



AUTOMOTIVE
RECYCLERS
OF MICHIGAN

YARD TALK

Issue 3

The Official Publication of the Automotive Recyclers of Michigan

Spring 2022

The President's Message

I would like to thank everyone who attended this year's ARM 50th Anniversary Celebration Road Show and Business Networking Conference at Morris Rose Auto Parts! The show was a resounding success due to the hard work of Barb and Kathy in the



Slater Shroyer

ARM office and the phenomenal efforts of the family and staff at Morris Rose Auto Parts. I would like to thank the vendors, speakers, trainers, volunteers, past presidents and special guests who made it all possible. All the members who came and brought family and staff made this one of the most well-attended auto recycling events in the country! All of you keep this association going.

A special thanks goes out to Scott Kooienga and everyone who donated items to the live auction. Thanks to his efforts, we reached our fundraising goals again in style. The custom Harley Davidson bike that kicked off this year's auction even made me consider taking up riding. Thanks to Ron Elenbaas and Gordon Middleton for tag-teaming as our auctioneers.

Continued on page 4

Past Presidents Share Memories

By Amber Kendrick

The 50th Year Anniversary of the Automotive Recyclers of Michigan gives us a wonderful opportunity to reflect on all the wonderful work the association has done over the years. At the recent Road Show held at the beautiful and clean Morris Rose Auto Parts in Kalamazoo, Michigan, many of us had the pleasure of speaking to a few of our living legends. Here are a few stories that our past presidents shared on what they remember from their tenure as the leaders of the association and through the years of ARM.



We were blessed to have so many of our Past Presidents join us for our fantastic ARM 50th anniversary celebration and Road Show.

Larry Smith who served as ARM president 1982–1984, said “in my early teens I started going to some ARM meetings with my father where I met the founding fathers and some of the pioneers of this industry. It was then that I decided that this was what I wanted to do for a living and be active in ARM which led to 47 years working in this industry and serving on the Board of Directors as Vice President and then President of ARM.” Larry shared that in the 1970's, ARM fought a big law change that nearly went through that could have shut down many recyclers, had

Continued on page 20



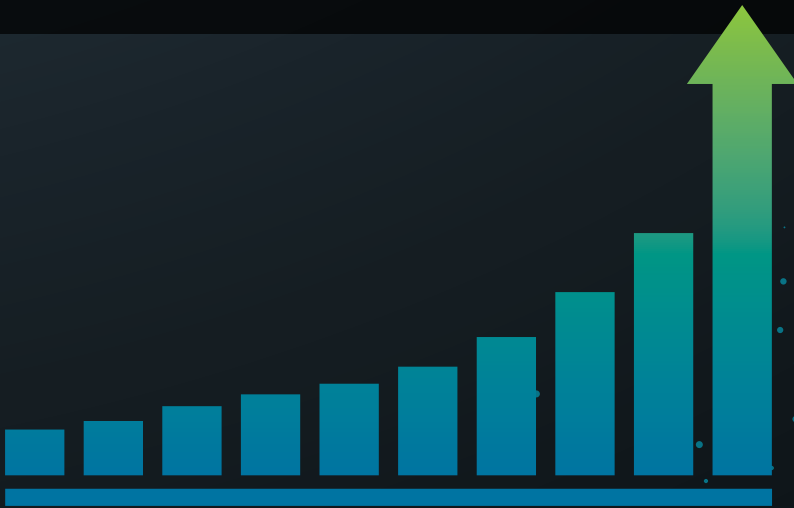
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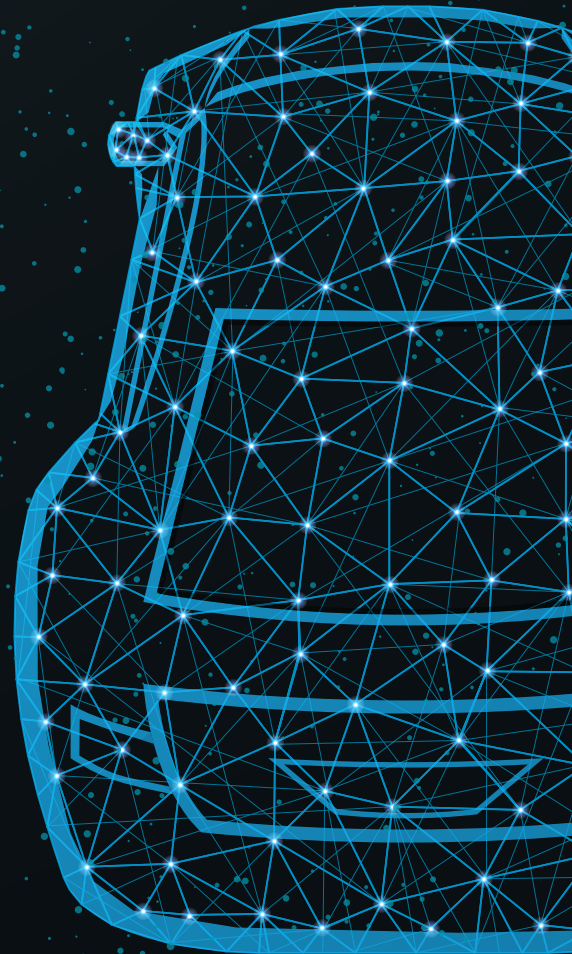
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A Great Time at a Great Venue!

Happy summer everyone. It was wonderful seeing so many of you in Kalamazoo. What a great time at a great venue! I hope you enjoyed it as much as I did. It was everything I had hoped for and then some, thanks to the hard work and dedication of so many who worked so diligently to make sure the decision to move forward and actually host a Road Show that would be of value and in a safe environment. All of the concerns we have lived with these past couple of years obviously came into play as we considered what the entire weekend might look like post COVID. A lot of thought went into the final decision and fortunately we decided to take a leap of faith



Barb Utter

and return to some sense of normalcy. We needed to be together in person with each other, with our vendors and as an industry. It was a huge commitment, but as DJ always says, (and I paraphrase) “dream your dreams and make them come true.” So many worked so hard to make our dreams happen and happen they did! All of our worries and concerns were for naught. Not only did our dream become a reality but it surpassed so many of our expectations. The response and encouragement from so many of you was overwhelming at times. Our numbers were so terrific that we were over capacity and had to say no to some who wanted to attend at the last minute. Isn’t that a great problem to have?!

Throughout this issue of *YardTalk* we have tried to thank each and every one of you who were such an important part of our success. We certainly would not have been able to accomplish all that we did without your help. Please know from the bottom of my heart how much I appreciate your love and support and if we missed anyone, please accept my apologies and know we are so grateful for your commitment. We have also sent thank you letters that included an evaluation for you to complete so please take a minute share your thoughts and ideas as they are important to us so we can continue to provide future events that meet your needs and expectations.

Please indulge me as I want to personally extend a huge thank you to a few people who went above and beyond,

beginning with Morris Rose Auto Parts: Jayson, Brad, Mark and their outstanding team for once again hosting our event. Because of them and their gracious hospitality we were able to make our “dream for 2022 become a reality.” I thought this was their second Road Show, which in itself is a huge undertaking knowing all the work that goes into hosting a Road Show, but I recently found out it was their third Road Show, the first in 1978, then 2009 and now 2022. What a commitment to ARM and our industry! Thanks to them we were able to return to Kalamazoo & MRAP where it all began! It was so fitting to be able to celebrate our 50th anniversary at a location that has such history of their own. I think Morris and Larry would have been extremely proud of their team.

