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**JULY/AUGUST 2008**  
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Safety. As an auto salvage recycler it's one of your top priorities. And, as one of the leading providers of auto salvage yard insurance in Minnesota, safety is a key for Harleysville Insurance as well.

With that in mind, Harleysville is offering a top 10 list of loss control best practices—one at a time—in upcoming issues of The Minnesota Recycler. With nearly 30 years of experience insuring auto salvage recyclers, Harleysville has a wealth of information on the types of losses that have occurred and the steps that can be taken to prevent or control them in the future.

In true top 10 fashion, here's #10 on the list of the most important loss control best practices for auto salvage recyclers ...

**Best practice #10: Remove gasoline and gasoline tanks from vehicles**

In the Midwest and elsewhere, the auto salvage yard industry has periodically suffered fire losses when gasoline has not been removed prior to dismantling vehicles.

Since gasoline has a flash point of -45 degrees F, it is easily ignited. The flash point of a chemical is the minimum temperature at which it will evaporate enough fluid to form a combustible concentration of gas. As you would expect, a chemical with a lower flash point is more flammable than a chemical with a higher flash point.

The results of this kind of unexpected ignition can be devastating, including the potential for loss of life, life-long pain and injuries, business interruption, and the loss of property, records

and loyal business customers.

As a result of accidental fires caused by gasoline, and as a measure to keep losses and insurance premiums to a minimum, here is best practices recommendation #10:

Gasoline from salvage vehicles only should be removed from the fuel tank by using a gas caddy (gas buggy), and the tank should be removed from the salvage vehicle at a distance no closer than 25 feet from any building.

*Continued on Page 8*



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# ARM BOARD NEWS



**THE  
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RECYCLER**

The Minnesota Recycler is published six times per year for the Automotive Recyclers of Minnesota. None of the material in this publication necessarily reflects the opinion of ARM, its officers, directors, staff, members or its Publisher. Statements of fact and opinion are the responsibility of the author alone.

Articles and letters suitable for publication will be published in the next scheduled newsletter as space permits. Material should be sent to Kelly Lynch-Salseg, ARM Executive Director, 3333 Skycroft Circle, Minneapolis, MN 55418, Phone: 612-781-5555, Fax: 612-781-7052, Email: autorecyclersmn@bitstream.net. Articles may be edited for length.

Throughout this issue, trademarked names are used. Rather than place a trademark symbol in every occurrence of a trademarked name, we state we are using the names only in an editorial fashion, and to the benefit of the trademark owner, with no intention of infringement of the trademark. Mention of trade names, commercial products, or techniques does not constitute endorsement or recommendation for use.

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Email: erics@aaaparts.com



# ARM BOARD NEWS

## Automotive Recyclers of Minnesota Minutes - Board of Directors Meeting June 10, 2008 – Lord Fletcher's, Spring Park, MN

### MINUTES

**Call to Order:** The Board of Directors meeting was called to order at 6:25 p.m. by President, Dan Brekke. Board present: Robbie Bajari, Chris Bickmann, Dan Brekke, Carl Genz, Mark Hortman, Dave Marofsky, Shane Rudd, Eric Schulz. **Board Absent:** Randy Davis, Rick Lemke, Bud Martini. **Staff Present:** Kelly Lynch-Salseg.

**April 2008 board meeting minutes were reviewed. Marofsky motioned to approve the April 2008 minutes; Schulz seconded. Motion carried.**

**Association and Foundation Financials were reviewed. Schulz motioned to approve the Association and Foundation financial reports; Genz seconded. Motion carried.**

Schulz called Waddell & Reed and requested information be sent to the board regarding the allo-

cation of investment funds and current loss on investments.

### Executive Directors Report:

**Membership:** Reported that we have one new Full Member – Schaefer Auto – Park Rapids; and two new Associate members – Hauling For Hope – Lakeville & Unifirst Corporation – Bloomington. Total number of Full Members 90; Total number of Associate Members 46; Total Membership 136.

**Taxes:** Fdn taxes filed on 5/15/08. Annual fee and 990 sent to Attorney General.

### President's Report:

Brekke gave a recap of the on going negotiations with other Midwest states as regards the proposed convention for 2009, and the new organizational and fund disbursement recommendations made by ARM. **Board confirmed that ARM adhere to the recommendations already placed forth by ARM and that if an agreement cannot be reached as regards those recommendations by participating states that ARM withdraw from the convention partnership for 2009.**

### Committee Reports:

**Convention** – Given previously.

**Membership** – Pass.

**Government Relations** – Schulz discussed the ongoing storm water permit proceedings with MPCA. They are still in the re-drafting stage and the process is moving forward. MPCA is looking at the possibility of public notice in late summer (2008) and renewal in early 2009.

Hortman gave an update of a June 5th non-degradation rulemaking meeting he attended. Currently they are rewriting the rules at a very high level i.e. how to measure pollutants, which activities are enforceable, and which activities non-degradation applies to, and automotive recyclers are not affected at this point.

The top yards in Minnesota are joining the

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*Hotlines is exclusively endorsed by the Automotive Recyclers of Minnesota.*



# ARM NEWS

The timeline for this project is very ambitious and they hope to have it signed into law by 2010.

**Newsletter** – Board members commented that they like the contribution of articles from associate members and to continue to work with associates to procure articles.

**Web Site** – Passed.

**MN CAR** – New MN-CAR member – Misgen Auto Parts – for a total of 17 members.

**Other Business:** Board discussed issue of ille-

gal scrappers and activity taking place in Iowa. Board looked over copy of proposed Iowa legislation addressing this issue. Hortman will talk to contacts to explore potential for Minnesota.

