

May/June 2011

The Minnesota Recycler



**The Voice of Automotive
Recyclers in Minnesota**

Car-Part.com



You are invited to attend THE 3RD ANNUAL CAR-PART.COM
CUSTOMER TRAINING CONFERENCE

Come see Car-Part's product roadmap and how you can position yourself for greater profits in this rapidly changing industry!

Over 35 Classes!

- Our completely integrated suite of products simplifies your work and avoids duplication of effort: from buying salvage through inventory management, warehouse management with Real Time Barcoding, internet sales, production management, and business reports. Learn how our suite works together and become an expert on the tools you use every day!

One-on-one Personalized Training!

- Get the attention you crave! Spend time with specialized trainers and the people who actually design and build the features you rely on!

Learn how to increase sales to the professional repair industry with Car-Part Pro!

**Early Bird rate: \$125 per attendee before June 1st
August 4-6, 2011 in Erlanger, KY**

More info & online registration available at
<http://products.Car-Part.com/2011training>
or call 859-344-1925.

OPEN TO ALL AUTO RECYCLERS!

**Introducing our exciting new add-on to
Internet Checkmate!**



OrderTrakker™



*Know where your customer's
part is at any stage of the
production process!*

<http://products.Car-Part.com> • 859-344-1925

Car-Part.com



THE MINNESOTA RECYCLER

THE VOICE OF AUTOMOTIVE RECYCLERS IN MINNESOTA

ARM's 2011 Board of Directors

Mark Hortman, President

John's Auto Parts
10506 Central Avenue N.E.
Blaine, MN 55434
Phone: 763-784-1711
Email: markh@johnsauto.com

Shane Rudd, Vice President

Elite Auto
2325 W. Wayzata Blvd.
Long Lake, MN 55356
Phone: 952-473-2292
Email: shane@allanteparts.net

Chris Bickmann, Secretary/ Treasurer

R & R Auto & Metal Salvage, LLC
64148 US Hwy. 12, P.O. Box 298
Litchfield, MN 55355
Phone: 320-693-0055
Email: chrisb88@qwestoffice.net

Dave Marofsky, Immediate Past President

MARCO Auto Recycling
1411 Hwy. 19
Red Wing, MN 55066
Phone: 651-388-1866
Email: marcoauto@redwing.net

Randy Davis

B & R Auto & Truck Salvage
15930 State Hwy. 2
Mapleton, MN 56065
Phone: 507-524-3735
Email:
parts@bandrautotruckparts.com

Jesse Faust

Viking Auto Salvage
26548 Chippendale Avenue
Northfield, MN 55057
Phone: 651-460-6166
Email: jesse@vikingautosalvage.com

Patrick Garrity

Sharp Auto Parts, LLC
2910 Quant Avenue North
Stillwater, MN 55082
Phone: 651-439-2604
Email:
patrickgarrity@sharppautoparts.com

Paul Lang

Southside Auto Salvage
2125 S. Valley
P.O. Box 398
New Ulm, MN 56073
Phone: 507-354-2137
Email: southside@newulmtel.net

Rick Lemke

Metro Auto Salvage
11710 East 263rd Street
Lakeville, MN 55044
Phone: 952-461-2186
Email: rick.metro@integraonline.com

Terry Stenglein

AAA Auto Salvage
20418 Hwy. 65 N.E.
East Bethel, MN 55011
Phone: 651-423-2432
Email: terrys@aaaparts.com

Steve Tretter

East Central Salvage
6635 Mallard Road
Brook Park, MN 55007
Phone: 320-679-2474
Fax: 320-679-2010
Email:
stevesmail@eastcentralsalvage.com

Check Our Website at www.autorecyclersmn.net

Publisher

*ARM retains the services of R.J. McClellan, Inc.
Newsletter advertising opportunity inquiries
should be directed to:*

R. J. McClellan, Inc.

445 Broadway Avenue #500
St. Paul Park, MN 55071
Phone: 651-458-0089
Toll Free: 877-525-4589
Fax: 651-458-0125
Email: newsletters@rjmc.com

Ron McClellan

Advertising Sales

Sheila Cain

Layout & Design

Executive Director

*Newsletter content and association membership
inquiries should be directed 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



THE MINNESOTA 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. 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.

ARM NEWS



Message From the President

By Mark Hortman

Fellow Recyclers,

This has been a busy couple of months at ARM. We have just finished co-hosting the 2011 Upper Midwest Auto & Truck Recyclers Convention & Trade Show in West Bend, WI, with the Concerned Auto Recyclers of WI. The 2012 Upper Midwest Auto & Truck Recyclers Convention & Trade Show convention will be co-hosted with CARS in Minneapolis, MN. More details on next year's convention will be coming soon.

ARM has been hard at work for its members trying to make the Industrial Stormwater Permitting process easier for all members to understand and easier to comply with the law. The Industrial Stormwater Permitting process is mandatory for Auto Recyclers to have completed. The steps outlined at the end of this article will help you to comply with the steps that are required. If you have not started this process, please read this issue carefully.

ARM will be hosting an educational seminar to help our members understand the processes. June 2011 is when many of us will begin our stormwater sampling process. This will also be covered in the seminar that ARM is planning. We know that most

of our members have started this process and registered with the State, but we also know that about a third of our members have not done so.

ARM will be announcing its recommendations as regards a certified laboratory to get our stormwater samples processed and will guide our members through the processes required to comply with the law. Keep up with your emails from ARM, read this issue carefully, and act on your responsibilities. ARM will be your partner to make sure this is an understandable and fair process.

In the meantime - Happy Recycling.

Mark Hortman

Stormwater Permit Reminders

- The industrial stormwater permit was issued by MPCA to Sector M (auto recycling) facilities in June, 2010.
- Complete, sign, and implement your new stormwater pollution prevention plan (SWPPP). If you would like to obtain a "sample" SWPPP – contact Kelly Salseg at the ARM office at autorecyclersmn@bitstream.net and she will email you a copy.
- Conduct monthly site inspections. Use the MPCA Industrial Stormwater Site Inspection Form. Each year, one inspection must be during a runoff event, and one inspection must be during a snowmelt event.
- By March 31 of each year, submit the Stormwater Annual Report for the previous year to MPCA.
- Each year, check the MPCA database to determine whether your receiving water (lake or stream) is on the 303(d) impairment list



**2910 Quant Ave N
Stillwater, Minnesota**





**Minnesota's FASTEST
Growing Auto Recycler!**

651-439-2604 • 800-737-9503

www.SharpAutoParts.com

ARM NEWS

or has an approved Total Maximum Daily Load (TMDL) study.

- Conduct employee stormwater training at least once each year.
- Plan on attending the ARM sponsored stormwater testing educational seminar ten-

tatively scheduled for May 18 – more details to be released soon.

- In June, 2011, begin stormwater sampling. Compare your sampling results to the benchmarks, and follow the permit requirements.

From the Executive Director's Desk

By Kelly Lynch-Salseg



CREDIT CARD AND ORDERING FRAUD ALERT.

Prior to this publication, the Automotive Recyclers of Minnesota office has sent out several email alerts to our members in order to make them aware of a credit card/ordering scam.

Several salvage yards across the country have been taken in by this apparent fraudulent credit card/ordering fraud. A company from New Jersey calling itself **ISHMELL, LLC** has ordered parts and requested them to be sent to a different billing address at a port in Virginia. Once the parts were received in Virginia, the company challenged the credit card payment and the recycler received a chargeback. Of course, the parts shipped were already on a ship going overseas and unrecoverable.

ARA is recommending that in order to mitigate against this type of fraud, you consider the following actions:

1. Verify billing address of cardholder.
2. Do not ship to anywhere except that address.
3. Obtain a signed authorization form.

4. Finally, get an authorization code.

If any other members have similar experiences, please alert the ARM office at autorecyclersmn@bitstream.net so that we can keep all members up-to-date on this scam, and contact the Secret Service immediately. For the contact information of your nearest Secret Service field office, go to http://www.secretservice.gov/field_offices.shtml



Recycled Parts Plus

www.rppplus.com

Parts Broadcast Line: 888-210-1850

Fax: 800-469-9445

Cindy LaVesser

Direct: 866-837-2039

cindy@rppplus.com

ARM NEWS

To Pre-Qualify the Customer or No?

By Eric Wright

A discussion topic recently came up at our company's sales meetings. Now, I am not a manager or high-level executive. I am a trenches employee, taking phone calls, interacting with customers and getting my hands dirty. During these meetings our sales staff, and management, discuss different techniques to get around customer objections, meet their needs and capture the sale. Pretty common talk in all businesses either informally or in scheduled meetings. Upper-level management recently attended a seminar about selling and salesmanship and came back with some recommendations that were deemed important enough to share. The main topic shared is the concept of pre-qualifying your customer. Here are the first five suggestions from leading sales people in the country, regardless of industry, focusing on pre-qualifying your customers.