“Please indulge me as I want to personally extend a huge **THANK YOU to a few people who went above and beyond, beginning with Morris Rose Auto Parts: Jayson, Brad, Mark and their outstanding team for once again hosting our event.”**

— Barb Utter, ARM Executive Director

Brad, Jayson and their entire team worked so hard to make everything run so smoothly. It was a pleasure to work with such an outstanding group of individuals who represent our industry as true professionals. Thank you to each and every one of you for your hard work, dedication and friendship. And Jayson, I really miss you and our daily contacts my friend, especially opening an email you sent at 3:30 a.m. I almost felt guilty when I came in at 7:30 a.m.

And then there’s Kathy! How blessed I am to work with such a very special person who I also consider to be a very special friend. All the creative details throughout the weekend are due to her. She is the behind the scenes genius that makes everything run so flawlessly smooth. Together we make a great team as we know how to keep each other from total stress out throughout the entire planning and execution of our event! Thanks for always going that extra mile and for being so special Kath!

Continued on page 23



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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.

Please address articles or letters for publication to:

ARM Office

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Suite 9

Grand Blanc, MI

48439

Calendar of Upcoming Events

Sept 22-24, 2022

ARA 79th Annual Convention & Expo

Orlando, FL

The President's Message

Continued from page 1

A number of past-presidents made it out to the event and our own Amber Kendrick (Pete's Auto Parts) spent some time gathering memories from several of them which are included in this issue. As we focus on the present, we should be mindful of the past and the value that comes from experience. Our keynote speaker, Katie Kean, pointed out in real-time several ways in which younger generations communicate differently using new technology. At the same time, her economic analysis was based on historical trends and data – using the past to predict the future. As we navigate our way through the post-pandemic economy, lessons learned from the past are the best way to prepare for the future.

ARM started out as the Michigan Auto Wreckers 50 years ago to address the issue of sales tax on cores. Since then, we have banded together to address a wide range of industry issues. From salvage title laws to environmental permits, ARM is consistently representing the auto recycling industry. Speaking of which, there is currently a bill moving through the state legislature (SB1064). This bill aims to make some changes to the Michigan Vehicle Code which could potentially affect recyclers. Members are encouraged to review it online. (<http://legislature.mi.gov/doc.aspx?2022-SB-1064>)

We were thankful to have such in-depth training from Andy Latham at Salvage Wire about high-voltage batteries. I have asked Andy to look into scheduling the next level of training (Level II or Level III) in the fall. I think the heavy turnout certainly indicates an industry-wide demand for this kind of safety training and certification.

A special thanks to DJ Harrington for serving as our MC and to the folks from Morris Rose Auto Parts for managing the Cornhole Tournament which evolved from a way to fill time into one of the highlight events of the evening!

I would like to take a moment to thank our Executive Director, Barb Utter, and her support staff Kathy Cooper for all of the behind-the-scenes work that goes into events like this. There are countless hours of phone calls, organizing packets and materials, and so much planning most of us never see. Please make sure we let them know how much we appreciate all of their efforts. Lastly, we are looking for dedicated recyclers who want to make a difference for the industry by being involved with ARM. If you have ever considered joining the ARM Board of Directors – now is the time! Please contact the office at 810-695-6760 to get your name in the ring. If you can't commit to joining on the Board, consider getting a start with some committee work. This association stays relevant because of the involvement by active members.

We need you! 🚗

NEW DIRECT MEMBER

Please welcome back Glen's Car & Truck Parts of Taylor, MI

NEW ASSOCIATE MEMBER

Please welcome the following new associate members to the ARM family:

Americatz of Zanesville, Ohio

Auto Data Direct of Tallahassee, Florida

CONDOLENCES

We send our deepest sympathy to Kim and Doug Gray and their family on the recent passing of Doug's mom Jo Gray in March, 2022. Please keep them in your thoughts and prayers. 🚗

Scrap Report

Foundry Steel.....	\$310.00 gt
Clean Auto Cast	\$400.00 gt
Unclean Motor Blocks	\$350.00 gt
Auto Bodies	\$165.00 nt
Batteries	\$.18 lb.
Copper/Brass Radiators.....	\$2.40 lb.
Aluminum (clean).....	\$.67 lb.
Whole Aluminum Transmissions....	\$.22 lb.

Thanks to Brett Schneider 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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Safe Use of Cutting Torches

By David Kendziorski
MICAR Program Manager

Although cutting torches are used less often than in the past, many auto recyclers still have a torch for occasional use. If not properly used, a cutting torch can lead to explosion, fire, flash burns, skin and eye injury, and even death.

ARA Cutting Torch Protocol

The Automotive Recyclers Association has developed a Cutting Torch Safety Protocol that can be downloaded from the ARA website (a-r-a.org) under the Certification tab. You do not need to be an ARA member to download the protocol. ARA recommends that facility management and every employee who has access to a cutting torch review and sign/date the document prior to the use of a cutting torch. A more extensive online torch cutting training program is available to ARA members through ARA University. This article is a summary of the protocol. Please refer to the entire protocol for training purposes.

DANGER!

Cutting torch risks are as follows:

- Flame temperatures can exceed 6,000 degrees Fahrenheit.
- A misdirected flame or spark, or excessive heat, can ignite combustible material that may cause a fire or explosion.
- Failure to inspect and maintain the torch equipment can lead to a catastrophe.
- Failure to properly regulate pressures can lead to explosions.
- Fire and explosions can occur when the torch comes in contact with compressed gas in shock absorbers, hidden fuel lines, batteries, and other flammables.

Safe Practices

1. The best practice is to eliminate the use of torches completely. With modern air tools and electric tools, torch use can be virtually eliminated. If torches are used, their use should be severely limited by locking the equipment up, and only allowing use by a trained employee authorized by a supervisor.
2. Locate the vehicle or part being cut to a "Clear Zone" that is away from combustibles and safety hazards. The Clear Zone must be free of vehicles with gas tanks, fuel spills, and flammables.
3. OSHA requires that eye and face protection be used. Wear non-flammable gloves and wear clothing in a manner so sparks or slag cannot get trapped in shirts or baggy clothes.
4. A second employee should be on FIRE WATCH during all cutting activities and for at least 30 minutes after the cutting is finished.
5. Have proper fire extinguishers on hand and make sure employees know how to use them.
6. Ensure that the torch tip is not damaged or restricted.
7. The torch cutting area must be well ventilated.
8. Do not use acetylene at pressures above the federal limit of 15 psig (103 kPa).
9. Do not handle oxygen equipment (regulators, cylinders, valves, etc.) with oily or greasy hands or gloves. The oxygen can react with the oil or grease and cause a fire.
10. Do not use the oxygen to blow dirt off clothing.
11. Do not empty an oxygen cylinder below 25-50 psig (172-345 kPa) to avoid contamination.
12. Do not smoke!
13. Inspect the equipment before every use.
14. Before opening the cylinder valve, back off the pressure adjusting screw of the regulator. Open the cylinder valves very slowly. Purge the hose lines individually before lighting the torch with the proper flint type device.



**RECYCLE, IT'S
YOUR FUTURE.**

Both OSHA and the National Fire Protection Association have established specific requirements for conducting cutting operations. Managers and supervisors are responsible for conducting safe cutting operations, ensuring employees are properly trained, providing fire protection equipment, and authorizing hot work. 🚗

OSHA's Hazard Communication Standard (2012) Globally Harmonized System (GHS)

Written Haz Com Plan	Hazardous Material Inventory	Hazard Assessment
Pictograms	Labels	Safety Data Sheets (SDS)
Poster	Haz Com Training	OSHA Injury & Illness

For guidance, refer to the ARM Safety Compliance Manual.