*Date and location of next meeting: Wednesday, August 13, 6:00 p.m. – Bloomington/Burnsville location TBA.*

There being no further business, *Marofsky motioned to adjourn at 8:30 p.m.; Genz seconded the motion. Motion carried.*

## Message from the President

By Dan Brekke

Hello everyone. Here's hoping we'll get some good weather soon – sure has been bad lately.

Well there are several things going on with ARM that I'd like to update you on. First off, all of you that can should really try to attend our upcoming Summer Outing Tail Gating Party & St. Paul Saints game! It is scheduled for Saturday, August 16th and promises to be a really good time – rain or shine. There is further information regarding the Summer Outing and a registration form in this issue of the newsletter – and this same information was mailed out in early June. So if you haven't gotten your registration form in yet – DO IT TODAY – deadline is July 16th! Also, many thanks to our associate members that are sponsoring this event – Behr Mason City, LLC – Tail Gating Party, Northern Metal Recycling – Saints game, Trissel Graham & Toole – Door Prizes, RAS Companies – 5 \$50 gas card give away, and our other sponsors – Integrated Recycling Technologies, Manheim's Minneapolis Auto Auction, QRP, Recycled Parts Plus and Unifirst Corporation! You sponsors are just great and with out you these types of events would not be possible – so thanks again!

The MN-CAR program is going good and we've enrolled a few new members for a total of 17 MN-CAR members. Nice work everyone - keep it growing!

We have a few bugs left to work out around the proposed 2009 convention and possible addition of the Iowa association, but it looks like things are progressing and we should be able to put on one heck of a good show next year. We're always looking for input and new ideas for these events - so if anyone has any please feel free to contact any of the ARM board members or Kelly Lynch-Salseg at the ARM office. We'd be happy to hear from you!

Hate to end on a sad note but I have to mention – many of you know Roy Wagner. He is one of the old boys from the past and I had the great pleasure of working for him years ago. In early June, Roy's son Todd passed away. He will be missed. To Roy and his family I offer my deepest condolences.

That's it for now – hope to see ALL OF YOU at the Summer Outing! Thanks ~ Dan



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# ARM NEWS

## From the Executive Director's Desk

By Kelly Lynch-Salseg

### 2008 Upper Midwest Auto Recyclers Convention & Trade Show Recap

May 2 & 3, the Upper Midwest recyclers (Minnesota, Wisconsin, Indiana & Illinois associations) held our annual Convention & Tradeshow, hosted by Northlake Auto Recyclers in Hammond, Indiana. The event was enjoyed by all who attended – in spite of the rain and cold weather. Speakers included Craig and Deb Van Batenburg, Jim Counts, Jerry Cox, and ARA's Executive Vice President Michael Wilson.

Friday night we enjoyed Hockey Night, with teams from Indiana, Minnesota, Wisconsin and Illinois facing off for bragging rights and a trophy – with Indiana taking top prize. Eric Schulz (AAA Auto Salvage, Rosemount, MN) was quoted as describing the game as “fun, comical and painful all at the same time.... The hockey game got the competitiveness between the states going and everyone had a great time.”

We would like to extend a huge thanks to Marty Hollingshead, owner of Northlake Auto Recyclers, and his staff, for their exceptional efforts and gracious hospitality. We would also like to extend our thanks to our many vendors at the Trade Show –

**360 Resource, Inc., Al-jon, ARA, ACDC, Behr Iron & Steel, Brock Supply, Buddy**

**Induction Innovations, Car-Part.com, Check Mate, Commercial Forms, The Connection, Counts Consulting, Fast Parts, First America Metal, Grossman Iron & Steel, Hollander, I Buy Converters Too, The Locator, Mike French & Co., NASCO, Nu-Parts, Omni Source, Power Plus Products, QCSA, Rebuilders Automotive Supply, Recycled Parts Plus, The Rogers Group, SAS Forks, SEDA Environmental, Trissel Graham & Toole Insurance, Total Resource Auction, Unishippers, United Road Towing, URG, Worldwide Equipment & Zurich.**

Your support is vital to this event!

Plans are already under way for a **BIGGER & BETTER 2009 CONVENTION!** Scheduled for May 1 & 2, 2009, the convention next year will take place in Eau Claire, Wisconsin at the fairgrounds, with two CARS of Wisconsin yards located nearby. Talks are also a foot to expand the 2009 convention to include the Iowa association (Iowa Automotive Recyclers), one of the largest associations in the Midwest.

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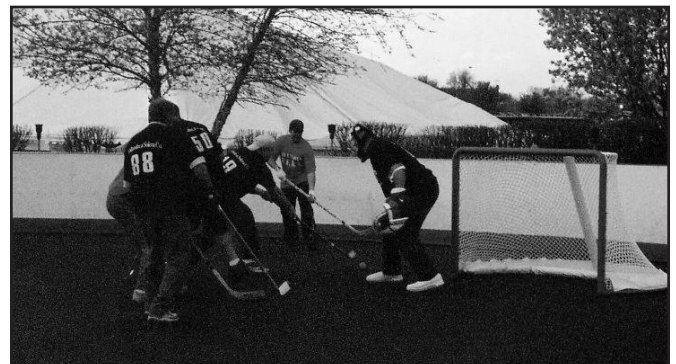


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MN and IL hockey teams go at it