- Find out who is calling: business and/or individuals name.
- Pull up the account if it is a business.
- Check for any account / customer notes.
- Check sales history.
- Ask the customer what they are looking for.

The whole point of the above guidelines is to give you the initial framework to sell your services

or parts. Focusing on business-to-business sales, the first two items are standard practice and sound advice. Once you pull up the customer's account, you are ready to take their "order" and proceed to selling parts, repairs, etc. Now the reason to look into customer notes and history is to pre-qualify that sale. What was stated throughout the conference, over and over, was to pre-qualify your customer. Now why would someone choose to do this? The answers given were:

- Determine if this customer is shopping and wasting your time
- You are going to have a sale so the time is well spent.
- No potential sale, drop them for the next available call

Having read the reasoning why, there seems to be several potential flaws associated with this predominant way of thinking being advocated. Flaws? Yes, flaws.

As a salesperson, we all have goals and thresholds that need to be achieved, month in and month out – so let us focus our time and energy on those businesses and individuals that spend. Give them some extra special treatment and consideration, and brush aside those not spending or are shopping around. Now most people reading this article see nothing wrong with the above statements. Focus your time and energy on those spending the money. That appears to be very smart, self-explanatory, and intuitively it makes sense. So far, there are very few that would dispute what has been written. This is the point where philosophies differ, discussions begin, and pre-qualifying can actually become a curse.

USED
•
REBUILT
•
NEW



320.356.7504

**AUTO
&
TRUCK
PARTS**

CALL US & SAVE

320-356-7504

800-450-7504

Fax: 320-356-7245

Monday - Friday
8AM to 5PM

20 minutes north
of St. Cloud
off I-94 exit in Avon

No Charge for Nationwide Locating Service • Fast Shipping Anywhere

ARM NEWS

As an employee, or a business owner, the goal is universal – Grow the business and/or brand name. By focusing on only the larger accounts as discussed above, all of your proverbial eggs are all in the same basket. This is not a viable option for most businesses. If your largest customers suffer, so will you. So instead of dismissing the customer that does not buy much, or is shopping, they should be allotted MORE time than your existing big customers. Spend some time talking to the businesses/individuals that only buy occasionally and find out what their objections or obstacles to purchasing are. It could be any number of things revolving around price, quality, customer service (remember they have been brushed off before), delivery / non-delivery service, etc. Instead of brushing that small customer off, try to turn them around to be another “big” customer by spending the time needed to make it happen. This is the difference between a salesperson and an order taker. A sales person develops business relationships and

attempts to grow ALL of the accounts, even the retail ones. EVERY customer is important, regardless if they spend \$50 a month or \$5,000 a month.

So in the end, who ultimately will benefit the company the most when growth is concerned? Look at this mathematically with a real world example. There is a small independent mechanical shop that bought \$50 - \$60 a month, reluctantly, because of the poor service they receive. They were regularly brushed aside and were considered by some to be “bottom-feeders”. In less than 6 months of talking to them, a business relationship was developed and now they buy \$2,000 + on a monthly basis. Owners, that means a 4000% increase in sales for that one business ($2,000 / 50 = 40 * 100 = 4000$) in six months. So in this case a small shop went from spending roughly \$700 a year to \$24,000 a year. Now look at a business that is considered a big one. A body shop that purchases \$20,000 a month is a nice account. In order to grow your business as well

Insurance for Auto Recyclers

Tracy Jones
Vice President

Trissel Graham & Toole
86 Mahtomedi Ave
Mahtomedi, MN 55115

Phone: 651-379-4641
Toll Free: 866-711-4641
Fax: 651-379-4644

E-mail: tjones@tgt-insurance.com
www.tgtinsurance.com

We Love Auto Recyclers!
and we know how to meet their unique needs!!

- * Coverage designed especially for Auto Recyclers - All Lines including Workers Compensation
- * Proven Auto Recycler Program with over 20 years of Success!!
- * Over 100 Experienced Insurance Professionals to provide you with knowledgeable, attentive service

*TGT is pleased to be the **exclusive** agency offering the G.J. Sullivan Auto Recycler Program in Minnesota, Wisconsin, Iowa, North & South Dakota, Kansas and Missouri*



is... ~ Integrity ~ Responsiveness ~ Innovation ~ Respect

ARM NEWS

as the small one in the example above, that body shop will need to purchase 40x more. Those numbers seem a little out of reach.

- Owners and employees want to see growth
- All customers are worth taking time with
- That big account was once small and someone developed it.
- If you focus energies on the large accounts, your growth will stagnate.
- Every customer deserves the same amount of your time and attention.

Owners, can you justify your employees brushing off that account or individual because you have asked the staff to pre qualify them from the moment they say "Hello?" This same scenario plays out every day in every business, whether it is business-to-business, or retail sales. When a retail customer comes to your place of business do you want the staff to pre-qualify that person? If the sales staff brushes any

customer aside following the pre-qualify directive, is it reasonable to say that customer will return in the future? Based on the discussion and viewpoints presented this is highly unlikely. So now that all the arguments are out & both sides of the discussion have been presented - what kind of an employee are you? As an owner, who do you want representing your business, an order taker or a salesperson?

"Eric Wright is a freelance writer/contributor while working full time at John's Auto Parts - Wholesale department, where he has been working for the last 2 1/2 years. Prior to that he was employed at a major Auto Body Repair Consolidator for 9 years handling parts, production, and estimating responsibilities. Eric is I-Car trained and carries the ASE's B6 certification for estimators with over 16 years of professional customer service. He can be reached by e-mail at soilwater73@hotmail.com for comments/questions"

Announcing...
IRT is NOW...
ISO 14001:2004 Certified

IRT
 INTEGRATED
 RECYCLING TECHNOLOGIES INC.

Your Reliable Consumer of
Catalytic Converters and **High Grade Electronic Scrap**

Call Today for Competitive Non-Ferrous Pricing.

877-892-9194

763-295-6992

9696 Fallon Ave. // Monticello, MN

Fax 763-295-6982 // www.irtmn.com





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 3,500 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

- 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 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!**

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, list _____

Phone: _____

Toll Free: _____

Fax: _____

E-mail _____

In business since: _____

No. of employees: _____

Web Site _____

ENCLOSED IS MY ARM MEMBERSHIP CHECK:

\$199.00 Full Member

Note: Full Membership is reserved for automotive dismantling facilities (salvage yards) located 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.

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

Phone (612) 781-5555 ~ Fax (612) 781-7052

Email autorecyclersmn@bitstream.net

INCREASE your PROFITS in 2011 with a FREE 30 DAY TRIAL of *Hotlines*

- **Pro-actively sell parts.** *Hotlines* is very different from other networks because it offers recyclers a proactive selling benefit. Recyclers can see who is looking for parts in their inventory and proactively sell these parts. This is perfect for recyclers looking for ways to actively increase their sales.
- **Buy parts at better prices on Hotlines.** Because *Hotlines* is live, the other members can see when you are looking for a part and respond with their best prices. Increase your profits buying parts on *Hotlines!*
- **Hotlines part searches are real time.** Each time you look for a part, the *Hotlines* system will automatically check the LIVE inventory of your Trading Partners and the other members of the Network.
- **AutoReply can be set to automatically respond to part requests that match your inventory.** This feature will reduce the need for your salesperson to continually monitor the *Hotlines* Network.
- **Increase retail sales!** Because we display your part in front of tens of thousands of people every month, your name is constantly advertised! You have opportunities to sell your parts to insurance adjusters, estimators, body shops, used car dealers, new car dealers, garages and consumers!
- *Hotlines* also provides you with a **Shopping Cart service**, enabling parts to be purchased online. While not all orders can be processed without a conversation from the buyer, many can. **"Buy Now"** enables you to process many of these orders in less time and that translates into more profits for you.
- *Hotlines* has the toughest **Roll Call** policy in the industry. *Hotlines* helps insure recyclers get prompt payment for their parts both locally and nationally.

Join us!

AAA Auto Salvage, Carney Auto, Inc., Dyke's Auto Salvage, Economy Auto, Elite Auto, Jellison's Auto, John's Auto Parts, Inc., MARCO Auto Recycling, Pam's Auto, R & R Auto & Metal Salvage, Inc., Sharp Auto Salvage, Shipman Auto Parts, Timm's Auto Salvage, Viking Auto Salvage

**Sign up for your free trial today
by calling (866) 355 – 5350**

SHINE

BROS. CORP.

