

Issue:
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Wisconsin Collision Repair Professionals

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The Body Shop Advocate

~ WE ALL DO BETTER TOGETHER ~

Quinton from Draxler's Service working on a 1949 Chevy Panel Van



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FROM THE DESK OF OUR PRESIDENT

If you're reading this for the first time, Welcome! We've extended the Body Shop Advocate to all auto body repair industry professionals in Wisconsin. Members or not. If you know of anyone in the industry that would benefit from this publication, please forward this on or send us their contact info and we'll welcome them aboard as well. The association is working diligently for the benefit of all, members or not. That stated, we survive on memberships and sponsors. Please join us, support the industry and participate in the many benefits at www.WCRP.pro

Larry Terrien
President WCRP

***Receipt of this Body Shop Advocate E-news does not equate to a membership. Please consider becoming a member of WCRP by clicking [here](#).



PLEASE ANSWER THE FOLLOWING POLL QUESTION!

The association is developing plans for an "Industry Night" to consist of a sponsored happy hour, meal, speaker, round table discussion on industry issues and possible vendor displays. This event is to be held on a Thursday, 4 pm to 9 pm, in 2 or 3

locations throughout the state. Tentative dates in October and Spring 2022. Would you be interested in attending?

Please choose one

Yes

Select

No

Select

Please feel free to email us [here](#) if you would like to see a proof of this press release before it is sent out!

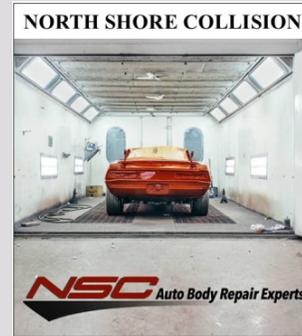


KNOW OF ANY SHOPS LOOKING TO JOIN WCRP?

Forward this newsletter to them! They can click [here](#) to go straight to the membership form or they can call Deb at 262-542-7707.

DUES ARE NOW ONLY \$150 / LOCATION!

PLEASE WELCOME A FEW NEW MEMBERS!



EXCLUSIVE WCRP MEMBER
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HOW MUCH MONEY ARE YOU LEAVING ON THE TABLE
BY NOT HAVING YOUR OPERATIONS IN ORDER?



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with Dave Luehr

*Improve profitability and
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Take the trial-and-error out of body shop management and operations with...

- Online, interactive training for independent collision repair leaders on a new and relevant topic each month.
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- Management tools to help take the training from the classroom to the shop floor.
- Immediate access to over 30 hours of recorded training with downloadable tools for successful implementation.



NEW LIVE training on the 2nd Tuesday of every month at 11 AM CST – for only \$79 a month!

Members say using just one tip each month pays for the course - with profits following soon after!



"We have found Dave Luehr's Operations Monthly LIVE to be a great source of advice and recommendations on what we need to be doing to keep myself and our staff on track for success! Today's collision industry landscape is changing almost daily and we need a source like Operations Monthly LIVE to help stay focused on daily things we sometimes forget about. Thanks, Dave!"

– Randy Sattler, Rydell Cars in Grand Forks, ND –

Use code **WCRP21**
& save **21%** every month
on your OML subscription!

elitebodysolutions.com/oml-2021

SCRS VIDEO SERIES

Click on the link below to view Mike Anderson and Danny Gredinberg's SCRS Quick Tips video series. You can sign up to subscribe to them [here](#). We have access to all the information we need to thrive in this industry, we just need to commit to utilizing some of it!



[Click here for the video:](#) Combating Paint Material Caps / Thresholds

INCLUDED, MY...



Audatex: Door seam sealer **may not be included**

Audatex users may find contradicting information regarding labor operations stated in DBRM Section 4-3 Replacement & Recycled Operations: Door Shell Replacement. Page 86 of Audatex DBRM states "Seam sealing (when required)" is an included operation. In DEG Inquiry 18075 on a 2019 Toyota Tacoma, the response from Audatex states "Seam sealer application time is included in any piece that the OEM service requires, per the OEM service information we have not added this time for the DOOR SHELL, FRONT (GN 0207/0208) as it is not mentioned. No change warranted at this time." This suggests that it may be necessary to confirm whether Audatex has included the seam sealer. Inquiries related to the inclusion of seam sealer on door shell replacements, can be submitted through the DEG, at www.degweb.org.