# ARM News

## 2008 Upper Midwest Auto Recyclers Convention & Trade Show Scrapbook



*Michelle/Liberty Auto Salvage, IN  
prepares for registrants*



*Auction Action*

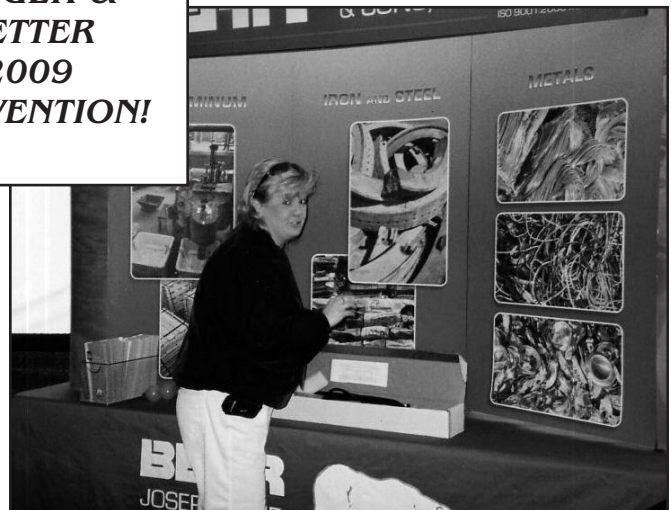


*Buford & Tony Faust (Viking Auto Salvage), & John Glover (Behr Mason City) take a break from convention/trade show activities*



*CARS of WI Hockey Team*

**Looking  
forward to a  
BIGGER &  
BETTER  
2009  
CONVENTION!**



*Sherry Johnson/Behr Mason City  
sets up for the Trade Show*



*Left to Right: Eric Schulz (AAA Auto Salvage),  
Tony Faust (Viking Auto Salvage), Shane Rudd (Elite  
Auto), Rick Lemke (Metro Auto Salvage), Dan Brekke  
(Atlas Auto Parts), Buford Faust (Viking Auto  
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# ARM News

*Continued from Cover*

Employees always should be properly trained in the safest methods of removing the fuel and tanks from vehicles. Used fuel tanks never should be stored in buildings due to potential fuel and fuel residues remaining in the tanks. Fuel contained in vehicles must be removed as soon as the vehicle enters the salvage yard.

Questions? If you have any questions on this top 10 item or any safety matter, contact Kelly Salseg at 612.781.5555. We would be happy to respond to your questions in upcoming issues of this publication. Check back here again in the next issue of The Minnesota Recycler for best practice #9.

For nearly 30 years, Harleysville Insurance has helped to protect Midwest auto salvage recyclers through the insurance company's Auto Salvage

Yard Program. Working with our general agent, Wells Fargo Insurance Services, we're able to provide the auto salvage recyclers of Minnesota with knowledgeable front-line agents who understand your business and your insurance needs. Coupled with outstanding loss control services and industry-specific underwriting, we're able to offer a best-in-class auto salvage insurance product. This approach has allowed us to offer competitive insurance premiums, while providing first class service to our auto recycling customers.

More information on Harleysville Insurance products can be obtained by contacting Lowell Faa, vice president, at 952.830.3000 or Valentina Plinte, account executive, at Wells Fargo Insurance Services via phone: 952.830.3060; fax: 952.830.3048; or e-mail: Valentina.Plinte@wells-fargo.com.



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# ARM News

## Nondegradation Rulemaking

By Mark Hortman

Minnesota government has been trying to incorporate stakeholders into the rulemaking processes. Their latest initiative is the Nondegradation rulemaking project. Federal regulations specify that states must develop and adopt a policy that will ensure that each states waters are not lowered in quality. ARM has decided that it will participate in this project to ensure that its members concerns will get addressed as this topic is discussed.

There are three different tiers of nondegradation that will be protected by the new rules. These tiers are set up:

1. To protect current uses of water (fishing, swimming, etc.)
2. In certain cases "important economic or social development" will allow the lowering of water quality.
3. At the highest tier, water quality must be maintained and protected.

The first of the meetings occurred on June 5th and involved about 60 people including people from agriculture, MPCA, ISRI, ARM, municipal wastewater treatment facilities, environmental engineering firms and more. At this point the rule-making involves trying to answer some very high level questions about how to measure pollutants, which activities are enforceable, and which activities nondegradation applies to. There are several meetings scheduled over the next few months and ARM will strive to represent its members at these meetings.

The timeline for this project is quite ambitious and the plan is to have a rough draft of the Statement of Needs and Reasonableness (SONAR) and rules by January 2009 and have it signed by the Governor by June 2010. Over the next few meetings the group will be trying to answer basic questions like: What types of cumulative impacts do stormwater discharges generate? How should these

impacts be addressed? What information regarding economic and social development should be required of the applicant (if applying for the ability to degrade water) and how should it be used?

ARM will keep you updated as this process continues.



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# ARM NEWS

## Save Green by Going Green: Reduce Operating Costs, Improve Profitability, and Demonstrate Your Commitment to Environmental Sustainability

By David Kendzierski  
MN-CAR Program Manager

In light of increased business uncertainty and struggling sales, it might be tempting for auto recyclers to say, "Times are tough, best ditch the fluffy stuff." Not so fast. There are compelling economic and business reasons to consider green practices that:

- Reduce energy usage by 15 – 40%
- Maximize natural lighting and reduce lighting expenses by one-third
- Reduce water consumption by 30%
- Provide a healthier work environment and

increase worker productivity

- Reduce computer, paper, printing, and photocopying usage
- Eliminate the use of toxic cleaning supplies
- Increase the fuel efficiencies of your trucks and equipment
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# ARM NEWS

foggy goal; it's a real destination that is now within reach of auto recyclers. The technology is already available, including energy-efficient forklifts, advanced fluid management systems, energy-saving light bulbs, alternative fuel sources such as biodiesel, water conservation and reuse systems, super-efficient doors and windows, green roofs that extend roof life and save energy, powerful solar systems, environmentally-friendly spill absorbents, and reusable pallets and packaging supplies.