*Small enough to know you,
Large enough to serve you.*

**Call us for top
scrap prices on:**

- Car Bodies**
- Alum. Auto Wheels**
- Radiators**
- Alternators**
- Starters**
- Harness Wire**
- & all other scrap metal**

800-262-5579

712-262-5579

Mike Mowery Ext. 123

Chris Hart Ext. 158

225 10th Avenue SE

Spencer, IA 51301

www.shinebros.com



ARM NEWS

Leadership: How to Listen To Your Inner Compass in the Recycling Industry

By Paul David Walker, Founder & CEO of Genius Stone Partners
Cause and Effect Moves With or Without You in the Recycling Industry

The flow of cause and effect move events, stimulate ideas, and drive consumer wants and needs because everything is connected. This flow has a powerful momentum, and moves like the multi-dimensional currents in a powerful river. **This force moves forward with, or without, our conscious involvement.** We are all connected to it even if we are not aware of our connection. The more we are consciously in sync with what I call "The Life Force," the faster, more targeted and powerful are our actions. Like an athlete "In The Zone," we accelerate our performance with grace and ease.

Imagine how difficult life would be if you are not aware of these flows. Many of us are not. It would be like hiking through a wilderness fog without a compass. Even if you knew you needed to go North, you could not tell which way it is. Likewise, **we need an "Inner Compass" to navigate within the flows of cause and effect that influence every moment of our lives,** a way to understand where we are, and where the flow of history is going. But what is, and what is the practical use of, our inner compass? A story best illustrates.

What Is Your Inner Compass?

When I was working as a leadership consultant to Don Ross, Chairman and CEO of New York Life, during the summer of 1987, many people were coming to me questioning the Chairman's actions. He had asked the investment department to slowly move all investments out of the stock market into conservative investments. This frustrated his investment team because the stock market was at an all time high and their competitors were using "High Yield Bonds" and stocks to create gains much greater than New York Life's. They wanted to play in the

game, and Don Ross was telling them to step back.

Many came to me, as Don's coach, to suggest I persuade him of the foolishness of his actions. I explained that I was his leadership coach and had little knowledge of the financial markets, but encouraged them to speak directly to Don. However, no matter how people pleaded, he would not change course. Several key players resigned and went to more "progressive" companies.

In October of 1987, while I was on site at New York Life, the market crashed. It was the biggest crash since the Great Depression. But New York Life had moved most of its investments out of the stock market and had not invested in any "High Yield Bonds," known later as "Junk Bonds." **Don Ross was now considered a genius. The financial gain was enormous.**

A week or so later, I asked Don how he knew to pull all of the company's investments out of the stock market three months before the October 1987 crash. He said, **"I just knew it couldn't last."** Everyone in his world thought he was wrong, yet he had the wisdom and courage to do what he felt was right.

Knowing the Difference

When I pressed him to tell me more, he went on to explain that, as Chairman and CEO, he was continuously bombarded with "experts" trying to convince him of completely different strategic directions. Each had incredible credentials and a good story, yet each recommended different directions. The only tool he had to make the final decision was his instinct, or intuition. He said, **"Whenever I have gone against my intuition, I have regretted it."**

Don Ross explained to me, **"The key to wis-**

ARM NEWS

dom is to know the difference between your wild hopes and fears and common sense, intuition or true wisdom." They often seem the same, but they are not. There is a distinct difference in the feeling. One comes from the Ego and insecurity, and the other comes from Wisdom. Great leaders learn the difference and, given this knowledge, develop the courage to act quickly. Don had found ways to live in the present like an athlete "In The Zone," but with an easier more sustainable feeling I call "Integrative Presence," or at least he was able to find that state of mind when he needed insight. When I met with him over the years, he was often in the state of Integrative Presence. He was warm, yet seemed to be able to see through people. Insightful, yet he moved with grace and ease.

Courage To Act

All the great leaders I have worked with know how to achieve the state of Integrative Presence, even though they may not understand the nature of this state of mind. **They have experienced being connected to something that supercharges their own knowledge.** They speak reverently about this connection in private, but rarely talk about it to the press. It just seems too outside the norm for stockholders and the public. But knowing and connecting to wisdom through Integrative Presence is essential for leaders in business today. **Markets move quickly, often with little warning, and the wise leader can feel the moving currents. At each moment, like a surfer, the conscious leaders are so present they take advantage of trends as they emerge.**

Know How It Feels

When I have asked people to describe how they feel when they experience being "In The Zone" or Integrative Presence, they say things like: confident, at peace, exhilarated, powerful, graceful, and present. Some report a slow motion effect as time slows. Kareem Abdul-Jabbar told how the five seconds he had to win the NBA championship with one shot seemed like five minutes. He felt relaxed, as if he had all the time in the world, yet he appeared to move like lightning to the rest of the world—the very definition of Integrative Presence. His creativity,

within these few precious seconds, was nothing less than pure genius. He was integrating the skills he had learned over the years, his desire to make the shot, **and the flow of the moment.**



Protect Your Business From Loss With Exclusive Risk Purchasing Group Insurance For Auto Recycling, Dismantling, And Salvage Firms

Wells Fargo Insurance Services has created an affordable, customized insurance solution for industry-related companies with a history of positive financial performance, safety awareness, and a favorable loss control record. The exclusive Auto Recycling, Dismantling, and Salvage Risk Purchasing Group can offer participants preferred coverage, pricing, service and market terms. Participants "own" the Risk Purchasing Group and there is not risk sharing or bearing by the Risk Purchasing Group or its participants.



Standard General Liability Coverages

- \$1,000,000 per occurrence limit
- \$2,000,000 general aggregate limit (annual general total per master policy)

Standard Excess Umbrella Coverages

- \$1,000,000 per occurrence limit
- \$1,000,000 per location aggregate limit (higher limits available, if needed)

Standard Property Policy Coverages

- Replacement cost coverage on all buildings and contents
- \$1,000 property deductible per loss
- Equipment breakdown coverage
- Equipment coverage for forklifts, crushers, etc.
- Loss of business income with no deductible
- No capital charge
- No access fees

Optional Policy Coverages

- Auto
- Employee Benefits (medical, dental)
- Worker's Compensation
- Life Insurance (buy-sell agreements)

Call us today and let us show you where we can make a difference to you, your business, your people, and your bottom line.

Bill Velin

Direct: 952.830.3039
bill_velin@wellsfargo.com

Emily Fisher

Direct: 952.830.3039
emily_fisher@wellsfargo.com

Wells Fargo Insurance Services

ARM NEWS

It Is A Natural State of Mind

As I have experienced and studied athletes in the zone or integrative presence. I have found that this state of mind, though not often reached, is a natural way of living.



www.NorthernMetalRecycling.com

For current pricing call any
of the locations listed below:

St. Paul Area

UNIVERSITY AVE VEHICLE RECYCLING

355 University Ave E, St. Paul, MN 55130

Car Bodies and Auto-related Scrap Metal

Marc or Bob

(651) 222-8551

NORTHERN METAL RECYCLING

521 Barge Channel Road, St. Paul, MN 55107

All Grades of Scrap Metal

Bob or Jerry

(651) 224-4877 (800) 798-2103

Minneapolis Area

2800 Pacific St. N, Minneapolis, MN 55411

All Grades of Scrap Metal

Jim or Kevin

(612) 529-9221

St. Cloud & West Area

NORTHERN METAL RECYCLING

119 Sixth Ave NE, St. Cloud, MN 56304

All Grades of Scrap Metal

Neil or Logan

(320) 251-5971 (800) 584-9231

It seems we have lost touch with true presence overtime. **Ironically, the art of getting into this state of mind is letting go of what we think we know.** As you let go, this state of mind just takes over. You don't need to train yourself to experience Integrative Presence, you merely need to **"let go."** This state takes over your consciousness and supercharges your performance because it is in our nature to live this way.

Sports create highly charged environments. They are designed to bring out the best in people. But can this state be achieved outside this arena? Certainly, if these states of mind that seem to create super human results can be created in one area of life, they should be able to be created in others. While the environment is particularly right for this kind of performance in sports, it is not beyond or separate from this "real world" we all operate within.

The Present Is The Only Portal To The Future?

You might ask, "If you are in the present, "How do you create the future?" Here is my answer. Imagine the world is a dance floor and the rhythm and flow of the band is "The Life Force," which infuses everything. The multidimensional flow of the band seems irresistible to some, yet others stand against the wall not knowing how to jump in, and many are not even aware of the dance. They have heard people talk about it, but can't seem to hear or feel the flow of the music. Those who feel it deeply dance like gods and goddesses in the middle of the floor creating a vortex of energy and motion that draws new dancers into their circle.

