an increased number of different types of catalyst per vehicle; some with little or no precious metals.

Recyclers are already becoming aware of the complexity of the large diesel systems that look like rockets where the diesel oxidation catalyst (DOC) has a typical amount of platinum and palladium (Pt/Pd) and no rhodium (Rh) but the diesel particulate filter (DPF) contains only a small amount of Pt/Pd. The diesel system also contains a selective catalytic reduction (SCR) catalyst which is mostly free of precious metals and a lean nox trap (LNT) which also contains very little precious metals. These systems require separation for recycling and have higher recycling times and costs when containing silicon carbide (SiC).

Recyclers can expect more complex exhaust systems on both gasoline and diesel fueled vehicles. Overall, this trend implies more demand and use of precious metals but also more knowledge for proper recycling through an expert processor on a recovery basis, or assay, to get full value.

What will the alternative powertrains mean for recycling and the demand for platinum group metals (PGMs)?

Hybrid Electric Vehicles (HEV)

Johnson Matthey predicts that the longer battery range and the possibility of “cold starts” at high speeds could

mean up to fifteen percent higher PGM loadings in the catalyst. This market is expected to grow from 2 million to nearly 20 million by 2025 including 48V electric system, mild hybrid electric vehicles (MHEV).

The result will be that these catalytic converters will contain higher loading of PGMs and therefore be more valuable.

Battery Electric Vehicles (BEV)

Johnson Matthey also predicts that the battery electric vehicle market will grow from less than .5 million to nearly 6 million vehicles by 2025. BEVs use a combination of battery materials: Vehicle batteries are usually a secondary (rechargeable) battery. Rechargeable batteries used in electric vehicles include lead-acid (“flooded”, deep-cycle, and VRLA), NiCd, nickel-metal hydride (NiMH), lithium-ion (Li-ion), Li-ion polymer, and, less commonly, zinc-air and molten-salt batteries.

Again, the mixed chemistry implies various handling techniques and recycling methods. In terms of value from PGMs, there is none. The fully electric vehicle has no impact on PGMs because without an internal combustion engine (ICE) the vehicle contains no catalytic converter.

The Move Toward a Hydrogen-Oriented Economy

In the next twenty years you can expect to see an infrastructure that fully supports hydrogen gas production, storage, transportation and consumption in power generation, transportation, industrial energy and building heat and power. In these days, the future is merging with the present and the supply chain is developing rapidly. By 2040, you should expect a competitively priced fuel cell vehicle.

The Great Hope for Platinum (Pt): Fuel Cell Vehicles

The use of Pt in auto catalyst has been on the decline for the past ten years. The Pt market is in surplus and the demand is low, hence the lower price. Today we

see recoveries of Pd in scrap catalytic converters that are three to four times the amount of Pt per converter. If the experts are right about the move from a fossil fuel-based economy to a hydrogen-oriented economy, they predict that alternative powertrains and stationary power generators may be the last great hope for Pt demand and use. Platinum (Pt) is the standard metal used in fuel cell technology because it can convert hydrogen into protons and electrons and it can break oxygen bonds and eventually form water.

In conclusion, some experts say that the combination of hydrogen fuel cell hybrid, battery electric, and hybrid electric vehicle market share could go from 1 million to 50 million vehicles sold in the next twenty years. If this happens, watch for the increase of demand for Pt and get ready to start recycling more converters, hybrid batteries, and fuel cells. 🚗



Becky Berube serves the recycling community as United Catalyst Corporation President, she writes a monthly educational column for the industry, serves as co-chair of the ARA Annual Convention Educational Programming Committee, is on the administrative team for the ARA Peer Mentoring Program, and is an Executive Committee member of the IPMI. She can be reached at 864-834-2003 or by email at berube@unitedcatalystcorporation.com.

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“Ain’t No Cure For the Summertime Blues”

By Paul D’Adamo and Katie Stark

In the 1960’s song “Summertime Blues”, a son laments about all the things he wants to do over the Summer like going on a date, taking out the family car for a Sunday ride, or taking a fun vacation. Each time he is chastised for either not working hard enough, being too young to vote, or having to work late. Hence the refrain “But there ain’t no cure for the summertime blues”. I encourage you to check out this classic by Eddie Cochran and Jerry Neal Capehart on YouTube. Most of us fondly look back at our childhoods for the great Summers we had but most of us probably had to give up some of those times due to working a summer job, possibly at the family recycling business.