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By Nate Love of Kelley Cawthorne

Legal & Government Relations Counsel to ARM

Before talking about the latest developments in Lansing, I wanted to quickly introduce myself. Some of you may know me from the daily COVID-19 update emails Kelley Cawthorne previously sent out that ultimately became our weekly government updates. I started with Kelley Cawthorne in 2013 after graduating from Albion College. After working at the firm for about a year, I began attending Michigan State University College of Law part-time and graduated in 2018. Since graduating, I've been at Kelley Cawthorne full-time, working with a variety of clients in manufacturing, regulated industries, financial services, and non-profit sectors, among others. I also work closely with clients on topics related to campaign finance. I'm looking forward to working more closely with the Automotive Recyclers of Michigan!

Work on the budget is in full swing right now, with both the House of Representatives and the Senate having passed their respective versions of budget bills. Budget targets have been issued to most conference committees, allowing conversations in those committees to begin being finalized. This

year's budget continues to be impacted by increased revenues to the state, with the most recent figures coming from the Consensus Revenue Estimating Conference showing revenue increases this year and next year by approximately \$5 billion. While many are looking to the revenue increases as a means of shoring up new and existing programs, multiple legislators have also indicated a desire to use the extra funds to lower taxes, pay down debt, or even issue direct payments to taxpayers. This dynamic has been at play as negotiations between the two chambers and Gov. Gretchen Whitmer begin.

SB 1064, legislation that ARM supports and has had a voice in developing language for, has moved through the Senate Regulatory Reform Committee and the Senate floor, where it received a 35-0-3 vote. It will now move to the House of Representatives for consideration. Among other things, the bill would:

- Create a definition of "established place of business" for automotive recyclers
- Require regular hours of operation
- Increase the time period that a dealer can apply for a new title and transfer plates and the time period for validity of a special registration
- Require the Secretary of State or law enforcement to give a dealer 36 hours' advance notice of an inspection

ARM will continue to monitor and be involved with the legislative process as SB 1064 continues to progress.

As we move closer to the election, we've seen the Republican gubernatorial field cut in half based on issues with petition signatures. After the conclusion of several lawsuits, the remaining GOP field of five is Tudor Dixon, Ryan Kelley, Ralph Rebandt, Kevin Rinke, and Garrett Soldano. Legislative redistricting has also caused major shakeups in the House of Representatives and Senate. The House has 52 of 110 total seats open, while the Senate has 14 of 38 total open. We're also looking at the potential for 91 new members of the House and 33 new Senators. Finally, a number of ballot initiatives appear poised to make it to November, including proposals to reform term limits and add legislative financial disclosures, as well as formally legalizing abortion in statute and making changes to regulation of the payday lending industry. 🚗

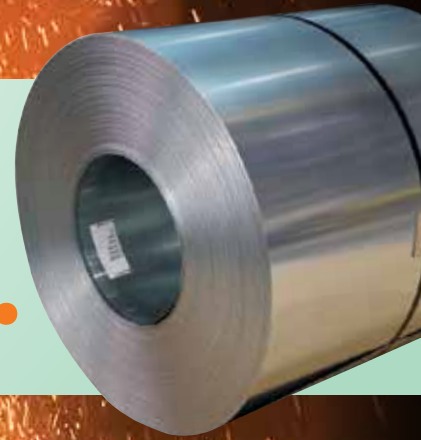


Do You Need to File a Complaint on Unlicensed Vehicle Dealers?

ARM will file the complaint for you!

Contact Barb at arm@mi.automotiverecycling.org or 810-695-6760 or follow the link below and complete the Reporting and Unlicensed Dealer Form:

http://www.michigan.gov/documents/curbstoner_form_65906_7.pdf



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Katie's presentation was fascinating because it married hard facts and statistics with possibilities and projections. She recognized the strains we have all faced in the day-to-day operations of our businesses, from the impacts of the pandemic and difficulties staffing, to the out-of-control inflation that we've all experienced. Katie gave us language to use to describe this phenomenon we've underwent without necessarily having words for it, such as "stagflation," as well as revealing the ripple effects of the stimulus in the greater economy and in our specific businesses and sharing how the Fed moving the needle too fast or too slow in attempts to mitigate recession might just affect our businesses.

We've all been able to feel the pro's and con's of the supply chain issues in America: from the automotive shutdown issues that have allowed us to sell parts to shops that would never use recycled parts in the past, to shortages that have cost us time and money because we needed parts or equipment that was either unavailable or suddenly tripled in cost. Katie shared noteworthy statistics on these kinks in the chain we've all felt firsthand, and pointed out how larger container ships have spelled out larger risks and more goods stuck at

port, a side of the issue many recyclers hadn't looked at. She spelled out the wave of the global bottlenecks in an easy-to-understand way.

Staffing is another key issue Katie addressed that is crucial in every recycling business. With so many boomers retiring, many others shifting to gig jobs and the younger generations not even planning to stay with an employer long term, it's more important than ever to have a strong hiring and training process. The average tenure of an employee is now 3.6 years, "Don't be discouraged by that," Katie stressed, "but work around it, have a succession plan, have a good training plan, engage people and be able to replace people because they won't be sticking around forever!" Katie also advised us that flexibility is one of the most important values for the younger generations. We need to make sure we are offering competitive incentives and benefits and touting our environmentally friendly industry, as the hourly wage is not the only thing job seekers are looking at anymore. Ads, hiring information, and even the interview process should focus more on why someone would enjoy the job!

Continued on page 35

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ARA University

ARA University is always adding valuable resources to further our members and employees online learning. This month, hear from a panel of self-service operators about industry best practices. In this recording, taped live in Dallas, Texas during ARA’s 78th Annual Convention & Expo, ARA members Gary Lindros, Lance Thomas and Eric Wilbert discuss commodity recovery, vehicle acquisition sales, marketing for self-service operations, and more – sharing plenty of examples from their own operations.

This informative session is available NOW on ARA University: <https://arauniversity.org/resources/industry-training/>

Attend a self-service operator panel LIVE during ARA’s 79th Annual Convention & Expo – register today at <https://www.a-r-a.org/convention.html>

REMINDER: Auto Recycler B2B Marketing Opportunity!

Are you looking to build your business relationships with other quality Automotive Recyclers or to boost your company’s industry image? Your opportunity has arrived. The Auto Recyclers ToolBox® is now accepting regionally driven advertising from professional auto recyclers to market their grow their B2B sales.

This opportunity allows you to reach Auto Recyclers with targeted advertising on a regional level. There are four regions, and your company can be in as many regions as you want to reach.

ToolBox® provides an expansive reach of the industry, and the NEW “Recycler to Recycler” section is dedicated EXCLUSIVELY to business-to-business connections between automotive recyclers.

This opportunity is available ONLY to automotive recyclers starting with our June/July issue.

SECURE YOUR SPOT TODAY!

Shannon Nordstrom Nominated to Join Executive Committee of Automotive Recyclers Association

The Nominating Committee is pleased to announce that professional automotive recycler Shannon Nordstrom of Nordstrom’s Automotive, Inc. in Garretson,



South Dakota has been nominated to join the Association Executive Committee as Secretary for 2022-2023. Shannon is the Vice President and General Manager of Nordstrom’s Automotive Inc. He and his wife Tamie are the owners of the operation that has grown to an 80-member team that make it all happen.

Nordstrom’s has different divisions including Full-Service Automotive Recycling, Ewe Pullet Self-Service Used Auto Parts, Nordstrom’s Repairables, and Nordstrom’s Installation and Diagnostic Center.