The band, which represents "The Life Force," naturally lures people onto the floor to dance in a rhythm and harmony that seems to come from outside them. Of those out on the floor, many dance out of rhythm most of the time, but have moments of grace. Others have a routine that they have worked out over the years which works for them, but only captures a small part of the rhythm. Some have a routine and experiment momentarily with new movements, but mostly go back to what they know. **Those who feel the music deeply dance adding rhythms and counter rhythms and seem to be an extension of "The Life Force" that**

ARM NEWS

passes through the band.

Without knowing, many start to follow the waves of energy coming from the leaders and the overall quality of the dance improves. At some point in time, magic occurs. The beauty and energy of the lead dancers is so compelling that the band itself is drawn into the dance creating new rhythms and flows as the Life Force, the band, and the dancers join and create new realities.

Start With The Present Moment

“The Life Force” creates Life and Life influences “The Life Force,” just as the band creates the rhythm and flow and changes, because the lead dancers’ energy becomes part of the rhythm and flow. **The only way to create the future is to engage, like the dancers, with the rhythm and flow of the present; and by doing so you become a co-creator.** It is not about wishing and hoping as the popular book “The Secret” would suggest. The various rhythms and flows of business markets are subsets of the rhythm and flow of “The Life Force,” which animates everything. Both can be influenced in the manner just described. Great leaders have discovered and mastered this secret.

There Is No Substitute For Practice

The flow of market wants and needs is like the complex themes, harmonies, and rhythms in music. Your team must spend lots of time dancing with those rhythms to know how to influence the flow of the dance. Your team, products and services must dance first with the rhythm and flow of the present, then lead. There is no substitute for this kind of presence in your target market, and like dancing to a good band, or being in “The Zone” in sports, it is a blast! The energies of the market will feed you and your creativity will lead the flow of the market.

Your inner compass lets you know the difference between your thoughts about the flow of cause and effect, and the actual flow. We have to practice to know the difference between the feelings that come from our thoughts and ego and our natural wisdom. Knowing how to access our natural wisdom is the inner compass. Having this compass helps us walk with the wind of “The Life Force” at our backs and in our hearts.

Your Inner Compass & Hiring

According to Dana Borowka, CEO of Lighthouse Consulting Services, LLC (www.lighthouseconsulting.com) and author of Cracking the Personality Code (www.crackingthepersonalitycode.com) creating a foundation for strong leadership requires the right people. Hiring the right people is key to future growth. If you would like additional information on hiring, please see below to get a link to an article on this subject:

<http://lighthouseconsulting.org/Articles/KOTHireRightFirstTime/signupform.php>

Permission is needed from Lighthouse Consulting Services, LLC to reproduce any portion provided in this article. Copyright Paul David Walker ©2011

Paul David Walker, Founder & CEO of Genius Stone Partners was part of building the first leadership firm to align Strategy, Structure and Culture, and has been a business leadership adviser to the CEOs of Fortune 500 and midsize companies for over 25 years. He is the author of Unleashing Genius: Leading Yourself, Teams and Corporations, and two other books. He has succeeded by unleashing the genius of the people around him and is known to be a visionary leader and master of collaboration. Paul brings a special energy that calms people and brings teams together. He has been, and is, mentored by some of the most profound philosophers and spiritual leaders of our time.

You can reach him via phone at 562.233.7861. His email is pauldavidwalker@geniusstone.com and website, www.geniusstone.com.

If you would like additional information on this topic or others, please contact your Human Resources department or Lighthouse Consulting Services LLC, 3130 Wilshire Blvd., Suite 550, Santa Monica, CA 90403, (310) 453-6556, dana@lighthouseconsulting.com & our website: www.lighthouseconsulting.com.

Lighthouse Consulting Services, LLC provides a variety of services, including in-depth work style assessments for new hires & staff development, team building, interpersonal & communication training, career guidance & transition, conflict management, workshops, and executive & employee coaching. To order the book, “Cracking the Personality Code” please go to www.crackingthepersonalitycode.com.





Minnesota Certified Automotive Recycler (MN-CAR) 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 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: _____

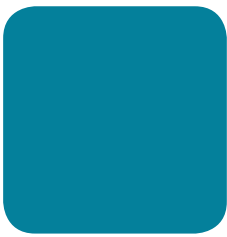
Staff Use Only:
Date Received by ARM: _____

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.

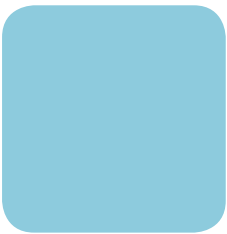
November 2008

MN-CAR Members

AAA Auto Salvage
AAA Auto Salvage - North
Aazzee's Auto Salvage
Ace Auto Parts
All Parts Pickup & Auto, Inc.
Automotive Parts Solutions
Barlow's Hwy 7 Auto Salvage, Inc.
Brook Park Enterprises, LTD
Budget Auto Parts
Elite Auto
Hutch Auto & Truck Parts
Jerry's Auto Salvage
John's Auto Parts
Kelly Auto Parts
MARCO Auto Recycling, Inc.
Metro Auto Salvage, Inc.
Misgen Auto Parts, Inc.
PAM's Auto, Inc.
R & R Auto & Metal Salvage
Sharp Auto Parts LLC
Shipman Auto Parts, Inc.
U Pull R Parts
U Pull R Parts II
Viking Auto Salvage



Minnesota Certified Automotive Recycler Program *2010 Annual Report*



MN-CAR *Introduction*

Automotive Recyclers of Minnesota (ARM) is the state wide trade association of licensed auto recyclers. The association's members are companies that have taken a leadership role in safe and environmentally sound vehicle dismantling and recycling. ARM members promote responsible recycling, worker safety, and environmental protection—including the proper handling and disposal of all automotive-related hazardous materials, such as gasoline, oil, freon, antifreeze, brakefluid, transmission fluid, batteries, mercury switches, and tires



MISSION

- Improve performance
- Increase compliance
- Meet standards
- Build relationships
- Be recognized

In 2008, ARM underscored its commitment to helping promote member performance by establishing the Minnesota Certified Automotive Recycler (MN-CAR) program. MN-CAR helps members improve regulatory compliance and motivates facility operators to meet the industry's highest performance standards. This proactive, industry-led approach assists members in complying with the complicated set of environmental, safety, and business regulations that face Minnesota auto recyclers. Certified MN-CAR members are also considered to be CAR-certified by the Automotive Recyclers Association (ARA)-if the company is an ARA member.



MN-CAR Committee

Sponsored by:

Accredited by:

Rick Lemke
Metro Auto Salvage

Chris Bickmann
R & R Auto & Metal Salvage, Inc.

Patrick Garrity
Sharp Auto Parts, LLC

Mark Hortman
John's Auto Parts





Performance Matters



BUSINESS

- Customer parking
- Sales & reception area
- Signage
- Building & property maintenance
- Delivery & support vehicle maintenance

WORKER SAFETY

- Personal protective equipment
- Eyewash stations
- Fire extinguishers
- First aid kits
- Spill kits
- Torch safety protocol

Stormwater Permit Assistance

Employee Safety:

- First Aid
- Prevent Fires
- Hazmat
- Torch Cutting
- Eyewash
- PPE
- MSDS



ENVIRONMENTAL

- Fluid removal
- Fluid storage
- Lead acid batteries
- Refrigerant removal
- Resale engines & transmissions
- Core engines and transmissions
- Spent cleaning solvents
- Tires
- Mercury switches

REG COMPLIANCE

- Business licenses and permits
- Environmental requirements for storm water refrigerant removal, and hazardous material
- Right to Know and MSDS
- DOT airbag shipping training
- Forklift training

AAA Auto Salvage-N, East Bethel ★☆☆	AAA Auto Salvage, Rosemount ★★★	Aazzee's Auto Salvage, Bemidji ★★★	Ace Auto Parts, St. Paul ★★★
Elite Automotive Group, Long Lake ★☆☆	Hutch Auto & Truck Parts, Hutchinson ★★★		
Kelly Auto Parts, Fairbault ★★★	MARCO Auto Recycling, Red Wing ★★★		
Pam's Auto, St. Cloud ★★★	R & R Auto and Metal Salvage, Litchfield ★☆☆		
U Pull R Parts, Rosemount ★★★	U Pull R Parts II, East Bethel ★★★		

★ 2008 MN-CAR Certified
 ✖ 2010 MN-CAR Certified
 ☆ 2009 MN-CAR Certified

Minnesota

Reduce Spills & Leaks

Employee Training:

- Spill control
- Forklift safety
- Torch safety
- Airbags
- Pollution prevention

Our Partners

- MPCA
- OSHA
- EPA
- MEI

Educate & Inform:

- Newsletters
- Manual
- Seminars
- Onsite Assistance

Proper Disposal of:

- Fuel
- Motor oil
- Trans fluid
- Brake fluid
- Antifreeze
- Refrigerant



MN-CAR Certified facilities recycle over **10,000** vehicles/year, **60,000** gallons of vehicle fluids, **40,000** tires, **200,000** pounds of battery lead.