Final Note: Material costs, additional labor to duplicate the factory appearance, and application of corrosion protection (i.e epoxy primer) prior to seam sealer work are all NOT included in the labor time.

Do you have a "not-included" tip to share with everyone? Send it to Katy at dentout9610@gmail.com and we may include it in a future e-news.

KNOW THE LAWS!



[632.38 Non-original manufacturer replacement parts](#)

(2) Notice of intended use. An insurer or the insurer's representative may not require directly or indirectly the use of a non-original manufacturer replacement part in the repair of an insured's motor vehicle, unless the insurer or the insurer's representative provides to the insured the notice described in this subsection in the manner required in sub. (3) or (4). The notice shall be in writing and shall include all of the following information:

(a) A clear identification of each non-original manufacturer replacement part that is intended for use in the repair of the insured's motor vehicle.

632.38(2)(b) (b) The following statement in not smaller than 10-point type: "This estimate has been prepared based on the use of one or more replacement parts supplied by a source other than the manufacturer of your motor vehicle. Warranties applicable to these replacement parts are provided by the manufacturer or distributor of the replacement parts rather than by the manufacturer of your motor vehicle."

(3) Delivery of notice.

(a) The notice described in sub. (2) shall appear on or be attached to the estimate of the cost of repairing the insured's motor vehicle if the estimate is based on the use of one or more non-original manufacturer replacement parts and is prepared by the insurer or the insurer's representative. The insurer or the insurer's representative shall deliver the estimate and notice to the insured before the motor vehicle is repaired.

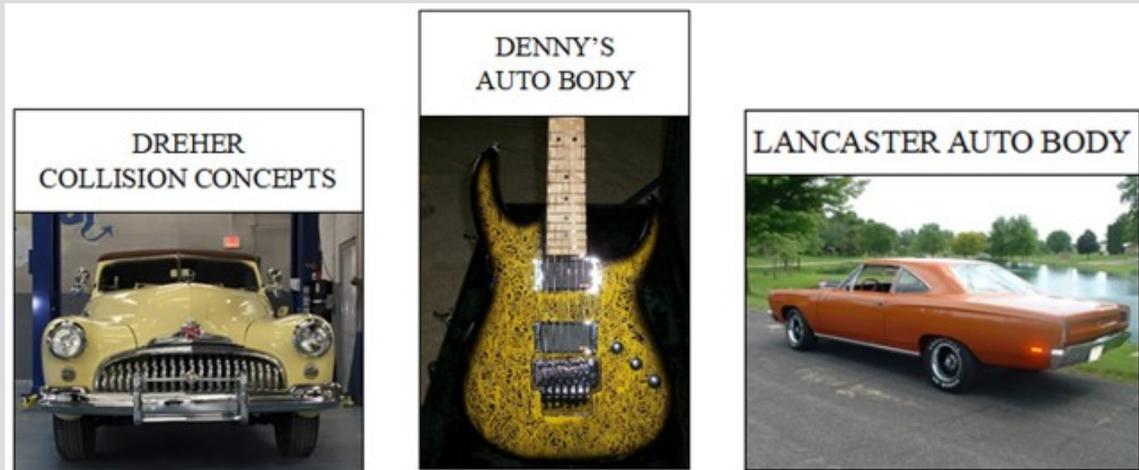
(b) If the insurer or the insurer's representative directs the insured to obtain one or more

estimates of the cost of repairing the insured's motor vehicle and the estimate approved by the insurer or the insurer's representative clearly identifies one or more non-original manufacturer replacement parts to be used in the repair, the insurer or the insurer's representative shall assure delivery of the notice described in sub. (2) to the insured before the motor vehicle is repaired.

(c) The insurer or the insurer's representative may not require the person repairing the motor vehicle to give the notice described in sub. (2).

(d) Notwithstanding par. (b), if an insured authorizes repairs to begin prior to the approval by the insurer or the insurer's representative of an estimate that clearly identifies one or more non-original manufacturer replacement parts to be used in the repair, the insurer or the insurer's representative shall send the written notice described in sub. (2) by mail to the insured's last-known address no later than 3 working days after the insurer or the insurer's representative receives the estimate.