“I am honored to join the ranks of those that have committed the time and energy to serve the ARA as an executive officer and eventually its President,” said Nordstrom. “After prayer and consulting with my family and our company’s management team, the choice was made to step up and make it the right time. This is something I have always wanted to do so I can give back to an industry that has given me so much personally and professionally. My goal is to continue to promote the environmental and economic benefits that a Professional Gold Seal Certified Auto Recycler brings to the table. I also want to make sure that we help other recyclers, owners and managers grow to achieve their goals just like we did and make sure it is the member’s association that everyone regardless of facility size or experience can feel part of!”

Nordstrom’s unexpected business was born on their family’s rural dairy farm by Art and Marie Nordstrom, Shannon’s parents. Their first wrecked farm truck repair was the seed for what developed into the business

Continued on page 14



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Continued from page 12

“Nordstrom’s Used and Rebuilt Truck’s”. The business was started from the necessity to survive and guided by their family’s hard work and newfound faith. Art and Marie and their three children Yvette, Suzette and Shannon worked cows, cars, and crops to get it all going. Shannon joined his parents full time in 1988 with five employees. Working together, they have been able to learn and reach new goals every year. The business is located on that same land today and has grown to be a nationally recognized Certified Automotive Recycler.

Nordstrom’s Automotive, Inc. has been a member of ARA since 1983 and Shannon has been Chair of the ARA Certification Committee since 2002. Nordstrom’s is also a member of URG and a proud member of Team PRP. Shannon is one of the founders of the Nationally Syndicated “Under the Hood Show with the Motor Medics” show on Radio, Podcast and just recently adding video on YouTube. Nordstrom’s was the ARA CAR Star award winner in 2018 and Shannon has twice been recognized as ARA Member of the Year in 2015 and

2021. Shannon and his wife Tamie live in Garretson, SD and have three children, a son Riley, 23, a daughter Madisen, 20, and their youngest daughter Ava who is 14.

Nordstrom will be formally confirmed by the ARA Board of Directors and Membership during the ARA’s 79th Annual Convention and Exposition taking place September 22-24 in Orlando, Florida. “It’s an honor to have Shannon take my position on the ARA Executive Committee,” said Scott Robertson, Immediate Past President and chairman of ARA’s Nominating Committee. “The automotive recycling industry is finally gaining acceptance with vehicle manufactures and Shannon is one of the best amongst our industry leaders as a voice to represent us. We are fortunate to have him on our team.”

“Shannon’s commitment to the professional auto recycling industry will be an asset to our leadership team and I along with the entire staff look forward to working with him in his new role on the Executive Committee,” said ARA Executive Director, Sandy Blalock. *Reprinted with permission from ARA.* 

SAVE THE DATE!

**Agents
of
Change**
79th Annual Convention & Expo
Orlando, FL • September 22-24, 2022



WALT DISNEY WORLD DOLPHIN RESORT

Vehicle Fire Blankets: An Important Part of Your Fire Prevention Plan

By Andy Latham

I am the god of hellfire! And I bring you Fire", this is the opening line of the 1968 chart hit Fire by The Crazy World of Arthur Brown (listen to it on your streaming platform). A bit later in the song you find the lyrics "Fire, to destroy all you've done. Fire, to end all you've become." Lyrics that could perfectly describe the crazy world of a small number of automotive recycling businesses that don't have any fire prevention plans in place.

Vehicle Fire Blankets can form an important part of any vehicle recyclers fire prevention plan, as a fire in any vehicle can be suppressed by one of these blankets very quickly and safely. The blankets limit damage to adjacent vehicles or buildings, the need for any water is eradicated and the interruption to the business is massively reduced.

High voltage vehicles are no more likely to catch fire than conventional vehicles, but the blaze could be much more severe if they are ignited.

There are a number of reasons for these fires, including:

- External Factors – something else causes a fire
- Incorrect Handling – poor storage of vehicle or battery
- External Damage – due to an accident or incident
- Overcharging or deep discharging
- Internal fault in battery or vehicle

High Voltage batteries can burn at very high temperatures, release highly toxic substances and require extreme volumes of water to put out and cool down. Fire services I work with are advising a requirement for 10,000 liters of water (approx 2,500 gallons) for a single electric vehicle fire – the majority of this water is required to keep the battery cool after the fire has been stopped because there is a risk that the battery will re-ignite if it hasn't been cooled down sufficiently. Just imagine your own yard; can the drains or interceptor tank cope with 10,000 liters of contaminated water running off the yard in a very short space of time?

In tests temperatures between 700 and 1000 C have been recorded when an electric vehicle battery has been on fire – you can only imagine the effect of this type of

conflagration in a vehicle recycling yard or workshop, so updated fire prevention plans are essential for all vehicle recycling and dismantling facilities to factor in high voltage vehicles and their components, and Vehicle Fire Blankets can be integral in these plans, for example.



Consider using a vehicle fire blanket over the vehicle whilst on the transporter so if the vehicle does catch fire during delivery the resulting damage may be reduced.

You do not know what condition the vehicle is in as it arrives in the yard, it may catch fire overnight so put the vehicle in a quarantined area with a clear 5 meters (15 feet) of open space around it until it can be dismantled – this is to ensure that if a fire occurs the vehicle will not create additional damage to surrounding vehicles or buildings. Alternatively, deploy a vehicle fire blanket over the vehicle so it is quarantined without the need for lots of space.

Have fire blankets available for quick response so if any vehicle catches fire the blanket can be deployed swiftly and safely and a major fire will be avoided.

Consistently train and practice using these blankets so everyone in the business knows what to do if a fire is detected.

In the Crazy World of Arthur Brown "You're gonna burn"; in our world we have plans in place so that we don't burn, and if the worst case scenario does happen then the damage will not destroy all that we have built!

For more details on vehicle fire blankets look at <http://carfireblanket.ie>, to purchase contact: info@salvagewire.com and for a best management practice on electric and hybrid vehicles refer to <http://motorsalvage.blogspot.com/2020/05/electric-and-hybrid-vehicle-best.html> 🚗

Body Shop Insider Shares Tips & Tricks

By Amber Kendrick

One of the most practical panels at the recent Road Show celebrating the 50th year anniversary of the ARM association was the seminar “Understanding Your Customer: Body Shops, Repair Facilities & Recyclers. Jayson Doren, who spent 5 years in sales at Morris Rose Auto Parts before taking his current position of Sales Manager just over 1 year ago, along with Andy Helmus the General Manager at Premier Auto Parts and Scott Kooienga, one of the owners at Premier Auto Parts represented the recyclers, and it was their goal to highlight and utilize someone from the body shop industry to help get recyclers and body shop people on the same page.



Kenny Whipple, who grew up working at Ken’s Auto Parts then moved into working at a body shop, was the star of the panel and enlightened the attendees on all of the behind-the-scenes factors he uses in determining which recycler shops he chooses when he needs parts. Kenny has been working Bowman’s Body Shop as the parts manager, and Bowman’s, previously an independently owned and operated single facility, was acquired just 3 weeks ago by the MSO Caliber Collision. Therefore, Kenny was able to give us insight into both the operations of small family owned and operated shops, and also large multi-site organizations. It was a truly informational and inspirational seminar that had everyone in attendance hanging off of Kenny’s words!

Kenny began by drawing some parallels with auto recyclers and body shops; he talked about when they

were operating as Bowman’s, they would take walk-in estimates, but at Caliber all estimates must be scheduled, and how nice it has been for him once he got past the initial difficulty of turning some people away, that he can now plan his day in advance and not have it interrupted by random people showing up that will probably never schedule a job, anyway. He said it is similar to how full-service auto recyclers experience retail walk-ins being less profitable, and whole sale is the bread and butter, it’s the same with body shops; they are better off with scheduled estimates and insurance jobs vs walk-ins that just want an estimate for a tort claim or for some rust they are curious the cost to fix, but probably aren’t going to spend the money.