Since 2006, Minnesota recyclers have recovered **207,076** mercury switches

Automotive Parts Solutions, Rockville

Balow's Hwy 7 Auto Salvage, Lester Prairie

Brook Park Enterprises, Brook Park

Budget Auto, Alexandria

Jerry's Auto Salvage, Big Lake

John's Auto Parts, Blaine

Metro Auto Salvage, Lakeville

Misgen Auto Parts, Ellendale
**

Sharp Auto Parts, Stillwater

Shipman Auto Parts, Brainerd



Viking Auto Salvage, Northfield

Challenges & Opportunities

Updating MN-CAR Standards

- Revisions requested by ARA CAR Committee
- Revisions to reflect new stormwater permit requirements
- Update MN-CAR Guidance Manual

MPCA Multi-Sector Stormwater Permit Assistance: 2010

- Coordination with MPCA
- In-depth on-site assistance
- Prepared permit applications
- Prepared stormwater pollution prevention plans
- Prepared site maps
- Identified benchmark monitoring locations
- 303 (d) impaired waterway and TMDL determinations

STORMWATER PERMIT ASSISTANCE: 2011

- Guidance for stormwater annual report submittals
- Coordinate laboratory service for water quality analysis
- Prepare members for benchmark monitoring (June, 2011)
- Educate members on recordkeeping and reporting
- Assist members with stormwater annual training, spill prevention procedures, and mercury minimization plans
- Guidance for 303 (d) impaired waterway and TMDL annual updates/MPCA

Minnesota's Best Auto Recyclers

MN-CAR Administration

Kelly Lynch-Salseg • ARM Executive Director
Automotive Recyclers of Minnesota
3333 Skycroft Circle • Minneapolis, MN 55418
612.781.5555 • autorecyclersmn@bitstream.net

David Kendziorski • MN-CAR Program Manager
414.943.1773 • dave@stormtech1.com

ARM NEWS

Training & Education: The Road to Profitability, Opportunities, and Productivity

Training your employees extends well beyond showing them how to do their jobs. Increasingly, auto recyclers are realizing the benefits of training: increased revenue and productivity, satisfied customers, improved profitability, better compliance with government regulations and company policies, and improved job satisfaction. The types of training available are expanding: sales, inventory, dismantling, equipment use and maintenance, hazardous material shipping, environmental compliance, and safety.

Fortunately, there are many more training options available:

- **ARA University**
 - Online courses tailored to your business
 - High speed internet access essential
 - Available for portable devices (smart phones)
 - Learning curriculum is documented and tracked
 - Sponsored by Automotive Recyclers Association
 - Special discount for CAR (MN-CAR) members
- **Other Online Training**
 - Inexpensive
 - Webinars can inexpensively train large numbers of participants
 - Available 24x7
 - Self-paced
 - Convenient
 - Forklift: <http://www.free-training.com/osha/forklift/forkmenu.htm> (free)
 - Airbag: <http://www.hazmatu.org> (\$299/facility/year)
- **Traditional Classroom**
 - Technical schools, community colleges, business centers, equipment vendors

- Best for complicated operations: new computer systems
- Costly
- Conferences and Seminars
- ARA, ARM, related industries (body shop, auto repair)
- New issues and industry developments
- Lots of interaction and networking
- Large variety of training topics
- **Onsite Training**
 - Minimum group size: 6-8 or more
 - Focus on company topics and needs
 - Employees “train together”
 - Well suited for stormwater annual training and safety training

Scrap Commodities Market Report	
Jan/Feb 2010 <i>Approximate Pricing</i>	
Crushed Cars	265.00 NT
Prepared Iron	310.00 NT
Motor Blocks	300.00 NT
Aluminum Rims	0.85/LB
Aluminum Condensers Clean	0.75/LB
Alum/Copper Radiators Clean	1.75/LB
Aluminum Case Transmissions	0.22/LB
Dirty Aluminum	0.20/LB
Batteries	0.35/LB
Lead Wheel Weights	0.50/LB
<i>*This Report is for the sole purpose of informing members of current metal market activity.</i>	
<i>**For more accurate and current pricing call your scrap metal vendor.</i>	

ARM NEWS

SUPPORT OUR ASSOCIATE MEMBERS

7TH Avenue Auto Salvage
701-282-5130

AASP-MN
612-623-1110

Adolph's Converters & Cores
763-755-7534

AFLAC
612-298-7533

Allied Auto Salvage
951-784-0057

Alter Metal Recycling
651-222-2751

AMG Alliance, LLC
651-388-1790

Auto Data Direct, Inc.
850-877-8804

Auto Dismantling Program

NE Metro District 916
651-415-5522

Bayside Recycling Corp.
218-628-3109

Behr Mason City, LLC
641-424-9521

Big Lake Auto Repairable
763-263-2050

Bumper Warehouse
651-644-3456

Car-Part.com
800-347-2247

Chief Express Trucking LLC
630-229-4369

Chiefs Towing
952-888-4944

Crow Wing Recycling
218-828-0048

David Ruberg Repair Service
507-429-4489

Derson/Clean Burn
800-403-3456

EZ Crusher
800-328-3613

G. J. Sullivan Co.
714-621-2330

Global Parts Solutions
414-861-8442

Harleysville Ins. Co.
952-829-1422

Hollander
800-825-0644

Ins. Salvage Serv.
952-475-0027

Integrated Recycling Tech.
877-892-9194

Keller Williams Commercial Real Estate
952-432-4900

Keystone Automotive
800-328-1845

LSB Financial –

Petersen-Hill Insurance
800-907-4242

Mike French & Company
800-238-3934

Nordstrom's Automotive
800-272-0083

Northern Metal Recyc.
651-222-8551

Nuss Truck & Equipment
952-894-9595

QRP

888-241-0294

RJ McClellan, Inc.
877-525-4589

Recycled Parts Plus
866-837-2039

Richmond Body Shop, LLC
320-597-3030

Sadoff Iron & Metal
920-921-2070

Total Resource Auctions
763-315-5672

Trissel Graham & Toole, Inc.
651-379-4641

Unishippers
612-751-6334

United Milwaukee Scrap LLC
651-552-9604

United Recyclers Group
888-874-3463

Universal Core Supply
763-682-3365

Waddell & Reed Financial
952-345-1428

Wheeler's Autobody Supply
319-234-3414

Wells Fargo Insurance Serv.
952-830-3039

Zurich
800-468-8078

WELCOME TO ARM

ASSOCIATE MEMBERS

Chief Express Trucking LLC

Contact: Jim Davis, President

P.O. Box 120432

New Brighton, MN 55112

Phone: 630-229-4369

Email: jdavis2530@aol.com

ARM NEWS

A Passionate Industry Response to Excessive Government Regulations

By David Kendziorski
MN-CAR Program Manager

Ron Dumas is the owner of AutoGator Auto Dismantling in Roseville, California. Ron is deeply committed to the auto recycling industry...and he is the most passionate recycler I know.

The story: The California State Water Resources Control Board has proposed the strictest industrial stormwater permit in the nation. Stung by third-party lawsuits which have been successfully filed by environmental action groups against both regulators and industries, the State Water Board developed a permit that places extreme burdens on industries and forces them to “prove” compliance or face automatic enforcement action and/or a lawsuit. The proposed permit includes mandatory best management practices, frequent stormwater sampling, rigid record keeping and reporting, and the application of numeric action levels and numeric effluent limits that trigger increased expenditures. Any mis-step would be a publically-disclosed permit violation. Each business would be required to hire a professional engineer or expert to prepare a new stormwater plan. The proposed permit is complicated, confusing, and expensive.

The response: As a leader of the State of California Auto Dismantlers Association (SCADA), Ron Dumas was selected to present testimony at the public hearing for the proposed stormwater permit. But Ron did not complain about the excessive costs. He did not explain how ridiculous it was for a small business to understand, much less comply with, this permit. And Ron did not emphasize that all the sampling and numeric limits will do little, if anything, to improve the water quality of California’s rivers, estuaries, and coast.