While we hope your Summer is filled with family fun, vacations, and other warm weather merriments, the fact is our work never stops. Maybe you haven’t really kicked in your Airbag Bounty Recovery yet??? Hint, hint. Let’s put those enterprising young souls on the latest and greatest mission...Be a Lifesaver, Yank That Bag!

The fact is there is never a good time to launch a new project. Winter is fraught with ice, snow, and other hardships. Spring means that business gets a good kick in the pants and everyone is so busy, we spend our Fall ratcheting up our preparations for Winter, and the vicious cycle continues.

Hmmm. Hold on. Did you say that we might have some High School or perhaps College age family members working for the Summer? Might that same generation enjoy using technology, like App’s? See where I am

going? How about we introduce them to the new RAS YAPP (Yard Airbag App). What better idea to finally scan the yard for any additional Bounty Revenue. Yes!, Eureka!, Hallelujah! Finally, a job that will challenge them, make the company some money, and provide a mission to save lives...one airbag at a time. You are probably paying for their phone and monthly service anyway, might as well get some productivity out of it.

Our New Recall App, the YAPP (Yard airbag APP)

Have you heard about our new YAPP? The App allows you to use your cell phone to identify valid recalls right at the vehicle. Printed tags are a thing of the past. The YAPP proceeds to walk the user through the process of taking some basic photos, airbag removal, and then marking the bags to “Add to Cart”. As easy as Amazon, except this is putting Bounty Revenue in your checkbook versus pulling it out. Contact pdadamo@coresupply.com to get set up.

Bonus Round – Did you hear??

Oh my gosh, let’s not forget that we just launched our **Deployed Airbag program** where you get paid for taking additional photos of Deployed and/or missing airbags. Yes, it’s true. Right now, we have soft launched the program with Ford, Lincoln, Mercury vehicles but additional automakers will be coming on board very soon.

Summary

Let’s avoid the “Summertime Blues”, allow our children to feel a sense of mission by saving lives, and put a few dollars in the checkbook. #yankthatbag. 🚗

Join The Automotive Recyclers of Michigan for
HYBRID DISMANTLERS TRAINING



Wednesday, July 17, 2019

Grand Rapids Area

You will be notified of the exact location
as soon as it is confirmed.



9:00 am – 4:00 pm • Lunch is included

COST: \$95 per person for members, **\$150 per person** for non-members

This training is essential for all vehicle recyclers as more of these high voltage vehicles arrive in their yards. The voltages present are lethal and fire risk from poor handling is very high.

6 Hour Hybrid Dismantlers Training by Salvage Wire expert Andy Latham

This one-day training is specifically designed for vehicle recyclers and is accredited by WAMITAB (Waste Management Industry Training and Advisory Board). All participants are tested at the end of the training and those achieving the required standard receives a WAMITAB accredited certificate for their training records.

THE TRAINING INCLUDES:

- » Hybrid Vehicle explanation
- » Electric Vehicle explanation
- » Common features of most hybrids
- » High voltage safety
- » Electric shock potential
- » Moving and towing a hybrid
- » De-Powering the high-voltage system
- » Battery Storage
- » Best Management Practice

» To register for the Hybrid Dismantlers Training, please return the registration form and payment to ARM by June 26, 2019.



11th Annual ARM Road Show & Business Networking Conference



ARM Road Show Recap

By Slater Shroyer

ARM members were invited to come in early on Thursday to play golf at the prestigious Detroit Golf Club.

This year's ARM Road Show kicked off with a bus tour which stopped at **Ryan's Pick a Part** and **Holbrook Auto Parts**. Everyone stopped for lunch at HopCat restaurant in Royal Oak where our guest speaker was Katie Bower, the Director of the Business Compliance and Regulation Division of Michigan Department of State. She spoke about the rollout of the CARS program. Katie stressed the importance of maintaining good relationships between businesses and state regulators and has invited ARM to participate in upcoming stakeholder meetings with Michigan Department of State.

The tour then stopped at **Highway Truck Parts** in Ferndale, MI and proceeded to dinner and the opening of the trade show at Worldwide Equipment Sales in Livonia.

Friday night had entertainment, games, the Last Man Standing competition, and a great live auction. This year's auction items were a wide array ranging from a custom horseless carriage to sporting event tickets to coolers and equipment. We also had donations ranging from memorabilia to handmade specialty items. Thanks to our generous donors and the enthusiastic bidders, the auction and Last Man Standing were a great success!