Caliber Collision upgrades everything in a shop to their standards and sometimes spends even a half a million dollars in equipment and building upgrades (such as on asphalt, roofing, a new frame machine or R1234 machine), when they buy a location on top of any cost of the business and buildings. Going from an independent shop to Caliber, the experience has very different for Kenny as the shop manager. As Bowman’s, Kenny would be responsible for all estimates (including everything off the street immediately) now as Caliber, Kenny only does estimates by appointment. He would also be responsible for all parts quoting and ordering and check-ins. Caliber Collision has a parts check-in person responsible for inspecting every part that comes in including their recycled parts, and flagging any parts with issues for follow up.

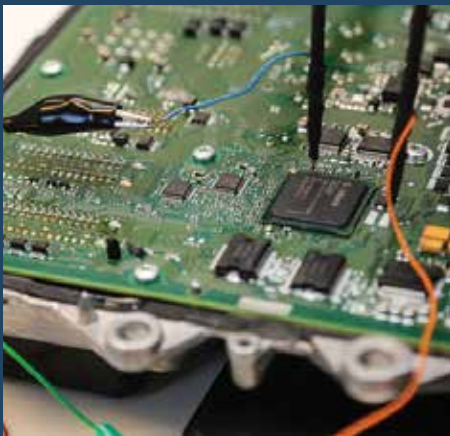
Caliber is using OpsTrax for all estimates, which is a computer system that populates parts automatically, whether used or aftermarket or new. When it’s time for the shop to order the parts that are on the estimate, it’s a one click system that sends out the orders for all of the preferred vendors. They have a specific preferred vendor for each model, such as Shaheen Chevrolet in Lansing is their preferred Chevy dealer so all OEM Chevrolet parts will be quoted and ordered from Shaheen Chevrolet. If there is no option to order from a preferred vendor, such as the preferred vendor does not have a required part in stock but the shop can find one (online or elsewhere), then the shop fills out a part request for the part at a specific dollar amount and sends out the request and it goes first to the preferred vendor, if they are able to

Continued on page 18

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Body Shop Insider Shares Tips & Tricks

Continued from page 16

supply the part, they do – they get the opportunity to fill the order even if they are not showing the part in stock. If they can't fill the order they reject it, then the shop can call the salvage yard or other supplier they want to do business with and order the part, but it's a longer and more involved process than the one-click-ordering and the shop has to fill out a form explaining the reason for buying the part from a non-preferred vendor. This drives most of the parts orders from Caliber Collision to LKQ for the used business, to Keystone for most aftermarket business, and to the specific OEM suppliers for the new business.

Kenny went on to share how to sell more parts to body shops. He made it very simple, he said "if you make more friends, you make more money!" People buy from people. They get to know people and like certain people, they get to trusting certain people and want to buy from people they know and trust. People are also creatures of habit. Once they develop a habit, they are rarely going to deviate from it. If you can develop a relationship with a person who orders parts in a body shop and get them to form the habit of quoting and ordering parts from you, they will stick to it! Find ways to make it easy for a shop to order from you, and help them to develop that habit.

Kenny reminded us recyclers that there are so many parts on backorder right now, we can price parts that are not available new even higher than new. Remember to ask the shop if the part is available new or not. If you don't ask, you won't know where to price that part! Many shops are currently paying more for used parts than they would new when the new parts are not available.

Whether fixing vehicles in a small family-owned shop or a large multi-site organization, Kenny divulged that body guys are rarely buying used fenders these days for insurance jobs. He can often buy a new fender for the same or less than used fenders. Kenny also disclosed that it's a misconception that body guys hate all damage – he says that body guys like repairing damage as long as they get paid for it. And that not all damage is equal: there are many different types of damage, and parking lot dings are the easiest to fix. Kenny encouraged recyclers to set each part on a padded rack and look at it horizontally before sending

it to your body shop customer. If the part has more than 2 units of damage they will want another one for sure. If the part has 2 units or less, they will often still use the part. But it also depends on the location of the damage, because anything on the lip or crease or body line is difficult – flat areas aren't a problem but trying to recreate a body line is difficult. Scratches/gouges are workable.

Recyclers can't have enough pictures of our parts available for the body shops to see, both before the sale so they can tell if it's a part they want to use, and after the sale if there is an issue, send the body shop pictures of the part so they know what they are getting before you deliver it. A picture of the build sticker is very important, particularly glove box stickers in GMs, those RPO stickers help the body shops determine which parts they want to buy. If you are including those images in your parts online you may sell more parts!

Kenny shared his biggest frustration with recycled parts are cut wiring harnesses, broken clips, and recyclers not including the hinges on doors. He also mentioned he usually is using the customer's door glass and door window regulator and is not using the guts from the door assemblies that we send along with the door. Kenny says body shops are often worried more about the color than the price of a part, usually they are still going to paint it, but a part that is in color saves edging time, saves labor and paint materials too. If both parts are 000 and the wrong color, then they will probably go with the cheaper one.

Some great insight that Kenny gave us recyclers was on the insurance companies: most insurance companies allow body shops a 25% markup on recycled parts, some insurance companies will pay a 30% markup. However, this does not incentivize body shops to choose the more expensive part to get a higher markup, because those same insurance companies all audit the estimates, if they aren't writing them themselves, and they will be asking "why did you go with the more expensive part?" The body shops have to answer for every deviation and for every dollar over what the insurance company thinks the repair should cost. Progressive writes their own estimates, whereas State Farm lets the shop write their estimates but they review them and they will ask why each part was sourced that wasn't the cheaper option. Insurance

companies often do not understand why a recycled part that shows up as an "A" condition is not used on a repair even when it is clear to recyclers, such as a bumper that is listed as a 4J1 (which has a rip in it and would not be insurance quality) which would be obvious to a recycler that it would not be a good fit for the repair but to an insurance company that is only one unit of damage and they will be questioning the body shop, taking up their time wanting to know why that cheaper option isn't sourced. Kenny said one thing recyclers can do that helps shops is make sure to inventory parts that insurance companies will not use as a B condition part so that they do not show up on estimates. Recyclers and end users will still see them but that way shops will not be grilled as to why they didn't use them if they are listed as B condition instead of A condition parts regardless of the number of units of damage.

Each insurance company handles supplements differently, and body shops both large and small learn to work with each insurance company the way they

want them handled. The more recyclers can do to help prevent supplements the better. Kenny disclosed that Allstate has a representative do a virtual meeting with the body shop and has you explain the supplement face-to-face over the computer! State Farm uses an online portal where you type out your explanation. With most insurance jobs, the body shops are tearing into the vehicle before they are ordering the parts for the job to make sure there are not additional parts needed and the car will not be totaled. In the unlikely event the car is totaled mid-stream, Kenny said he finds restocking fees acceptable, to cover the recyclers labor and shipping costs. While he does not agree with restocking fees for parts returned for other reasons, when insurance companies total a car out mid-job, he says he can bill that insurance company for the fee and it's perfectly understandable.