The biggest obstacle to using green practices is that most practices require an initial investment. Environmental problems do not normally create opportunities to save money. Overall, a green building costs at least 2% more than a conventional building, although long-term operating expenses can be reduced by 10% or more. Fortunately, the government, foundations, industry groups, and non-profit organizations are offering incentives for sustainable practices. For example, the Minnesota Department of Commerce, Office of Energy Security offers energy saving information and a list of tax credits, grants, and other funding sources available to support energy efficiency and innovative energy use. The Minnesota Pollution Control Agency (MPCA) offers \$500,000 in Environmental Assistance Grants to support pollution prevention, recycling market development, and environmental education.

Businesses and organizations are being recognized for demonstrating environmental and energy leadership. Each year, about a dozen organizations receive the Governor's Award for Excellence in Waste and Pollution Prevention. The Minnesota Environmental Initiative Awards honor innovative projects and programs that achieve extraordinary environmental outcomes through partnerships. ARM's Minnesota Certified Automotive Recyclers (MN-CAR) program was nominated for a 2007 EIA award but unfortunately was not selected.

We all know that the responsible dismantling and recycling of end-of-life vehicles is a critical part of recovering and reusing the earth's resources. Recyclers can save money and reduce risks in the long run by strategically taking additional actions

that will protect the environment. Recyclers participating in the MN-CAR program will learn about practical tips for creating a healthier workplace that is friendly to the environment. These suggestions will range from simple steps that any of us can take – using the same mug for our coffee each morning, or placing plants in our office to cleanse the air

and replenish oxygen – to innovative strategies recyclers can consider to design green buildings, reduce energy consumption and waste, and create a workplace culture of environmental awareness and conservation. Some may even be inspired to join a worldwide movement to improve worker's health, release fewer greenhouse gases, reduce your "carbon footprint", fight global warming, and save money!

## 2008 MN-CAR Members

*AAA Auto Salvage*  
*Aazzee's Auto Salvage*  
*Ace Auto Parts*  
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## Minnesota Certified Automotive Recycler (MN-CAR) 2007 - 2008 Application Form

Owner/Contact Name(s): \_\_\_\_\_

Business Name: \_\_\_\_\_

D.B.A. (if applicable): \_\_\_\_\_

Street Address: \_\_\_\_\_

City: \_\_\_\_\_ State: \_\_\_\_\_

Mailing Address (if different): \_\_\_\_\_

Zip Code: \_\_\_\_\_

Phone: \_\_\_\_\_ Fax: \_\_\_\_\_

E-mail: \_\_\_\_\_

*I wish to participate in the Minnesota Certified Automotive Recycler (MN-CAR) program.*

*I agree to meet the MN-CAR standards.*

*I agree to participate in the MN-CAR auditing program to verify compliance with the MN-CAR standards.*

*I understand that participation in the MN-CAR program does not qualify me as a national ARA CAR member, but that I have that option if I am an ARA member in good standing, for an additional \$50.00 payable to ARA.*

*I have enclosed my 2008 MN-CAR membership fee of \$350.00, made payable to "ARM".*

*I agree to comply with the following guidelines:*

- ☐ *Be a member of ARM, and meet the membership requirements.*
- ☐ *Appropriately display applicable MN-CAR program identity and promotional materials. I agree to surrender the same if ARM membership is canceled or terminated.*
- ☐ *Improve my effectiveness as a business person and professional automotive recycler through trainings and seminars offered by ARM.*
- ☐ *To not knowingly purchase and/or sell automotive parts of questionable origin. A MN-CAR member should take pride in his industry and business, thereby enhancing quality, customer service and confidence.*

*I understand that as the automotive recycling industry changes, the requirements to be a MN-CAR member may also change. I agree to incorporate any such changes in my business. If I fail to do so, my MN-CAR membership will be subject to termination.*

Business Owner Signature: \_\_\_\_\_ Date: \_\_\_\_\_

Staff Use Only:

Date Received by ARM: \_\_\_\_\_

Disclaimer: Each automotive recycling facility participating in the MN-CAR program is responsible for complying with applicable local, state, and federal regulations. Meeting the MN-CAR standards does not guarantee compliance with all regulations that apply to the facility, nor does it provide against citizen or third party legal actions. November 2007

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*TailGating Party 5:00 p.m. • Game Time 7:05 p.m.*

***For only \$25 per person your package will include:***

- Reserved area for Behr Mason City, LLC Tail Gating Party
- Lunch, sponsored by Behr Mason City, LLC includes Gyros or smoked brat, chips, pasta salad, baked beans, and 2 beer or soda tickets
- Reserved seating ticket for St. Paul Saints vs Wichita Wingnuts game sponsored by Northern Metal Recycling
- Special drawings for chance to Announce Game Ball and Rob a Home Run on field sponsored by Northern Metal Recycling
- Drawing for door prizes to include 5 - \$50 gas cards and much more – compliments of Trissel, Graham & Toole & RAS Companies - Must be present to win
- Group photo on field immediately after the game

**THIS EVENT IS LIMITED TO 150 PEOPLE SO ACT FAST AND SEND YOUR  
REGISTRATION IN TODAY!**

All registration forms must be received by the ARM office no later than Wednesday, July 16, 2008. All registrants will be eligible to be entered into a drawing for a Junior Suite at the Radisson Roseville (for Saturday, August 16th date only) – compliments of Trissel Graham & Toole. The Radisson Roseville will provide free shuttle service to and from game for any ARM guests booked there. Shuttle leaving hotel at 4:30 & 5:00 and leaving Midway Stadium at 9:45 and 10:15.

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# ARM Summer Outing Registration

Company: \_\_\_\_\_ Contact Name: \_\_\_\_\_  
Address: \_\_\_\_\_ Phone: \_\_\_\_\_  
City/State/Zip: \_\_\_\_\_ E-mail: \_\_\_\_\_

PLEASE INDICATE BY MARKING AN "X" BEFORE EACH REGISTRANT'S NAME THAT THEY WOULD LIKE TO BE ENTERED INTO THE SPECIAL DRAWING FOR JUNIOR SUITE AT RADISSON ROSEVILLE ON GAME DAY. IF AN "X" DOES NOT APPEAR BEFORE THE REGISTRANT'S NAME THEY WILL NOT BE ENTERED INTO SPECIAL DRAWING. WINNER WILL BE NOTIFIED BY ARM NO LATER THAN FRIDAY, JULY 18, 2008.