Saturday was filled with speakers from around the industry.

- Theresa Colbert gave us several insights into how online listings can be more effective. She also pointed out many parts that are more likely to sell with an national audience if properly marketed.
- Amanda Zmolek showed several ways to create an online audience through social media. She explained how to engage people in ways that create loyal customers.
- Paul Secker from SAS forks gave forklift training and certifications.
- Board members brought parts to generate a discussion about parts grading and how different parts might get marketed to different buyers.
- Dave Kendziorski handed out a guide tool to help members comply with new stormwater permitting and testing requirements.
- The day wrapped up with a panel discussion touching on all kinds of topics related to the recycling industry. There were spirited discussion regarding brokering, incentivizing employees, and the kinds of parts that are feasible to sell.

The Road Show was once again a successful event that brought people from all around the industry together to discuss important issues and see the latest products and services available. We look forward to seeing you there next year! 🚗



11th Annual ARM Road Show & Business Networking Conference



ARM Members Highlight Why the Annual ARM Road Show is a Can't Miss Event!

**Jayson Doren, General Manager
Morris Rose Auto Parts**

As an active board member for years, our annual Road Show is always the highlight of the year! This year's planning, I would say was a bit of a rollercoaster! However, as usual with the help of MANY people especially Barb (our fearless leader) and Kathy, we were able to pull off another successful show.

We had a tremendous line up of vendors, speakers and panelists that covered several important topics and really incorporated the attendees into their discussions.

Friday's facility tours are always a highlight for me, thank you for opening your facilities and allowing us the privilege to look around and obtain new ideas to help us all grow our own business.

The live auction and Last Man Standing really proved we have the best members in the country! A huge thank you to everyone for your contributions and support!

The biggest highlight every year for me is being able to get all of us together for a couple days to catch up, discuss our businesses, families, successes and struggles.

On a personal note, after 10 years in this industry I can honestly say that year after year I continue to be impressed, encouraged, and motivated by the amazing members of ARM!

**Daniel Gray
Doug's Auto Recyclers**

ARA damage codes are by no means perfect, but they are one of the most important benchmarks recyclers have. At the ARM Road Show it was demonstrated just how different damage can be described between different departments at the same facility. One person would describe a soft dent as a parking lot ding, and

another would describe it as a crease. Neither were wrong and neither were right. Another source of discrepancy was the age of the part being graded. An older wheel with a fair amount of finish blemishes could hold an "A" grade whereas a current model year wheel with a minor scratch would hold the "B" grade designation.

The focus of the seminar was to highlight the importance of consistency within each facility and to allow sales staff and online listings to interpret the codes that will work for each individual customer. An accurately graded part correctly conveyed to the customer makes for happy customers and no surprises.

With the addition of pictures to our online and in-house part descriptions, damage has become even more transparent. Assuming the damage has been accurately photographed and noted within your yard management system sales staff have a visual representation ready to assist them at any time.

**Kim Gray
Doug's Auto Recyclers**

Amanda Zmolek's presentation on social media was awesome and inspiring. She laid out ideas for posting like sharing new car part arrivals and having promo or sales on specific parts, all with photos of course. Just as important, she says, is creating the personal touch to your Facebook viewers. This can be accomplished by posting quirky items such as photos of your employees and their pets celebrating a holiday/fun days, national doughnut day, or using established forums like "Throw Back Thursdays" to post older photos. Another idea to engage customers response is to ask a question... what is your favorite car you'd like to have back? She said to make it easier, create a reminder on your calendar to motivate you to add a new post at least once a month. 🚗

11th Annual ARM Road Show & Business Networking Conference



11th Annual ARM Road Show & Business Networking Conference



Thank You ARM Road Show **DIAMOND SPONSORS!**



Kalamazoo Metal Recyclers, Inc.

McNichols Scrap Iron & Metal Co



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11th Annual ARM Road Show & Business Networking Conference



Thank You!!!

The Automotive Recyclers of Michigan would like to sincerely thank the following members and friends for their most generous support of our 11th Annual Road Show and Business Networking Conference.