What an informative and impactful seminar! Many attendees commented on what a helpful session it was and how they wished more body shop managers were like Kenny Whipple! 🚗



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Past Presidents Share Memories

Continued from page 1

it passed. In order to stop the bill, he and other board members invited “bigwigs” from the top 5 insurance companies to a yard where they showed them two nearly identical Corvettes: one with a title and one with a bill of sale; the first went for over ten thousand dollars at auction and the latter went for only a couple hundred dollars. They explained to the insurance head honchos that they were only losing money by the policies they were supporting and that more theft was going to occur! Larry also noted how much the ARMSIF workman’s compensation (self-insurance fund) helped his business. He described how he had not only run a salvage yard, but a glass installation business, a repair shop, and had run other businesses at his property, but his workman’s compensation insurance company suddenly decided they wanted to charge him under the umbrella of an automotive recycling business for all labor categories, and his bill would have gone up to \$40,000, an astronomical and insurmountable number at the time, something he just could not afford. He said “had it not been for ARMSIF, I don’t know if we could’ve stayed in business; thank God for ARM.”

“I will never forget when we landed on the idea of having conventions at different facilities and someone said we should call it a “Road Show.”

— Tom Kooienga

Larry’s father, Dwight Smith, was the first president in 1971 “because nobody else wanted the job” and he had a lot of help from four others, Bud McGee (Bud’s Auto Parts, Holt), Harold Schram (Schram Auto Parts, Waterford), Jerry Ingber (Diehl’s Auto Parts, Ann Arbor), and Gerry Clark (Clark’s Auto Parts, Benton Harbor).

Many ARM members really enjoyed visiting with Don Morris at the Road Show, Don served as ARM president from 1975-1977 and he recalled the lean days of ARM as well as the good old days. He said when the association needed money, the key yards would simply pay their dues in advance, sometimes years in advance, to make sure that ARM had the money it needed to operate.

Bill Wild, who remembers from his tenure on the ARM board the creation of the very first trade show in Novi, served as ARM president from 2000-2002, and it was during this time they hired the then very young and still very talented lobbyist David Gregory to represent ARM’s interest in Lansing. Bill delighted in recalling “watching him single handedly go toe-to-toe with a room full of New York lawyers representing the Auto Manufacturers as we helped craft legislation on the removal of mercury switches from end-of-life vehicles!” Bill and several past presidents miss beginning each work day with Barb’s pleasant, reassuring voice on the ARM Line in the background. Bill says he’ll never forget “being sworn in as ARM President at the Grand Hotel on Mackinac Island and having Father DJ Harrington lead Sherri and I through our wedding vows as we prepared to be married.”

Ron Elenbaas, president from 1990-1992, reminisced and told a great story about back when Kent Utter became the executive director and the ARM office was moved to Grand Blanc. Ron volunteered to haul the archives of the ARM office from Jenison to Grand Blanc and his plan was to complete this mission on his way to a salvage auction in Davison. However Louie Leitz and Ron always car pooled to that sale, usually in a daily driver, but this day Ron drove a cube van to the old office to get the archives and “Don Rouce proceeded to bring out boxes and boxes until the truck is stuffed to the ceiling, it takes a while to load it so I was running late picking Louie up, then on the way to the new office we blow a tire, so we never made it to Davison and Louie is so mad he didn’t say a word to me all the way back to Lansing. But he got over it by the next sale, and the ARM office was fully equipped with old paperwork from years and years of the early days of the association.”

The Road Show has been going on for over a decade now, but it was once just a glimmer in the board member’s eyes! As they sat around a table at the Soaring Eagle Convention Center with Barb and several members, brainstorming ways to get together that would be both affordable and beneficial for the membership, an idea was hatched. Tom Kooienga, president from 2008-2010, says “I will never forget when we landed on the idea of having conventions at different facilities and someone said we should call

“When Bill Wild called me to see if I would be on the board of directors I said honestly Bill, I don’t think I have enough time to give... He said oh, we don’t want someone with time on their hands, that would mean you’re doing something wrong... we want busy people!”

— *Kim Gray*

it a “Road Show.” Brad Rose graciously offered their facility. Shortly after that Mark Rose came into the room and when Brad told him that he was hosting the first Road Show, the look on his face was priceless. Great people like the Rose’s are what make ARM the organization that it is.” Brad, president from 1995-1996, and his general manager turned partner Jason Doren president from 2019-2021 hosted the most recent Road Show as well, and it was wonderful to see the growth of their beautiful facility between the first time we were there and this time! Tom also noted that stopping the auction houses from selling salvage titled vehicles to the general public in the state of Michigan was a huge legislative accomplishment and that ARM was able to take on the challenge with the help of vendors like Padnos. He said “testifying at a House committee meeting was both nerve wracking and edifying at the same time.”

From 2006-2008 we had Kim Gray as our first woman (and so far, only), woman president. When I sent my draft of this article to Kim, I called her a fearless female leader; she quipped back “full of fear female would be more like it!” Kim brought humor and humility to her presidency. She recalled “when Bill Wild called me to see if I would be on the board of directors I said honestly Bill, I don’t think I have enough time to give... He said oh, we don’t want someone with time on their hands, that would mean you’re doing something wrong... we want busy people! He said if you ever want something done, give it to a busy person and you can count on it getting done. When I became president, we had just come off Kenny Whipple’s two-year term when the ARM Long Line

went down and we had the devastating fire at the ARM office. It was an uncertain time for all of us and on top of that I was terrified of public speaking! I do credit the position with helping me conquer that public speaking anxiety.”

Slater Shroyer, our current ARM president, is the only person we’ve managed to cajole into leading this organization not once, but twice, in two different decades! Slater served as president from 2010 to 2012 and is now on his second term from 2021 to 2023, and like Kim, when he came in, he was unsure. “The first time I decided to attend an ARM event on my own I was so nervous I almost didn’t go in. Gary Hooper (president from 1998-2000) saw me standing by myself, came right over and started talking to me, and made sure I was immediately included as part of the group.” Slater divulged that he initially joined the ARM Board mostly because he disagreed with a couple position statements and Barb Utter patiently explained that the best way to have a voice is to be at the table. “In this group, even when we disagree, we invite all sides and all opinions to be part of the discussion.” Slater remembers that he was president when the ARM Self-Insurance Fund came apart, which was a tumultuous time, “but the mutual respect everyone has for one another helped us get through it. When Covid lockdowns hit and our now immediate past-president, Jayson Doren, put out the call, members stepped up and donated without missing a beat. Knowing we can all still come together for common solutions keeps me positive about where this association is headed!”

The two things all of our living past presidents agree on is what a joy it is to work with Barb Utter and that giving back to the association helped them in their own lives and their own businesses. If you’d like to experience these blessings for yourself, don’t be shy – the Automotive Recyclers of Michigan can always use help on committees, you don’t have to commit to being on the board of directors to get involved! You can dip your toe in the ARM waters with a very low commitment committee appointment and see what it’s all about. Huge thanks go out to Barb and to all the past presidents and past board members for your service! This organization is one of the country’s strongest state auto recyclers associations because of the people who dedicate their time and talents to it! 🚗

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How to Access the Members Only Section of the ARM website:

- www.automotiverecyclers.org
- Request a log-In
- Once your membership status is verified by the ARM office, you will have access to all Members Only Content.



If you have any questions, please contact the ARM office at 810-695-6760
or arm@mi.automotiverecyclers.org

From the Desk of Your Executive Director

Continued from page 3

You talk about commitment. A huge shout out of thanks to Slater! Not only is he now serving his second term as president of ARM, his first term was 2010-2012, a huge commitment in itself, but that automatically makes it his second term as president during a Road Show. Trust me, that is huge and a blessing for all of us that we have him. Slater is a great detail person and task master that is soooooo important throughout our event. He kept us focused and on track right up until the last boxes were packed into my car at the end of the day on Saturday. He is always there, hands-on, in charge and supporting everyone. Like all past presidents before him, he truly is my rock and a dear friend. In fact, one of the highlights of the weekend for me was seeing so many of our past presidents in attendance, helping us celebrate our 50th anniversary. Each and every one of them continue to be supportive as well as great resources for ARM and I know I can always reach out to them when I need their input, which I often do. I truly cherish their friendship.