☐ Name: \_\_\_\_\_ ☐ Name: \_\_\_\_\_  
☐ Name: \_\_\_\_\_ ☐ Name: \_\_\_\_\_  
☐ Name: \_\_\_\_\_ ☐ Name: \_\_\_\_\_  
☐ Name: \_\_\_\_\_ ☐ Name: \_\_\_\_\_

Due to a limited number of ticket packages, ARM reserves the right to limit the number of ticket packages that may be purchased by individual yards. Please feel free to register for the number of ticket packages you desire and ARM will notify you no later than Thursday, July 17 as to how many we are able to fulfill. We apologize for this inconvenience but want to do our best to ensure that as many ARM yards that choose to attend are able to.

## Tail Gating Party Ticket Package:

**PAYMENT BY CHECK** – please make check payable to "ARM"

Qty \_\_\_\_\_ x \$25.00 = \_\_\_\_\_ Total \$ Amount

### **PAYMENT BY CREDIT CARD**

(IF PAYING BY CREDIT CARD PLEASE ADD ON AN ADDITIONAL \$5.00 TO THE TOTAL COST TO COVER CREDIT CARD PROCESSING FEES)

Qty \_\_\_\_\_ x \$25.00 = Sub-Total \_\_\_\_\_ + \$5.00 = \_\_\_\_\_ Total \$ Amount

**We accept Visa and MasterCard**

Amount \_\_\_\_\_ Credit Card# \_\_\_\_\_  
Exp. Date \_\_\_\_\_ 3 Digit Security Code \_\_\_\_\_  
Name on Card \_\_\_\_\_ Authorized Signature \_\_\_\_\_

**Payment fees policy:** Full payment must accompany your registration form and be received by ARM no later than Wednesday, July 16, 2008. Tickets packages will be mailed to you prior to game day.

**Cancellation/Refund Policy:** Ticket packages are non-refundable.

Mail or fax your registration and payment to:  
ARM • 3333 Skycroft Circle • Minneapolis, MN 55418  
Phone: 612-781-5555 • Fax: 612-781-7052

**ALL REGISTRATIONS MUST BE RECEIVED BY ARM NO LATER THAN WEDNESDAY, JULY 16, 2008!**

Lodging Information: ARM has reserved a block of rooms at the Radisson Roseville. ARM guests will receive a reduced room rate of \$99 Double Standard, \$129 Standard King Suite. To receive the special ARM rate rooms must be booked by July 26, 2008. To reserve a room, please call the Radisson Roseville at 651-636-4567 or 866-444-6835. Make sure to ask for the special ARM rate when booking your room. The Radisson Roseville will provide free shuttle service to and from game for any ARM guests booked there. Shuttle leaving hotel at 4:30 & 5:00 and leaving Midway Stadium at 9:45 and 10:15. Radisson Roseville, 2540 North Cleveland Avenue, Roseville, MN 55113.



# ARM News

## Thoughts on Customer Service

Hans Mufflers instituted a customer service improvement program based on the slogan, "Every customer, every time." In order to make this slogan come to life, they asked themselves, "What do we want to happen to every customer every time in order to promote good customer service?"

The whole process was distilled down to four behaviors that Hans Mufflers thought everyone could deliver:

- Greet customers every time they enter the store or if a customer calls answer confidently right away.
- Every time a salesperson sees a customer searching for a product, the employee asks the customers if they need assistance.
- Make eye contact with customers every time you speak to them.
- While on a customer phone call pay attention to the customers needs until the call is finished.

Then they distributed a two-page training guide to each store manager for use in implementing this strategy. The training guide was to be used at an employee meeting. Each store manager was responsible for conveying the information to their employees and making sure with observation and coaching that everyone was practicing the new behaviors.

Next, Hans Mufflers set about measuring how well the standards were being implemented. They sent paid "mystery shoppers" into the stores and had them call the store to check for the use of the three behaviors. The shoppers reported compliance about 90% of the time.

Hans Mufflers also measured whether the number of complaints to their customer service

representatives rose or fell, and found that they were falling, while a number of comments from satisfied customers went up. From these measurements, the program was deemed a success.

"Every customer, every time" became more than a slogan; it became a way of doing business because the service standards were specifically stated and then measured on a regular basis. It became the store manager responsibility to reinforce the specific service standards in his or her employees. And over time it became part of each stores culture of service, "every customer, every time."



***"What do we want  
to happen to every  
customer every  
time in order to  
promote good  
customer service?"***

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# ARM NEWS

## What's New With You?

**JOHN'S AUTO PARTS:** Welcome to John's Auto Parts new employees Alex Demers, Benjamin Lechuga and Steven Siegfried!

**JOHNSON AUTO SALVAGE:** Happy Birthday to Keith Johnson (July 11). The years have been good to him – it's the weekends that did the damage. Happy Birthday Keith!!

**U PULL R PARTS – ROSEMOUNT:** Happy Belated Birthday to Carl Genz who celebrated another year on June 27. Hope you celebrated in grand style Carl!