(4) Notice by telephone. Notwithstanding sub. (3), notice of the intention to use non-original manufacturer replacement parts in the repair of the insured's motor vehicle may be given by the insurer or the insurer's representative by telephone. If such notice is given, the insurer or insurer's representative shall send the written notice described in sub. (2) by mail to the insured's last-known address no later than 3 working days after the telephone contact.



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A large advertisement for Gandrud Performance Vehicles. It features a black Chevrolet Camaro in a garage setting. Text overlays include 'HUNDREDS OF ENGINES IN STOCK', 'HUGE WAREHOUSE', 'FREE SHIPPING*', and 'LOW PRICES'. A callout box on the right highlights 'ALL NEW!!! Supercharged LT5 ZR1 Crate Engine' and 'THE MOST POWERFUL ENGINE EVER OFFERED IN A REGULAR PRODUCTION FROM CHEVROLET'. The top of the ad includes the Chevrolet logo and 'PERFORMANCE VEHICLES / PARTS / RACING', and contact information for Gandrud.

Tired of Waiting for Parts?

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Estimating Tip: CCC &
Mitchell

Wheel R&I not included in
bumper labor times

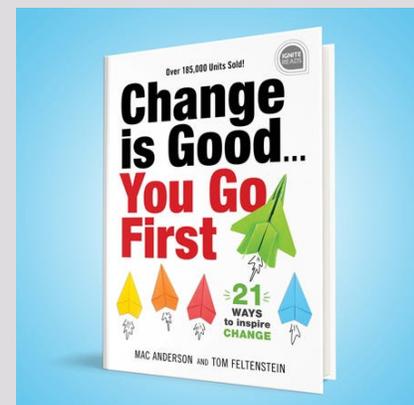
CCC and Mitchell have confirmed that labor to R/I wheels to gain access to bumper removal is NOT INCLUDED. It's important to always reference the specific vehicle chapter footnotes to verify if any specific operations are included. Audatex may or may not include wheel R/I labor. Always reference the estimate Labor Report. CCC DEG Inquiry 17764: MOTOR stated: After review of your concern, the R&I of Wheel is "Not Included" with Overhaul of Front Bumper." Mitchell DEG Inquiry 17360: Thank you for your inquiry, Per p-page for front and rear bumpers, removing and installing the wheel has not been factored into the R&I Bumper labor allowance. Inner fender liners and wheel opening moldings are not included. It would be noted if they were." Continue reading [here](#).

Without question I often buy a book based solely on its cover or title. I select movies the same way...anyways when I saw this title it was a must have. Few of us like change and even fewer like to go first. Hats off to those that do. Within its cover is a quote that poignantly applies to our industry. "If you don't like change, you'll like irrelevance a lot less" by its author Tom Feltenstein.

Our industry and livelihood is changing rapidly and dramatically. I chuckled at a survey from a year ago that indicated 70% of shops expected their business to go back to "normal." I'm certain opinions have changed.

We can adapt, die or become irrelevant. A fourth option for some is to coast to the end, but that's the same as becoming irrelevant.

The Book? It's about inspiring change in your team and yourself. If you're not in the midst of some changes right now I suspect you should be. Same as me, so I've got to go! Best of luck,



THIS MONTH'S FEATURED SHOP

ONE WAY COLLISION

Your one stop auto body shop and auto repairer
2602 E. Main St. ~ Merrill, WI 54452 ~ PH: 715-536-6511

Bob & Jane Dehnel, bought Taylor Body Shop back in 2004 and that's when One Way Collision was established. Bob started with 2 employees and himself. Today we have 10 and could use 2 more. We outgrew our first building...no room for more employees and lack of space. We built a new building in 2018. It features twice the space, 2 spray booths, a prep station, a long-needed lift, drive through estimating bay, larger reception area and 2 offices. We also have 2 bathrooms and a break room with a second story that has a lot of storage in addition to plenty of parking now. I designed the whole layout, office and shop and I was general on the whole project. It was a little challenging, but I enjoyed it. It's a very well-built shop designed for better work flow. Our ten employees include us, my son Brad who is an estimator and my son Jon, the head painter. It's a great family business and we're pretty happy here.