I also want to give special thank you's to ARM 2nd VP Scott Kooienga for once again chairing our live auction, to past president Ron Elenbaas for being our auctioneer and to ARM 1st VP Gordon Middleton for being Ron's able assistant. Their dedication and commitment to ARM and our industry always guarantees a job well done. They are always there when you need them and thanks to that outstanding team, our auction was a fun time and a huge success. Another very special person who goes above and beyond is Amber Kendrick. Throughout the entire two day Road Show we had Amber as our roving reporter and photographer. I have watched Amber go from a child attending ARM events with her family, often racing valve cover cars, to becoming a very successful and respected woman in our industry. She was an awesome team member! I know whenever I ask Amber for help, I can always be assured that the job will be professionally accomplished and as always, she surpassed my fondest dreams and I'm honored and blessed to call her my friend. And then there is my dear friend DJ. As soon as we were committed to having a Road Show, I called DJ to see if he thought he could be our emcee. What a relief when he said yes. With DJ and his whistle in control, Kathy & I do not have to worry about schedules and timelines... DJ has it under control, plus he is an important part of the ARM family and we wanted him to help us celebrate our history. Thanks my friend for a job well done!

A special thanks to the ARA team of Executive Director Sandy Blalock, ARA President and ARM Associate Member Marty Hollingshead, along with ARA VP of Government and Regulatory Affairs Emil Nusbaum and Vince Edivan, Director of Member Relations, as it was an honor to have them join us for the weekend. ARM has always been actively involved with our international association and we are extremely proud to have had at least six members who have served as president of ARA, including Skip Weller and Ken Schram who were in attendance this weekend. Thank you so much for your commitment and dedication.

Over the years you learn who you can count on and so of course you always go to those people when you need a specific job done and done well and also because they never say no. They always have a smile to share and positive attitude to pass along and they are so much fun to be with. I am so fortunate to have the team of past president Kim Gray, past board member Donna Middleton and Gina Johnson, now retired from Car-Part.com, who have always been our registration crew at the golf outings as well as the detail team at our auctions. They are an incredible team of gals and very special friends and I can't begin to imagine having an event without them on my team. True angels in disguise.

I am so blessed to have had so many of you on our Road Show team since the key to success of any organization is pulling together as we are only as strong and successful as the team we surround ourselves with. All of you know how important family is to me, not only my immediate family but also my ARM family and the importance of our always being there for each other is second to none. Well if you ever had any doubt about the importance and closeness of our ARM family, you only had to be at our 2022 Road Show to realize just how much we care about our ties and the commitment we have for each other and our association. We truly were a family team where all generations pulled together to celebrate a multitude of happenings that so many people worked so hard to make sure the weekend became the huge success it was. It truly was a very special celebration for our ARM "family" and I am so grateful and appreciative to all who helped make our dreams become a reality. 🚗

Hugs to all,
Barb



ARM ROAD SHOW & 50TH ANNIVERSARY WRAP-UP

By Amber Kendrick

The 12th Automotive Recyclers of Michigan Road Show was May 20-21, 2022; it was fitting this wonderful conference was right back at the beautiful location of the very first Road Show held in 2009 at Morris Rose Auto Parts. Those of us who attended that first Road Show were impressed by the facility back then, but the Rose Family and their partner Jayson Doren managed to astound us with the changes they have made to the property and buildings, expanding and improving greatly over the past 13 years! Doubling the property from 10 to 20 acres, adding and upgrading buildings, with their over 50 employees, it's truly incredible to see how they have carried out a dream that Morris started 82 years ago!



As we were celebrating the 50th year anniversary of ARM, history was at the forefront of the weekend. Vince Edivan, the director of Member Relations at the Automotive Recyclers Association said "the Automotive Recyclers of Michigan hosted what was easily one of the most well attended state shows I have ever attended. They had a great line up of speakers and trainers and I loved the way they honored their past presidents while celebrating 50 years of supporting their auto recyclers. Barb and the whole team at ARM did a fantastic job and I can't wait to come back next year!" In addition to Vince, ARA sent a strong representation: ARM was honored to welcome current ARA president Marty Hollingshead, of Northlake Auto Recyclers, in Hammond, Indiana, ARA board member Natalie Miller-Kovachik of Millers Auto Recycling, in

Fort Erie, Ontario, Canada, and ARA Executive Director, Sandy Blalock as well as Emil Nusbaum, ARA's VP of Government & Regulatory Affairs.

Kicking off the weekend was the golf outing where 26 golfers enjoyed the beautiful and challenging 130-acre, par 72 Milham Park Golf Course, where a good time was had by all! Following a scenic day on the golf course, the past-presidents receptions brought together recyclers from all over Michigan – and of course a number of special guests and vendors from all over the country.

At least 12 of the ARM past presidents joined us for the Friday night reception, where over nineteen thousand dollars were raised in the auction. Past President Ron Elenbaas of Pete's Auto Parts was the auctioneer and Gordon Middleton of Middleton Auto Parts was his faithful assistant. It was truly special to get to know past presidents like Don Morris, whose name is on the original articles of incorporation for the original association, and Larry Smith, whose father Dwight Smith was our very first president!

With DJ Harrington as our emcee all weekend, you know he got things off to a bright and early start on Saturday morning, with his usual charm and inspirational talk. One of the main themes of the Road Show was production, with expert Andy Latham giving three informative and instructional seminars in electric vehicle safety, best practices in dismantling and maximizing value at end of life and multiple seminars geared towards shipping and receiving. We had HazMat Air Bag training and Storm Water assessment courses led by Dave Kendziorski and hands-on forklift training from Mark Kirsten of SAS Forks.

In addition to all the "back of the house" practical training, some of the most useful and pragmatic training came to the Road Show from past president Kenny Whipple, and I wrote an entire article on the seminar he gave on "Understanding Your Customer: Body Shops Repair Facilities and Recyclers," where he was assisted with a panel of recyclers. Another huge highlight for all were the round table discussions: each with a topic and a facilitator. *Do's and Don'ts of Selling on eBay* with Amanda Urban, *How to Control Your Returned Parts* with Kenny Whipple, *How to Efficiently & Safely Ship*

your Parts with Diane Haranda and the Morris Rose Auto Parts shipping team, *Things You Wanted to Know About Other Recyclers but Were Afraid to Ask* with Theresa Colbert, and *Building Relationships Without Traditional Contact* with DJ Harrington. Attendees split up into small groups and discussed the topics with the facilitator leading, then at the end that facilitator brought the key points from the group up to the whole assembly.

Our keynote speaker, Katie Kean, spoke just after lunch, and wowed the membership with her interesting and explanatory talk on economics. From how unemployment statistics and supply chain shortages will continue to affect our businesses, to recession predictions, Katie did a great job making difficult topics easy to understand and follow and even be hopeful about! She also engaged the audience, having us take a poll from our phones, responding to questions like “what do you think your greatest opportunity is this year?” If you want to know more about Katie’s specific insights, you can read the article about her keynote speech starting on page 10 of this issue of *YardTalk*.

have our strong association until I moved away in 2012 and experienced other states and other groups. Every state surely has its benefits, but the Automotive Recyclers of Michigan consistently has done a fantastic job identifying and fighting for or against legislation, puts on varied and helpful training that is practical for members and their employees, educates members



about upcoming issues, advocates for members, assists members through difficulties, brings in useful vendors that enrich our businesses and help us in profitability and compliance, and so much more. With 77 active members, and three new additions after this Road Show, our association is incredibly strong and Barb once again put on a phenomenal Road Show with over 210 recycling facility attendees in addition to our many vendors!