*"What's New With You?": Please contact the ARM office with your and your employee's birthdays, anniversaries, weddings, births, etc. coming up. We will gladly include them in the "What's New With You?" column.*

*Gather those dates, names and occasions and let us know. Also, if your company or any employees have received any kind of special civic commendation or award, or you have made any changes to or with your business - pass that info. along as well. Email (autorecyclersmn@bitstream.net), fax (612-781-7052) or phone (612-781-5555) the information in!*

## WELCOME TO ARM'S NEW MEMBERS

### FULL MEMBER SCHAEFER AUTO

56261 Sartain Street  
Park Rapids, MN 56470

Contact: Gary Schaefer

Phone: 218-255-0463

E-mail: schaeferauto@gmail.com

### ASSOCIATE MEMBERS HAULING FOR HOPE, INC.

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Contact: Joe Hendricks

Phone: 952-746-4673

E-mail:

joehendricks@haulingforhope.com

www.haulingforhope.com

### UNIFIRST CORPORATION

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Bloomington, MN 55420

Contact: Paul Simpson

Phone: 952-746-7727

Fax: 952-746-7728

E-mail: psimpson@unifirst.com

www.unifirst.com

## Scrap Commodities Market Report June 2008

### Approximate Pricing

Crushed Cars	275.00 NT
Prepared Iron	300.00 NT
Motor Blocks	325.00 NT
Aluminum Rims	0.87/LB
Aluminum Condensers	0.68/LB
Copper Radiators	1.90/LB
Aluminum Case Transmissions	0.18/LB
Dirty Aluminum	0.25/LB
Batteries	0.17/LB
Lead Wheel Weights	0.40/LB

\*This Report is for the sole purpose of informing members of current metal market activity.

\*\*For more accurate and current pricing call your scrap metal vendor.



# REASONS TO JOIN AUTOMOTIVE RECYCLERS OF MINNESOTA

## Newsletter

- The *Minnesota Recycler* is mailed out six times yearly – free of charge
- Information about ARM members and events, legislative reports, business tips and market conditions. Member profiles, timely articles, announcements and advertisements.

## Membership Directory

- **Over 5,000 mailed** annually to every insurance adjuster, body shop, mechanical repair shop and automotive recycler known to exist in Minnesota! **FREE LISTING** to ARM members.

## Representation at the Capitol

- ARM works with local and state governing bodies on issues affecting the recycling industry.
- Provides the “eyes, ears and voice” for recyclers.

## National Affiliation

- ARM is an affiliate member of ARA- the Automotive Recyclers of America.

## ARM Foundation

- Developed to provide annual post-secondary educational scholarships to children of ARM Full members and their employee’s children. ARM awarded \$5,000 to deserving applicants last year.

## Web Site- [www.autorecyclersmn.net](http://www.autorecyclersmn.net)

- An information resource for recyclers, body and repair shops, and retail customers.
- Averages over 21,000 Total Hits a month!
- **Contact ARM** lists all officer and management names and phone numbers.
- **Calendar** lists all upcoming ARM events.
- **Members List** provides phone numbers, email and web site links to all ARM members.
- **Parts Search** area provides an opportunity for ARM members to sell their parts.
- **News Letters** archives past issues of the Minnesota Recycler.
- Site is continually improving and expanding.

## Upper Midwest Automotive Recyclers Convention & Trade Show

- Annual convention brings vendors and recyclers together in one place.
- We team up with Wisconsin and Illinois and Indiana state associations to host the best regional convention in the country.

## Products

- Plastic part bags (18 x 24) are offered to ARM members at the lowest possible price!

## MN-CAR Program (Minnesota Certified Automotive Recycler)

- The MN-CAR Program is designed to help members improve their performance as professional recyclers, and recognizes and certifies that enrolled members, passing an audit, meet specified general business, environmental, safety, licensing, and regulatory standards.

## Educational and Social Events

- Educational seminars and trainings held on subjects of interest to recyclers.
- Social events such as the annual Summer & Winter Outing bring recyclers together with an opportunity to network in an informal and fun atmosphere.

## Be a Player

- Rather than watching from the sidelines, joining ARM is an opportunity to get involved and affect change rather than being a passive non-participant.
- **For the price of your cheapest transmission sale you can get your company name in front of repair shops, auto body shops, insurance adjusters, and fellow auto recyclers for an entire year!**



# ARM NEWS

Sign up today:

## Automotive Recyclers of Minnesota Application for Membership

Company Name \_\_\_\_\_

Contact Person & Title (Name in directory) \_\_\_\_\_

Address \_\_\_\_\_

City, State, Zip \_\_\_\_\_

Whom should ARM invoice at your company? \_\_\_\_\_

If different address than above, please provide: \_\_\_\_\_

\_\_\_\_\_

Phone: \_\_\_\_\_ Fax: \_\_\_\_\_

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ENCLOSED IS MY ARM MEMBERSHIP CHECK:

☐ **199.00\* Full Membership**

**Note:** Full Membership in ARM is reserved for automotive dismantling facilities (salvage yards) whose location is within the state of Minnesota

☐ **150.00\* Associate Member**

**Note:** Associate Membership is reserved for non-salvage yards, and salvage yards from outside the state of Minnesota

***Rates are based on annual membership.***

For federal income tax purposes, up to 9.5% of your investment in the Automotive Recyclers of Minnesota may be deductible as a necessary business expense (IRS Section 162). However, it is not deductible as a charitable contribution (IRS Section 10701).

**Please return this form with your membership check to:  
ARM, 3333 Skycroft Circle, Minneapolis, MN 55418.**

# ARM HAS YOUR BAGS!!

ARM has plastic bags with ARM logo available at a price that would be hard to match!!! Save money, support ARM and order from us!!

*Pick up at Atlas Auto Parts in St. Paul -OR- include \$10 shipping charge **per** package.*

	ARM MEMBER	NON-MEMBER	Qty.	Price
Plastic bags:				
18 x 24 – 250/pkg. 3 MIL Thickness	\$35.00 + tax	\$40.00 + tax	_____ X _____	
Subtotal				_____
Minnesota & Hennepin Cty. Sales Tax 6.9%				_____
Shipping (\$10.00 per package)				_____
TOTAL DUE				_____

**\*\*Please note that ARM is now carrying a new, larger size bag. These bags are sold in smaller quantities per box so pay close attention to the number of bags that you intend to order.\*\***

Check made payable to ARM or credit card information must accompany order.