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Speakers & Trainers:

Theresa Colbert – Sales & Training
Specialist, Car-Part.com
Amanda Zmolek – Copart, Industry
Relations Analyst
David Kendziorski – President,
Stormtech, Inc.
Paul Secker – SAS FORKS

Tour Hosts:

Ross Lewicki
Richard Wagner
Ryan's Pick-a-Part Self-Service
Auto & Truck Parts
Thomas Poullath & Simen Savaya
Holbrook Auto Parts
Ross Lewicki
Highway Truck Parts

Hands-on Workshop Facilitators:

Jayson Doren – Morris Rose Auto Parts
Daniel Gray – Doug's Auto Recyclers
Ross Lewicki – Highway Auto Parts
Slater Shroyer – Shroyer Auto Parts

Round Table Facilitators:

Ross Lewicki – Highway Auto Parts
Theresa Colbert – Car-Part.com
Amanda Zmolek – Copart
Marty Hollingshead – Northlake Auto
Recyclers

Auctioneer:

Glenn Neuner, Neuner's Automotive
Recyclers

Bartenders:

Thank you to all our Past Presidents,
Board Members, and Members that
volunteered to bartend.

Barb & Kathy would like to give a
special thank you to Lauren, Brenna
and to all the Board Members that
volunteered their time and helped
all weekend! 🚗



11th Annual ARM Road Show & Business Networking Conference



11th Annual ARM Road Show & Business Networking Conference



Quick Notes on ARA Legislative Summit and Hill Days

By Slater Shroyer

Ross Lewicki and I attended this year's ARA Hill Days and Legislative Summit in Washington DC on April 3-4, 2019.

Over 50 people attended representing 30 states for a discussion of topics from around the country and several meetings with legislators regarding the required dissemination of recall and parts data from the FAST Act.

At the forefront of the Legislative Summit were a number of state actions regarding OEM Repair Procedures. ARA has voiced concern over the wording in many of the proposed bills as their broad definitions of procedure could be used to include part types. Many of the automotive manufacturers have statements that attempt to void the vehicle's warranty if any replacement parts are sourced from outside of their dealer networks. ARA and state affiliate organizations fought the language as it held the potential to effectively

eliminate a vehicle owner's ability to use lower cost recycled parts in vehicle repairs.

Attendees also discussed titling issues and compared the different types and exemptions between various states. Michigan is somewhat unique as we have both salvage and scrap title designations based on the cost to repair as a percentage of value. Several states only have a salvage designation which can be rebuilt and retitled.

The Hill Day meetings with legislators proved to be successful overall. Several lawmakers' offices have contacted the ARA office and expressed an interest in reaching out to National Highway Traffic Safety Administration (NHTSA) about implementation of the FAST Act reporting requirements. 🚗

Recycle! Recycle! Recycle!

11th Annual ARM Road Show & Business Networking Conference



Congratulations to Jayson Doren, 2019 ARM Presidential Award Winner

Congratulations to Jayson Doren, ARM Secretary/Treasurer, on receiving the 2019 ARM Presidential Award from ARM President Ross Lewicki. This award is chosen by the president and is given to a member who has demonstrated outstanding qualities and efforts that go beyond the normal realm of their volunteer commitment. This is certainly Jayson. His dedication and commitment to our board, our association, and our industry, is second to none. He is a team player, hard worker and always is the first to volunteer his time and services to make sure our goals are met. He is a true professional and well deserving of the 2019 ARM Presidential Award. 🚗



Thank You...

ARM sends out a special thank you to Paul Secker of SAS Forks for once again providing an informative Forklift Training session and certifications for our 2019 ARM Road Show attendees.



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

11th Annual ARM Road Show & Business Networking Conference



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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 Do-It-Yourself Storm Water Permit Compliance**—This *Members Only* program will help you prepare the required permit compliance documents that must be submitted to the Department of Environment, Great Lakes, and Energy (EGLE).
-  **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.
-  **EVO/B2B Credit Card Processing Discounts**—EVO/B2B has partnered with ARA and State Affiliates, including ARM, to offer discounted rates on credit card processing.

Contact the ARM office at 800-831-2519 or arm@mi.automotiverecyclers.org for more information. Applications are available on the website or from the ARM office. To be considered for membership, return the application, your licenses, and payment in full of \$495 to the ARM office at 7550 S. Saginaw, Suite 9, Grand Blanc, MI 48439.