1) What is your biggest daily challenge in the shop ? Parts. Wrong parts, damaged parts, back ordered parts and used parts. Things would flow so much easier if it wasn't for parts issues

2) What gets you through the day or motivates you?
What gets me through the day is when the shop is flowing good

3) What is something you charge for that apparently "No other shops charge for?" I hope I'm not leaving anything on the table. I charge for anything that we should get paid for. That includes COVID-19 clean up

4) What is the best insurance company you deal with?
Erie

5) What is the worst insurance company you deal with?
Geico...(can't answer that fast enough)

6) Do you have a unique skill, service, or marketing position? I personally have been doing bodywork for at least 30 years and enjoy it still. I can do anything in the shop including paint. I can train technicians. I have trained at least 6 employees. You have to do that nowadays, take a chance on someone who may have a spark of interest. Trained technicians are not beating down doors looking for work and it will get worse.

7) I'd love to talk to another shop about: How to keep your technicians happy with competitive pay and benefits

8) What is your favorite thing to do outside of the shop?
I love to golf as much as possible. Cruise my 69 Camaro, take it on long road trips, visit wineries. Grilling out, relaxing on the patio, playing a card game. Camping and sitting around the fire having a few drinks and having a few laughs



9) What can WCRP do for you and/or your business? Be more involved with technical schools for this trade, auto body and refinishing



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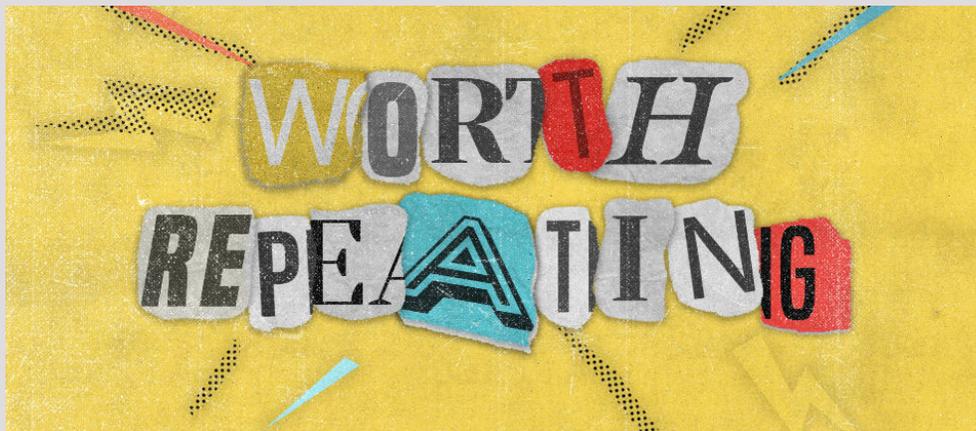


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You can also email us for a copy at dentout9610@gmail.com.

2021 Insurer Report Card Survey Results

How well does your company rate?!



Insurance carriers loudly tout their great services. Elaborate commercials with extensive budgets seemingly overwhelm you at times. These entertaining promotions do not always match the reality found in their actual claim practices. The true measure of an insurance policy comes into judgement when you actually need to use it.

A recent survey conducted by **Wisconsin Collision Repair Professionals (WCRP)** can help narrow those choices. 134 body shops were asked to complete a survey about their highest and lowest ranking insurance companies based on their overall satisfaction of claims handling.

Here are the results:

Highest ranking companies:

Acuity
Eric
West Bend
Auto Owners
Secura
State Farm

Lowest ranking companies:

Geico
Allstate
Progressive
American Family
State Farm
Germantown

Wisconsin Collision Repair Professionals (WCRP) suggests consulting your local agent(s) to best select a provider AND policy that best suits your protection needs. Many companies offer an OEM (original equipment manufacturer) parts endorsement and WCRP *highly* recommends this option. This will allow you factory new parts vs. used and/or poorly manufactured “aftermarket” parts. With the complexity of today’s vehicle repairs, labor times have also increased. WCRP also recommends you consider the “rental car endorsement.” It is fairly inexpensive and provides a great value when your vehicle is in the shop!

Your vehicle is indeed a substantial investment, be sure you’re properly insured by a provider that will be your advocate in a claim, removing stress, not adding to it.

Noteworthy:

A “mutual insurance company” is owned by its policy holders, with any profits returned to members as a dividend or a reduction in premiums. Are your premium dollars supporting sports fields and other venues?





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