**MEMBER** ☐ **NONMEMBER** ☐

## Shipping Address:

Name \_\_\_\_\_  
Company: \_\_\_\_\_  
Address \_\_\_\_\_  
City, State, Zip \_\_\_\_\_  
Phone \_\_\_\_\_ Fax \_\_\_\_\_

## Billling Address (if different):

Name \_\_\_\_\_  
Company: \_\_\_\_\_  
Address \_\_\_\_\_  
City, State, Zip \_\_\_\_\_  
Phone \_\_\_\_\_ Fax \_\_\_\_\_

## Payment Method:

- ☐ I have enclosed a check made payable to "ARM" in the amount of \$ \_\_\_\_\_.
- ☐ I will pay by credit card: *We accept Visa and MasterCard*

Amount \_\_\_\_\_

Credit Card# \_\_\_\_\_ Exp. Date \_\_\_\_\_

Name on Card \_\_\_\_\_

Authorized Signature \_\_\_\_\_ Date \_\_\_\_\_

## Mail To:

Automotive Recyclers of Minnesota  
3333 Skycroft Circle, Minneapolis, MN 55418  
Phone (612) 781-5555 • Fax 612-781-7052 • Email autorecyclersmn@bitstream.net

# INDUSTRY NEWS

## Hybrids offer potential profits, but removal brings risk

By Jeffrey Bellant, Auto Yard Staff Writer

HAMMOND, Ind. – Automotive recyclers can add new business by obtaining salvage hybrid vehicles, but the technology brings potential danger in the dismantling process.

Craig Van Batenburg, owner of Automotive Career Development Center in Worcester, Mass., gave a two-hour lesson on hybrids, their value to recyclers and the danger they pose if not handled properly, during a recent convention.

Van Batenburg, a former auto repair shop owner, has owned several hybrids, including a 1999 Honda Insight, one of the first hybrid cars sold in the U.S. It prompted his interest in the new technology and he now consults and trains others

on getting into the hybrid repair business.

Dismantling a hybrid vehicle can be life-threatening, however, if a person doesn't know what they're doing, Van Batenburg said at Northlake Auto Recyclers during the Upper Midwest Auto Recyclers Convention & Trade Show in May.

He said a dismantler's first job is to make sure the vehicle is turned off. Since hybrid vehicles are still powered even when the engine is not, make sure the vehicle is turned off or it could start moving while it is being worked on.

The other issue involves the cable that connects to the high voltage battery. "If you see an orange cable it potentially could kill you," Van Batenburg



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# INDUSTRY NEWS

said. Almost all hybrids have an orange cable which connects to the battery pack. They are high voltage and extremely dangerous. "It will take off your head," Van Batenburg said. "Make sure nobody goes near it who doesn't have training."

He said technicians should have two things when working on these cars: special hybrid-approved gloves that protect against shock (1,000 volts) and a CAT III certified high voltage tester to check the voltage.

Van Batenburg warned recyclers to stay away from obscure companies selling gloves that aren't reliable. He said 50 to 60 volts could kill a human being and a Toyota Prius, for example, puts out 276 volts.

Van Batenburg suggests checking the gloves by filling them with air to make sure there are no holes. "A hole as small as a pin-prick makes the glove useless," he said.

Once the car is off, the technician should allow the power to drain down. Though this happens quickly, manufacturers recommend up to five or 10 minutes as a safety precaution, Van Batenburg said.

Hybrids also have a switch or service plug that depowers the cables when removed. It is located in different areas, depending on the vehicle. On the Ford Escape and Toyota Prius hybrids, the orange plug is located in the trunk, under the lining.

The technician should test the voltage of the high voltage cable, the battery pack and capacitors to make sure they are safe to remove. When removed, the battery should be placed in a cool, dry place, preferably air-conditioned, Van Batenburg said.

Recyclers can make good money on some of the parts, he said.

The orange high voltage cables can sell for as much as \$1,000, as long as they are in great condi-

## Insurance for Auto Recyclers

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Vice President

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# INDUSTRY NEWS

tion. "They can't have any scrapes or scratches," Van Batenburg said.

Battery packs sell well on the Internet, he said,

because new battery packs cost thousands of dollars, depending on the hybrid. Other parts can also be valuable, even if they are not in perfect shape.

The lack of aftermarket parts for a Toyota Prius, for example, means that even a dented hood can sell for a lot of money, Van Batenburg said. "Stop throwing this stuff away," he said.

But fobs for the smart key on the Toyota Prius are useless, Van Batenburg said. They are registered to specific cars and cannot be reprogrammed.

*Reprinted with permission of Auto Yard: News for the Salvage Professional, Issue Date May 19, 2008, [www.autoyardonline.com](http://www.autoyardonline.com).*

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*All Grades of Scrap Metal*

Neil or Eric

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## Iowa Cracks Down On Illegal Scrapping

The Iowa Department of Transportation (Iowa DOT), Office of Motor Vehicle Enforcement, is currently cracking down on and stepping up investigations into the activities of illegal motor vehicle scrappers. This includes persons placing classified advertisements on Web sites and in local newspaper publications.

The Iowa DOT's increased investigation and enforcement activities are in response to complaints and recent cases concerning illegal metal scrapping by unlicensed persons and businesses. The stepped-up enforcement is intended to curtail these illegal activities while supporting responsible recycling of end-of-life vehicles.