Instead, Ron talked about the impact of such excessive regulations on the struggling auto recycling industry. Here is the essence of Ron’s two-minute testimony:

- Over the past decade, SCADA members have invested over \$500,000 in an award-winning



VIKING

AUTO SALVAGE, INC.

"Your Best Value in Auto Parts"

NEW • USED • DOMESTIC • IMPORTS






Located 4 Miles South of Farmington on Hwy 3
www.vikingautosalvage.com

- 30+ acres of parts
- Import and Domestic
- VERY COMPETITIVE PRICES
- Fast, friendly professional service
- Over 100,000 parts in our computerized inventory
- HUGE selection of NEW PARTS
- ALL PARTS GUARANTEED - extended warranties available
- National parts locating service
- State of the art shipping department
- Most orders shipped or delivered the Same Day
- Daily UPS, SpeedDee and trucking service



1976
34 Years
2010

TOLL FREE
METRO AREA
FAX

1-800-657-4912
(651) 460-6166
(651) 460-8444



WE DELIVER







Free Daily Delivery to Mpls/St Paul Metro Area, Rochester and Mankato

ARM NEWS

certification program (Partners in the Solution[®]) that sets strict environmental and safety standards for all of its members. This program was developed as a unique collaborative effort between industry, federal and state regulators, and the environmental community. The Partners program has been a tremendous success.

- The proposed permit will destroy this collaborative effort that has had mutual benefits. It will no longer pay to be proactive or responsible when the rules are so unreasonable and the consequence of a slip-up so severe. Rather than work together, battle lines will be drawn. Recyclers will focus on fending off fines or lawsuits instead of investing in measures that protect water quality. Regulators and environmental groups will con-

centrate their resources on punishing those who fail to comply with a permit few people can even understand.

- Legal, legitimate recyclers will either close their doors or go underground, joining a growing abundance of illegal and unlicensed operators who circumvent environmental and safety rules, spew fluids onto the ground and refrigerants into the air, and fail to pay sales and income taxes. These unregulated operators have no accountability or regulatory oversight and will be free to scoop up valuable salvage, making it prohibitively difficult for legitimate recyclers to compete.

Ron closed his comments with these words:

“We lose, you lose, and most importantly water quality loses.”

What's New With You?

Crow Wing Recycling: Hiring – Crow Wing Recycling is Currently Seeking a FT Automotive Used Parts Manager in Their Pine River, MN Location. MUST be experienced in Hollander and Car.Part online systems and have light accounting skills. Please email cover letter, resume and wage requirements to denice@crowwingrecycling.com

Sharp Auto Parts: Patrick Garrity will be celebrating his birthday on June 16. Have a GREAT BIRTHDAY PATRICK!

U Pull R Parts: Join us in sending out best wishes for a very HAPPY BIRTHDAY to Carl Genz who will be celebrating another year on June 27.

Viking Auto Salvage: Tony Faust will be celebrating another trip around the sun on May 23rd ! May the years continue to be good to you - HAPPY BIRTHDAY!!!

Windy Hill Auto Parts: Allan Bajari, founder of Windy Hill Auto Parts will be 70 on May 20. HAPPY BIRTHDAY ALLAN!!

“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!



BUDGET AUTO PARTS

WHY BUY NEW...WHEN YOU DON'T HAVE TO??

5111 HWY 27 EAST
ALEXANDRIA, MN 56308
320 763 4231
WWW.BUDGETOFALEX.COM

INDUSTRY NEWS

Camp Hails Passage of 1099 Repeal Legislation

Calls on the President to Sign 1099 Repeal into Law

Washington, DC – Today, Ways and Means Committee Chairman Dave Camp (R-MI) issued the following statement upon passage of H.R. 4 – the House-passed 1099 repeal legislation:

“The 1099 IRS reporting provision enacted in the Democrats’ 2010 health law quickly became the poster child for a government that is too big, too intrusive and too out of touch with small businesses. After a nearly year-long battle, today’s vote is a major victory for America’s small businesses and the workers they employ. The Senate made the right choice in passing the bipartisan, common sense solution crafted by the House. The President should sign this into law immediately and work with us to find other ways to reduce the heavy burden of federal mandates, regulations and paperwork that takes employers’ time, energy and resources away from creating jobs.”

BACKGROUND:

While both the Senate and House proposed competing versions of repeal legislation in the last Congress, the two Democratic-led bodies were never able to agree on a unified solution to provide small businesses with much-needed relief. H.R. 4, introduced by Congressman Dan Lungren (R-CA), incorporated new language authored by Chairman Camp (R-MI), that:

- Repeals the onerous new Form 1099 information reporting requirements that were imposed on small businesses to pay for the Democrats’ health care law;
- Repeals an additional Form 1099 information reporting requirement on owners of rental real estate; and

- Reduces improper overpayments of Exchange subsidies established under the Democrats’ health care law.

Upon final passage in the House, the Lungren-Camp 1099 repeal bill received 314 votes in the House – including 76 Democrats – and passed the Senate today with a bipartisan vote of 87-12.

ADOLPH’S Catalytic Converters

Top prices paid for catalytic converters

1-800-203-7534

or

(763) 755-7534

12325 Cloud Drive
Blaine, MN 55449

www.AdolphsCoverters.com

INDUSTRY NEWS

ARA Meets with FTC on Warranty and Auto Manufacturer

Marketing

Last week during our Mid-Year/Hill Day meetings, ARA representatives met with officials from the U.S. Federal Trade Commission (FTC) regarding our industry's concerns with automotive manufacturers' possible violations of the Magnuson-Moss Act and the recent Consumer Alert on the issue released by the Agency.

The FTC officials were receptive to providing clarification in a revised Consumer Alert on "**Auto Warranties, Routine Maintenance, and Repairs: Is Using the Dealer a Must?**" that would specifically reference "recycled" automotive parts.

Late last year, for example, Chrysler released a position statement implying that recycled parts may have invisible defects due to environmental and human error factors and stated that, "Chrysler Group LLC does not approve of or recognize structural repair procedures where Authentic Mopar Parts are not used for Chrysler, Jeep®, Dodge and Ram vehicles,"

suggesting that consumers' warranties would be in doubt if parts other than Authentic Mopar Parts were used. Similar statements have been released by American Honda, Toyota Motor Sales, and Hyundai Motor America.

ARA also raised other concerns regarding automotive manufacturers' statements against use of "recycled" parts. ARA believes these statements continue to be part of a concerted effort among automobile manufacturers to limit competition in the automotive parts market by engaging in a continued campaign to undermine recycled OEM parts.

ARA's desire is for more professional collision repair representatives to fix repairable vehicles owned by consumers within the insurance structure. Entities that press for mandated higher priced parts only ensure more vehicles owned by consumers will ultimately be declared total losses by insurance companies. Regrettably, these "total loss" vehicles are increasingly being purchased and repaired by individuals with little to no accountability and sold to unsuspecting consumers.

ARA sincerely hopes that the auto manufacturers cease their current activities related to maligning the very parts that they have manufactured.

Reprinted with permission of ARA.

ARA's desire is for more professional collision repair representatives



GPS
& Transport LLC

**Global Parts Solutions
& Transport LLC**

www.globalpartssolutions.com

**Specializing in
New Take Off & OEM Surplus
Pickup Beds, Bumpers, Cabs, etc.**

Wisconsin: Rod Egelseer • 414-861-8442
U.P. of Michigan: Don Egelseer • 906-360-5940

3170 Hwy 60 • Jackson, WI 53037

INDUSTRY NEWS

NMVTIS 101: What Tow Companies Need to Know about the Federal Reporting Requirements

On January 27, 2011 the Department of Justice (DOJ) issued a policy clarification for towing companies regarding the National Motor Vehicle Title Information System (NMVTIS). The clarification explains the federal reporting requirements, and provides specific guidance on tow company reporting. Many towing companies and wrecker operators may not have heard of NMVTIS or know about their reporting obligations, but this DOJ clarification means it time for tow companies to get up to speed.

What is NMVTIS, exactly?

The National Motor Vehicle Title Information System (NMVTIS) is a U.S. Department of Justice (DOJ) database that contains automobile information from states, insurance carriers and businesses that handle junk and salvage automobiles.

States report title information and use the database to check out-of-state titles in NMVTIS before issuing a new title, to ensure that title brands (such as FLOOD or REBUILT) issued in one state move with the vehicle to other states. Consumers and insurers can use the reported information to make sure a used car has not been totaled or rebuilt without their knowledge. For law enforcement, NMVTIS helps prevent theft and fraud by reducing thieves' ability to steal vehicles and swap out VIN plates, or get clean titles on stolen vehicles.