Without the vendors this awesome event would not be possible. Of course, every sponsorship is important, and every vendor is valued, and we really appreciate all the support our members show the vendors as well, but a special thank you goes out to our 8 Diamond Level sponsors of the 2022 Road Show: Fox Auto Parts, iDrive Auto Parts, Holbrook Auto Parts, Morris Rose Auto Parts, Car-Part.com, Commercial Forms, PMR Catalytic Converter Recycling, UCC (United Catalyst Corporation) and URG (United Recyclers Group.) 🚗

One last huge **thank you** to Morris Rose Auto Parts for having us to your beautiful facility, it was truly inspiring!

Slater Shroyer, our current president, did a great job wrapping up the entire weekend, just as he had in honoring the past presidents and keeping us on task. He presented Barb with a flight of wine as a gift on Friday night after she had given out gifts to our special guests and presidents, and we were reminded just how special Barb is and how special the Automotive Recyclers of Michigan is! Personally, I didn’t know how lucky we in Michigan are to have Barb and to





ARM ROAD SHOW & 50TH ANNIVERSARY WRAP-UP





Thanks to Premier Auto Parts for donating this custom Harley Davidson! Congratulations to Stefan & Sandy from East Bay Auto Parts for the winning bid!

ARM ROAD SHOW & 50TH ANNIVERSARY WRAP-UP





ARM ROAD SHOW & 50TH ANNIVERSARY WRAP-UP





ARM ROAD SHOW & 50TH ANNIVERSARY WRAP-UP

The Automotive Recyclers of Michigan would like to sincerely thank the following members and friends for their generous support of our 12th Road Show & Business Networking Conference.

A Note from Our Host, Morris Rose Auto Parts

It was truly an honor to host the 2022 ARM Road Show. All of us at Morris Rose Auto Parts deeply appreciate the amazing turnout. Seeing all the young, old and new friends come together after 2+ years really warmed my heart! NONE of this would've been possible without Barb and Kathy! Your hard work and dedication to our industry and association is remarkable and second to none! A special thank you to Slater, Scott, and the ARM Board for all your help in putting this show together! Andy's training on Friday and Saturday were well attended and vital in keeping our employees safe. Katie's keynote presentation was spot on with what we are all seeing in our own businesses and the economy!

Personally, my favorite part of the entire weekend was hearing all the laughter and seeing all the smiles on Friday night. I found it truly rejuvenating and inspiring! Last but definitely not least, a special thank you to the Morris Rose family and all our amazing employees who spend countless hours helping us get ready for this event!

Sincerely,
Jayson Doren

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Sue Elenbaas	Premier Auto and Truck Parts
Friend of ARM	Shroyer Auto Parts
DJ Harrington	United Catalyst Corporation

Auctioneer:

Ron Elenbaas – ARM Past President & current ARM Board of Director
Assistant: Gordon Middleton – ARM 1st Vice president

Emcee: DJ Harrington – President of Phone Logic, Inc.

Road Show Directory:

Car-Part.com
McNichols Scrap Iron & Metal Co.
OmniSource-Michigan

Speakers & Trainers:

Katie Kean – Keynote & Principal of Strategic Consulting for PSCU Advisors Plus
Andy Latham – Managing Director of Salvage Wire
DJ Harrington – President of Phone Logic, Inc.
Kenny Whipple – ARM Past President & Manager, Bowman's Body Shop
Dave Kendziorski – MICAR Program Manager & President, Stormtech, Inc.
Mark Kirsten – Sales Manager SAS Forks & Forklift Trainer

Round Table Facilitators:

Theresa Colbert – On-The-Ground Representative for Car-Part.com
Amanda Urban – Sales Specialist at Hollander
Kenny Whipple – Manager, Bowman's Body Shop
DJ Harrington – President of Phone Logic
Diane Haranda – Shipping & Receiving Manager at Morris Rose Auto Parts
Jim McKinney – EZ-Suite
Alex Bechstein – EZ-Suite
Josh Robertson – Midwest Automotive Trucking

Special Thank You's

- Barb & Kathy would like to give a special thank you to Brenna, Cari, Kelly & Jake for all of their help at registration throughout the weekend.
- Also, a shout out to Mark Kirsten from SAS Forks for providing expert Forklift Training
- And to Kyle Crego for the great photo presentation that ran throughout the weekend. Kyle is a digital artist, specializing in custom illustrations and presentations. He can be reached at gothicburrito8864@gmail.com.

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Thank You!



The ARM 50th Anniversary and Road Show Celebration in Kalamazoo was Amazing!

So much happened at this jam-packed event which was emceed by the ever-enthusiastic DJ Harrington who expertly kept everything moving along without a hitch. There were great speakers, fun games, tons of delicious food & snacks, and also a coffee bar and drinks. The trade show featured top industry suppliers and there was an amazing auction with former ARM President, Ron Elenbaas as auctioneer.

Great job and special thanks to Executive Director, Barb Utter, and to the Morris Rose Family for hosting the well organized event, and to the vendors and sponsors who made it all possible! And a great big kudos to the many exceptional volunteers who made it all happen so seamlessly.

Also, a special thank you to Barb Utter and the ARM Association for giving CARVA a free table.

And finally, I want to express my heartfelt gratitude and thanks to Marty Hollingshead, Mike Lambert and Sandy Blalock, for their much appreciated help and encouragement in getting me there and back!!! Riding with them was a lot of fun, entertaining and educational. We spoke about everything from recycled auto parts, critical legislation issues, our families, and even a few odd things such as “will the rain hurt the rhubarb”. The answer to that might surprise you. 🚗

Blessings to you and yours,
Mike French



Recap from the Summer Stakeholder's Meeting with State of Michigan

By Slater Shroyer, ARM President

Fraud cases involving dealers has increased dramatically. There have been nearly twice as many cases this past year as there were in 2019.

This is the last year that Michigan Dept of State will be accepting paper renewals for dealer licenses. Most of the daily activities involved with buying and selling vehicles already happens online. Still, approximately 60% of dealers have been renewing their licenses by paper application and regular mail.

Beginning October 1, 2022, Michigan residents will be able to renew license plates and registration for up to 2 years instead of one.

The latest order of title-stock paper looks different than it has in the past. Most notably, the seal in the middle that was always a watermark is much darker and more pronounced than before. The state plans to return to the older style of title once this batch of stock runs out, but as it was over 900,000 titles it could take up to a year. 🚗

What's Your Greatest Opportunity This Year?

Continued from page 11

Katie's presentation ended with some hopeful information and projections on our "nearly recession-proof" industry. She talked about the impacts of generational shifts, how we can capitalize on the younger generations who are looking for both digital relationships and more intimate experiences rather than just being a number or a consumer, she shared that auto repair is the 3rd highest percentage spend increase category in the US, and that an economic cooldown is currently being predicted but that isn't bad news for our money saving green industry! It was a pleasure having Katie Kean as our keynote speaker for the Road Show, if you are interested in the facts and figures she shared, you can obtain a copy of her pdf presentation by emailing me at amber@petesauto.net. 🚗



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F.Y.I. The deadline for the next issue of the Automotive Recyclers of Michigan *YardTalk* newsletter is August 16, 2022. If you would like to place an advertisement or submit an article, please call the ARM office at 810-695-6760.



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