COMMUNITY CORNER

Share your personal and professional news of accomplishments and celebrations with *YardTalk's* "Community Corner" by emailing your news and photos to the ARM office at arm@mi.automotiverecyclers.org

3rd Annual “Horsepower for Heroes” Event Provides Support for Veterans

The "Horsepower for Heroes" event was started three years ago by Andrew Schram (Schram Auto & Truck Parts) and Chad Angeli (ebay sales and a former Marine). The event originally began as a car show and packing party for the deployed men and women serving overseas. The event organizers pack an average of 250 "miracle boxes" full of nonperishable items at the show and ship them that day. Each miracle box costs \$17.50 to ship. For the past two years Horsepower for Heroes has also teamed up with the Michigan Veterans Foundation, an organization that helps Michigan Vets with housing, medical expenses and education. This year they were looking forward to packing even more miracle boxes and donating more to both organizations. The first year the event had 125 cars in attendance. They didn't have as many cars last year due to poor weather, but people still came out and supported the event regardless of the weather.



This year's event took place on June 15th, and included a flyover, vehicle contest, food and beverage trucks, music, vendors, and activities for kids. Be sure to check out Horsepower for Heroes on Facebook for photos of the event.

Horsepower for Heroes is currently accepting donations in hopes of making next year's event an even bigger success! Contact Deborah Schram at dschram@schramauto.com or 248-343-4996 if you would like more information or would like to make a donation to this worthy cause. 🚗



Member Spotlight

This issue ARM asked our Diamond Sponsors from the 11th Annual Road Show & Business Networking Conference to give us some information and highlight interesting facts about their business(s).

Car-Part.com

Years in business: 23

Primary contact (sales): 859-344-1925

Location: Fort Wright, Kentucky

What does your business buy/sell/service?

Car-Part offers a full suite of products. Car Part Pro helps recyclers sell to shops and iPro helps insurers add recycled parts to their estimates. Checkmate is our inventory management system that helps recyclers manage their business, maintain inventory, and sell parts efficiently. Checkmate's end-to-end workflow provides tools to buy, inventory, price, sell parts, manage production, track business information in real-time, and reports. Photomate allows recyclers to process and manage part photos from their smartphones and tablets.

What makes your business unique?

Car-Part.com provides end-to-end software for the auto recycler's workflow. Car-Part.com was developed by an auto recycling family, and as a company we have 2,982 years of industry experience. That deep industry knowledge makes us who we are.

Any special certifications, association memberships, or recent awards/acknowledgements you would like ARM members to know about?

Car-Part.com was awarded the 2018 Collision Industry Electronic Commerce Association (CIECA) Electronic Commerce Company of the Year Award

Car Part Pro was awarded the NACE AutoMechanika 2018 Innovation Zone Award

Roger Schroder (co-founder and VP of Sales) was honored as Automotive Recyclers Association (ARA) Member of the Year 2018

Jeff Schroder (co-founder and CEO) was presented with the Automotive Recyclers Association (ARA) President's Award 2018

Joanna Cohen (Car-Part Interchange project manager) was presented with the 2018 CIECA Outstanding Contribution award

Is/has your company or anyone in it, involved in community projects that you would like us to share?

Car-Part.com is involved in various community projects to help local families and the environment, including: donations and activities benefiting our local food bank, cleanup efforts for our local watershed, and programs at our local orphanage to cook and serve dinner and organize activities for the children. We also regularly contribute to disaster relief efforts within the auto recycling community.

Holbrook Auto Parts

Years in business: Over 75 years

Primary contact (sales): Joe Dornatt 586-563-4415

Location(s):

Detroit - 7 mile & Lahser

Detroit - 7 mile & Hubbell

Downriver - Allen Rd & Dix Hwy

Highland Park - McNichols Rd & Woodward

What does your business buy/sell/service?

We buy vehicles and sell new and pre-owned OEM and aftermarket auto parts. We also offer installation services on the parts we sell as well as repair services at our repair center and tire & glass services. Our Highland Park and Downriver locations have salvage yards where we dismantle, clean, test, and recycle parts and vehicles.

What makes your business unique?

We have been serving the Detroit community for over 75 years, providing drivers with high-quality parts at affordable everyday prices. Between our two salvage yards and multiple parts locations, we have an extensive inventory of auto parts for nearly all vehicles, and if we don't have a part in stock we can special order it for our customers.

Any special certifications, association memberships, or recent awards/acknowledgments you would like ARM members to know about?

Member of ARM since 2014, recognized this year as an outstanding facility in Michigan.

Continued on page 30

Member Spotlight *con't.*

Is/has your company or anyone in it involved in community projects that you would like us to share?