NMVTIS is a national program, and the reporting requirements are separate from your state regulations. It is important to understand the requirements, because it is up to each affected business, not their state, to ensure that the proper reports are made to the national database.

So, do you have to report?

In general, if you own, control, handle, or acquire more than five junk or salvage vehicles a year, you must report to NMVTIS. The DOJ clarification states that tow companies, wrecker operators and tow truck services are affected in the NMVTIS program regulations, and those businesses should be reporting information about the junk and salvage vehicles they handle.

What qualifies as a junk or salvage vehicle?

According to the federal rule, junk vehicles are vehicles incapable of operating on public streets, roads and highways or have no value except as a source of parts or scrap. These vehicles may be bought and sold in their entirety or as spare parts, used for rebuilding, restoration, or they may be crushed.

Salvage vehicles are automobiles that have been damaged to the extent that the fair salvage value plus the cost of repair for legal operation would be more than the fair market value of the automobile immediately before the damage occurred. The definition of a junk and salvage automobiles includes all

FOR MORE INFORMATION, CONTACT:
LSB FINANCIAL
 PETERSEN-HILL INSURANCE



Pete Hill
 VP / Commercial Insurance
 Email: PeteH@MyLSB.com
 Cell: (319) 240-2428



Adam Brickley
 Insurance Consultant
 Email: AdamB@MyLSB.com
 Cell: (319) 310-6225

219 Main Street
Cedar Falls, IA 50613
Phone: (319) 268-4242
Fax: (319) 268-4211
Toll-free: (866) 907-4242

INDUSTRY NEWS

automobiles declared to be a total loss by a state or an insurance carrier. Please keep in mind that the federal junk/salvage definition does not consider title brands or status-- even a car with a "clean" title must be reported if it fits the federal salvage definition

Tow companies will need to report all junk and salvage vehicles that they purchase from a private party,

take possession of in lieu of towing or storage costs or sell at auction. NMVTIS reporting also applies to any vehicle you part out or crush, or any vehicle for which you obtain a salvage certificate, a certificate of destruction or similar document. If you have the right to sell or re-title, rebuild, restore or crush the vehicle, and it is a junk or salvage vehicle under the federal definition, you must report the vehicle to NMVTIS.

What vehicles do NOT have to be reported?

Any vehicle that is merely transported or stored, or that you did not have the right to determine what would happen to the vehicle does not have to be reported. Any vehicle that does not meet the definition of a junk or salvage vehicle should not be reported.

How do you report?

NMVTIS reporting is done through approved data consolidators. Consolidators collect the required information from towing companies, format it and insert it into the NMVTIS database. Auto Data Direct, Inc. (ADD), Insurance Services Office (ISO) and Audatex are the AAMVA-approved data consolidators for NMVTIS reporting.

New regulations can be frustrating and confusing, and consolidators have varied prices and different ways for recyclers to provide the required information, so it is a good idea to shop around to find the data consolidator and reporting process that works best for your business.

For example, ADD offers both a paid and a no-cost reporting account, and provides live customer service six



TOTAL RESOURCE AUCTIONS

Minneapolis



**Sales every
Tuesday
at 1:00pm**

**100+ Units
Weekly**

Featuring insurance claims, repossessed vehicles, donations, rentals and dealer consignments

Vehicles from... **avis budget group**



CHASE 











...and many more



Manheim

Minneapolis



8001 Jefferson Hwy, Maple Grove, MN, 55369, 1-800-622-7653

Contact Jesse Kangas

763-315-5672

INDUSTRY NEWS

days a week. ADD accounts also include access to other products designed for the towing industry, such certified mail tools, forms tools and real-time owner/lienholder searches in seventeen states, including Florida and Texas.

What do you report?

For each junk and salvage vehicle you handle, you will be asked to provide your business contact information, the VIN, the date you obtained the right to determine the vehicle disposition, and who you obtained the vehicle from. Towing reports are will include a statement of what will happen to the vehicle (if it will be used for parts or rebuilding, crushed or sold) who purchased the vehicle if it was sold, and if it will be exported out of the US.

NMVTIS regulations require companies to report a vehicle within 30 days of obtaining ownership or control of the vehicle. Tow companies will make a report within 30 days of taking ownership or control of a vehicle. If, within that initial 30-day window, you can determine the final disposition of the vehicle (the vehicle is sold, or

crushed, for example) then only one NMVTIS report will be required. If the final disposition of the vehicle cannot be determined within the initial 30 days, you will have to make both the initial report and a supplementary report once the final disposition of the vehicle is determined. Your data consolidator will let you know how and in what format you should report the required information.

Is it too late to begin reporting?

If you haven't ever made a NMVTIS report, it's not too late to catch up. The Department of Justice has stated that even if you are late beginning NMVTIS reporting, when you do make your first report, you should include ALL junk and salvage vehicles that you have handled since March 1, 2009.

If you have been reporting and find that you have forgotten to report a few vehicles, or you've reported them incorrectly, the same principle applies: better late than never. Even if you're behind, it is important that you make a complete and accurate report.

STAY AHEAD OF THOSE SKY-HIGH HEATING BILLS

IT'S TIME FOR CLEAN BURN

CLEAN BURN

CONVERT YOUR USED-OIL INTO A SOURCE OF FREE HEAT

*Clean Burn used-oil heating equipment turns your used crankcase, transmission and hydraulic oils into a **FREE FUEL** source, and will save you thousands in heating costs.

*Our Clean Burn equipment is efficient and trouble-free. Just like all my shop equipment, it's the best you can get.

DON'T SETTLE FOR ANYTHING LESS THAN A CLEAN BURN

A Clean Burn used-oil furnace or boiler will give you the winning edge and keep you out in front of those soaring energy costs. Nothing else even comes close.

Bill Elliott, 44-time NASCAR Winner

CLEAN BURN

The #1 Waste Oil Furnace in Customer Satisfaction

800-331-0183
www.CleanBurn.com

INDUSTRY NEWS

What's in it for you?

The real benefit of the NMVTIS database is the protection it provides. If you would like to check a vehicle history before you buy a rebuilder, take a car on trade or auction a vehicle, you have access to NMVTIS information as well. A NMVTIS Vehicle History provides state information from a vehicle's current title, including the vehicle's brand history, title history, and the latest reported odometer readings. NMVTIS vehicle reports will also tell you if a vehicle has been determined to be "salvage" or a total loss by an insurance company or a self-insuring organization, and lists prior reports from auto recyclers who may have handled the vehicle.

NMVTIS levels the playing field for automotive businesses small and large. Across the industry, upstanding business owners obtain complicated permits and follow strict regulations for permits, notifications, titling and more -- expenses that cost

thousands of dollars a year. Enforcement of these regulations is haphazard, and tends to target businesses trying to comply rather than shady businesses that fly under the radar by avoiding permits or titles altogether. Unlike other industry requirements, NMVTIS reports provide a clear chain of possession for end-of-life vehicles that will make enforcement much simpler, and clearly identify those that are not compliant.

Many insurance companies, recyclers and most salvage pools are reporting to NMVTIS. Each report indicates the name of the business that sold them a vehicle or from whom they purchased a vehicle. If an insurance carrier reports that they totaled a vehicle and transferred it to a tow yard, then a salvage yard reports that they purchased a parts car from that tow yard at auction, but the tow yard never reports, it is clear that the tow operator is not reporting as required. With NMVTIS, gaps in the



PAM's Auto

Professional Sales & Support Staff

PAM's Auto specializes in low mileage, late model, foreign and domestic auto parts.

- ✓ **HUGE INVENTORY**
 - Over 100,000 ready to ship parts in stock!
- ✓ **QUICK DELIVERY**
 - Same day shipping on most orders!
- ✓ **FREE LIFETIME WARRANTIES**
 - Never buy that part again!

Quality Parts - Guaranteed!
Call 800.560.7336



Proud Members of:

7505 Ridgewood Rd. • St. Cloud, MN
 Local: 320.363.0000 • Fax: 320.363.9232

Shop online at www.pamsauto.com

INDUSTRY NEWS

chain of possession point directly to the businesses who are not reporting, rather than those who are.

How do you check compliance?

The official government website, www.nmvtis.gov, provides a searchable database of compliant companies under the **About Us** tab, when you click the **Who Reports to NMVTIS?** link. NMVTIS compliance checks are a great law enforcement tool that will help identify unfair and illegal business

practices that hurt the whole industry. Compliance checks can work for you, too. Make sure your suppliers are reporting-- don't accept cars from businesses trying to skirt the rules.