In addition to the enhanced enforcement effort, the Iowa DOT has also developed a section on its Web site devoted to informing motor vehicle owners, scrap metal recyclers, used vehicle dealers, nonprofit organizations, vehicle demolishers and law enforcement agencies about proper, legal disposal of salvage vehicles.

For more information on Iowa's efforts, visit the Iowa DOT site at [www.iowadot.gov/end-of-lifevehicles](http://www.iowadot.gov/end-of-lifevehicles).

*Reprinted with permission of ARA.*

# INDUSTRY NEWS

## “Steeled for Growth”

**Fortune Small Business (05/08) Vol. 18, No. 4, P. 47; Kimes, Mina**

Alliance Steel Services of Minneapolis has grown from a small scrap metal dealer to a powerhouse thanks to CEO Michael Zweigbaum's agenda to buy up local scrapyards and set up a regional network of recycled metal providers. His business plan included the deployment of a system for weighing, tagging, and shooting digital photos of every batch of metal that came into Alliance's yard. The system begins operation the second a truck carrying scrap metal enters the yard and unloads its contents onto a scale. A worker studies the material and uses a touchscreen to choose the metal grade. Software registers the weight on the scale and then a camera transmits a picture of the metal, revealing any contaminants. This data is filed in a

database from which Alliance's owners can access trade receivables, shipping and billing documents, and inventory. The company's annual revenues have increased more than fivefold to \$100 million since Zweigbaum bought Alliance three years ago, and he says the precision of the new system has enabled Alliance to sell more nonferrous scrap metals, which buyers now purchase directly from company yards. Alliance is also making hefty investments in a software dashboard that shows the frequency and efficiency of Alliance's inventory shipment and a Web site that gives customers limited database access.

*Reprinted with permission of Scrap Monitor Newsletter.*

## Fewer crashes depletes pool of damaged vehicles

**By David Piestrzynski, Auto Yard Staff Writer**

Driver protection technology may shrink salvage inventory in the future.

The number of accidents is already declining, according to the National Highway and Traffic Safety Administration (NHTSA). It said there were fewer than 6 million reported accidents in 2006. Ten years ago, the administration reported nearly 7 million.

The trend seems even greater since the number of licensed drivers and vehicles on the road is increasing.

According to statistics from R.L. Polk, there were 250 million vehicles on the road in 2007, up from 200 million in 1997. There were about 200 million licensed drivers in 2007, up from about 175 million in 1997.

The NHTSA also reported more miles driven, despite higher gas prices. It found that Americans drove nearly 260 billion miles a month in 2007, up from 190 billion miles a month in 1993.

Greg Horn, a vice president of industry rela-

tions for research firm Mitchell International, cited technology as a reason for the decline in accidents.

At this year's American Salvage Pool Association conference in San Antonio, Horn spoke about accident-avoidance technology.

In the next five years, the average vehicle may come equipped with such technology as active head restraints, rearview cameras, night vision, blind spot detection and lane departure warning.

Even the simplest advancement makes a significant difference in reducing accidents, Horn said. "When cars started coming equipped with third tail lights, we noticed a significant drop in collisions," he said.

A more dramatic impact comes from electronic stability control systems. The ESC applies brakes to individual wheels and controls engine power.

*Reprinted with permission of Auto Yard: News for the Salvage Professional, Issue Date May 19, 2008, [www.autoyardonline.com](http://www.autoyardonline.com).*

# ARM News

## SUPPORT OUR ASSOCIATE MEMBERS

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**Ins. Salvage Serv.**  
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**Integrated Recycling Tech.**  
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**Keystone Automotive**  
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**Mike French & Company**  
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**Minneapolis Auto Auction**  
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**Nordstrom's Automotive**  
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**Northern Metal Recyc. (St. Paul)**  
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**Trissel Graham & Toole, Inc.**  
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**Truck & Auto Salvage**  
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# INDUSTRY NEWS

## “High Times for Heavy Metal”

**Trenton Times (NJ) (04/27/08) P. A1; Hagen, Tony**

Rising metal prices have resulted in a booming U.S. scrap market, with prices rising 20 percent over the last month, says Trenton Iron and Metal owner Joseph Lonchar. Scrapyards must compete with one another for business because the high prices have created a seller's market. Many plumbers and auto shops now bring used parts directly to the scrapyard rather than giving them to scrap peddlers. Lonchar advertises to attract scrap sellers and offers bonus prices for scrap on Wednesdays to compete with the three scrapyards in the immediate Trenton area, as well as related businesses such as auto salvage firms. “The pipeline is starting to dry up,” Lonchar says. “The fact is there's only so much scrap metal out there.”

The rising prices for recyclables also is good for local governments. Hamilton township generates about \$30,000 annually from selling scrap dropped at its recycling center, says the city's Rich Balgowan. He says the city's recycling center collected 44 tons of scrap in the first three months of this year, up from 37 tons in 2007's first quarter. Rising metal prices also are attracting thieves. In Trenton, N.J., the theft of copper is so prevalent that the police had to create a special task force that patrols abandoned properties and stakes out scrapyards.

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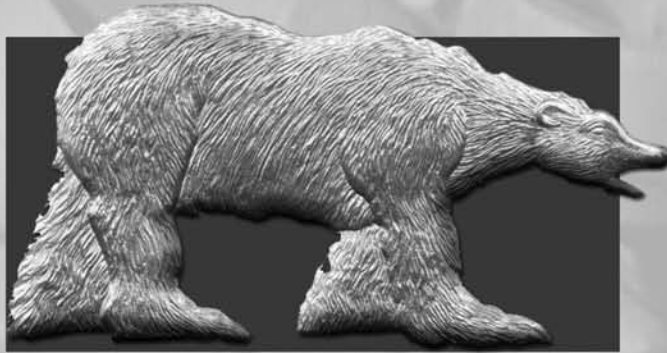
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