Over the 2018 Holiday season, our location at 7 mile & Lahser built and donated a playground to Davis Preparatory Academy, a prestigious school next door that didn't have playground equipment to play on. The students and faculty at Davis Prep were extremely pleased with their holiday gift, and the children love to play on it.

Kalamazoo Metal Recyclers, Inc.

Years in business: 33

Primary contact (sales): Patrick Farrell

Location: 1525 King Highway, Kalamazoo, MI 49048

What does your business buy/sell/service?

We buy all ferrous materials, including appliance, farm equipment, trucks and used vehicles. We have portable car crushers and can supply roll-off containers for recycling needs.

What makes your business unique?

We are family owned and operated.

Any special certifications, association memberships, or recent awards/acknowledgments you would like ARM members to know about?

We are proud sponsors of Big Brothers and Big Sisters.

McNichols Scrap Iron & Metal Co.

Years in business: Established in 1926 (93 years)

Primary contact (sales): Peter Lee

Location: 6500 East McNichols, Detroit, MI 48212

What does your business buy/sell/service?

We purchase and process ferrous and non-ferrous scrap metals.

What makes your business unique?

We are a full service retail scrap yard that specializes in the processing of catalytic converters. 🚗

Have you ever sat around and griped about the rules and regulations that face our industry?

Do you say to yourself “I wish there was something I could do” or wish you had a say in what changes are made or what new Bills are passed?

Here is your chance to be heard!

ARM PAC

Send your **non-corporate** check (**personal or LLC checks only**) made payable to **ARM PAC** at 7550 S. Saginaw, Suite 9, Grand Blanc, MI 48439

Together we are making a difference!!

A Picture is Worth 1,000 Words!

By Theresa Colbert

In fact, in today's market an image could be worth more than 1,000 words. It could be worth thousands of dollars to your business! A picture can convey information much more quickly than reading a written description. Now that Car-Part Pro has images, I thought this would be a good time to talk about images of your vehicles and parts.

Why are images so important? First of all, images give customers confidence that they are buying the correct part and it is in the condition that they expect. When you are making a purchase online and the item does not have a picture, do you look at it or just skip to the next one? I skip to the next one. I feel if there is no picture there must be something wrong with it. I have no idea if that is even true, it's just how my brain works. Like I have always told my children, "It's not always what IS true, it's what someone PERCEIVES as true!" (This usually comes up during discussions of clothing or tattoos, but you get the idea!)

I gave a class on this topic and have done quite a bit of research on images. Let me share some FUN FACTS with you!

- 60% of consumers are more likely to contact a business when an image shows up in search results.
- In eCommerce, 67% of consumers say the quality of an image is "very important" in their purchase.

Image quality is so important that author and online strategist Jeff Bullas says, "Online consumers think the quality of a product's image is 64% more important than product-specific information, 54% more important than a long description, and 53% more important than ratings and reviews."

I can only imagine how our recycling world will change with Car-Part PRO and Car-Part.Com now including images in searches! They will have the ability to see your images while they are doing the estimate on the vehicle! This is so exciting to me! I have never been much of a shopper – I am just not a fan of crowds or shopping malls. But online shopping? Oh yeah! I can get things for my home, birthday gifts, and the Christmas craziness is a thing of the past! What is the single most important thing to me with online shopping? Images, of course! I am not going to buy that sweater or new kitchen rug unless I see it first!

When it comes to image quality, practice makes perfect! Take more images than you think you need. Take them from many angles and pick out the best ones. Circle any damage so that the shops can see the scratches or dings before purchase. When a shop sends back a door as "too much damage" you will have proof to show the insurance adjuster that your door was not "bad" and that the shop was perhaps being a bit too picky.

Go online and look at other yards' images. When you find images that appeal to you, try to make your pictures look like theirs. As recyclers, you are not just selling parts. You are also buyers, brokers, and consumers. If it looks good to you, it will probably be good for your customers!

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

Advertising Opportunity

Prime advertising space is now available for purchase in *YardTalk*.

INSIDE BACK COVER 4-COLOR FULL PAGE AD

For rates or more information, please contact the ARM office at 800-831-2519 or email: arm@mi.automotiverecyclers.org

F.Y.I. The deadline for the next issue of the Automotive Recyclers of Michigan *YardTalk* newsletter is August 16, 2019. If you would like to place an advertisement or submit an article, please call the ARM office at 800-831-2519.



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