More information is available at www.nmvtis.gov and www.add123.com. The complete Department of Justice tow operator clarification is available at nmvtis.gov on the **FAQ** tab under **Policy Clarifications** on the **FAQ** tab.

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 Metro Auto Salvage in Lakeville, MN -OR- include \$10 shipping charge per package.

	ARM MEMBER	NON-MEMBER	Qty.	Price
Plastic bags: 18 x 24 – 250/pkg. 3 MIL Thickness	\$37.50 + tax	\$47.50 + tax	_____ X	_____
				Subtotal _____
				Minnesota & Hennepin Cty. Sales Tax 7.275% _____
				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 _____

Billing 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 _____ Exp. Date _____

Credit Card# _____

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

Enhanced Products from Solera Holdings, Inc. and Hollander, a Solera company

Last week, a press release announced that Hollander, Solera's operating company, has signed an agreement to purchase assets from Inventory Technology Systems, Inc. (ITS), with the closing projected to be in Solera's fourth quarter of their fiscal year 2011.

Hollander, of course, provides the salvage yard management software, as well as a parts locating software to countless automotive recyclers throughout the U.S. and

Canada. Now, with the acquisition of ITS, which is a provider of innovative solutions that enhance salvage yard profitability, including parts identification and location solutions, Hollander will deliver an integrated solution that will manage the key steps in the recycling of automotive parts. It is expected that ultimately a tighter collaboration between the insurance, collision repair and recycling industries can be engendered by combining these elements.

Used Oil Update

Last week, the US Environmental Protection Agency (EPA) ruled in two different ways in favor of ARA members who burn used oil for fuel. Specifically, EPA now considers on-spec used oil as an "alternative" traditional fuel and NOT a solid waste under the Resource Conservation and Recovery Act (RCRA) - and therefore not subject to emission standards and costly testing requirements. In addition, the Agency also has clearly stated that small boilers with heat input less than 10 million BTU/hr are not required to meet specific emission standards under the Clean Air Act and only have to perform tune-ups once every two years.

What does this mean for you? Automobile recyclers who burn used oil for heat can continue to do so without any prohibitions or costly testing requirements. This deci-

sion saves recyclers who burn used oil for heat thousands of dollars in heating costs annually. Recyclers with smaller facilities would have to spend about \$9000 a year to heat their facilities without using used oil and those with larger and multi-yard facilities could easily spend in excess of \$30,000 annually.

EPA's action reinforces the current practice of burning used oil for energy recovery and recognizes that sufficient regulations exist to effectively oversee this practice. Now automotive recyclers will be able to continue to heat their garages by burning used oil and will spare the environment from the 1,575,000 gallons of used oil that is currently recycled as fuel, as well as save energy by not having to use electricity or natural gas instead of the used oil.

Reprinted with permission of ARA.

INDUSTRY NEWS

EPA Approves New Coolant for Car Air Conditioning Systems / Better Climate Protection Without Harming the Ozone Layer

Washington – The U.S. Environmental Protection Agency (EPA) has issued final approval for a new refrigerant for use in motor vehicle air conditioning systems that does not deplete the ozone layer, which helps protect the environment and people’s health. The new chemical, HFO-1234yf, may

now be used in air conditioning for new cars and light trucks. When used appropriately, this chemical can reduce the environmental impact of motor vehicle air conditioners and has a global warming potential that is 99.7 percent less than the current chemical (HFC-134a) used in most car air conditioners.

“This new chemical helps fight climate change and ozone depletion...”



MORE AUCTIONS. BETTER CHOICE.

BID LIVE IN-PERSON OR ONLINE



HUNDREDS SOLD WEEKLY IN MN!



Repairable Vehicles Parts Cars Recovered Thefts Flood Cars Specialty Motorcycles

Visit a **LIVE AUCTION** or **BID ONLINE** with I-bid LIVE!

Minneapolis/St. Paul
1280 Jackson Street | St. Paul, MN
651.488.0581

AUCTION: Every Wed. 9:00 AM
MOTORSPORTS AUCTION: 1st Wed. of every month.
MOTORCYCLE AUCTION: 3rd Wed. of every month.



www.iaai.com

INDUSTRY NEWS

FRENCH LAKE AUTO PARTS

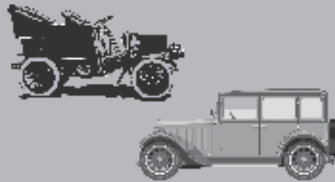
“Junktown USA”

www.frenchlakeautoparts.com
email: flap1956@yahoo.com

OVER 100 ACRES OF CARS

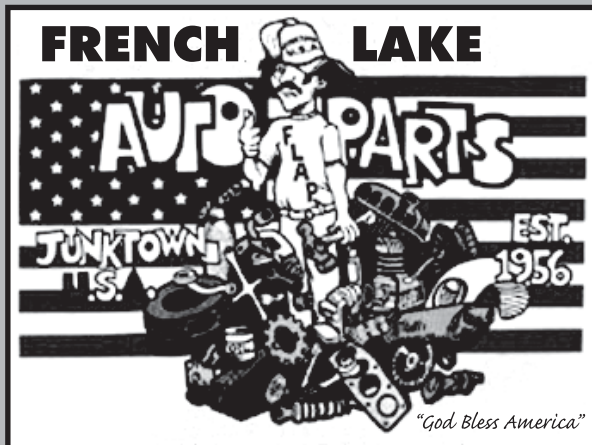


ALL MAKES AND MODELS FROM 1900 TO PRESENT



**Specializing in
Older Models**

“Established in 1956”



3531 County Road 3 NW
Annandale, Minnesota 55302
Phone: 320-274-8497 or 320-286-2560
Fax: 320-274-3079

“This new chemical helps fight climate change and ozone depletion,” said Gina McCarthy, assistant administrator for EPA’s Office of Air and Radiation. “It is homegrown innovative solutions like this that save lives and strengthen our economy.”

EPA assists in the transition to green technologies by identifying alternatives that are better for people’s health and the environment. EPA’s recent standards for reducing greenhouse gas emissions from light-duty motor vehicles provide an opportunity for automakers to receive credit for adopting a chemical with less climate impact as a cost-effective way to meet the new standards. Using HFO-1234yf is one option available to automakers.

Prior to HFC-134a, car air conditioners generally used CFC-12, a potent greenhouse gas and ozone-depleting substance. Depleting the stratospheric ozone layer leads to higher levels of ultraviolet (UV) radiation reaching the Earth’s surface. UV radiation has several harmful effects, including skin cancer, cataracts, immune system suppression, and premature aging and wrinkling of the skin. For these reasons, it is important to check the UV Index and remember sun safety: wear hats, sunglasses, and sunscreen.

More information:

<http://www.epa.gov/ozone/snap/>

<http://www.epa.gov/sunwise/uvindex.html>



BEHR

MASON CITY

12050 West State St.
Mason City, IA
P 641.424.9521
F 641.424.6315

LEROY IRON & METAL

A DIVISION OF BEHR IRON & STEEL

2275 Dale Ave.
LeRoy, MN 55951
P 641.329.1401
F 641.329.5801

www.JosBehr.com



**ONE OF THE MOST ADVANCED SCRAP METAL
HANDLING FACILITIES IN THE NATION.**

**PROTECTING THE
ENVIRONMENT**

FOR YOU AND OUR INDUSTRIES

SINCE 1906.

Minnesota Recycler

RJ McClellan, Inc.
445 Broadway Avenue #5
St. Paul Park, MN 55071

Change Service Requested

PRESORTED
STANDARD
U.S. POSTAGE
PAID
St. Paul, MN
Permit No. 7911



Come visit us at one of our **TWO LOCATIONS**
in Rosemount or East Bethel.

One Call, Two Locations - Unlimited Resources

PHONE: **651.423.2432**

TOLL FREE: **800.238.6664**

FAX: **651.423.2808**

Proud Members of:



Call AAA Auto Parts for Your OEM Recycled Parts!



BETTER SERVICE

Call **1-800-238-6664** for all your recycled parts
needs and reconditioned bumper covers.

BETTER QUALITY

We utilize multiple quality control checks
on only the highest quality materials and
a lifetime warranty on workmanship.

BETTER CYCLE TIMES

We turn around most bumpers in **24** hours.
Your core or ours.



**NATIONAL DISTRIBUTOR OF
BETTER BUMPERS**

Visit our new website at

www.aaaparts.com for:

- ✓ Parts Inventory Search
- ✓ Cut Sheets & Diagrams
- ✓ The AAA EBay Parts Store
- ✓ Online Support
- ✓ AAA News & Event Info
- ✓ Association Links
- ✓ Video Tour of AAA
- ✓ and much more!