

Concerned Auto Recyclers of Wisconsin

CARS News

Promoting industry excellence through education.

June/July 2020

From the Secretary's Desk

By Sandy Dumke

Welcome to summer, everybody. This has been a spring to remember. I hope it will soon end and give us a chance to get back to normal. If that will even be possible. There are so many things going on in the US and world we may never see "normal" again.

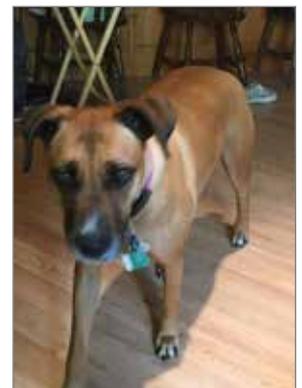
The quarantine, safer at home orders, closing of some businesses and physical distancing have been incredibly stressful. Now we are told we can reopen if we change the way we do business with the customers. Now we have the challenges with black lives matter. The news has been everywhere and trying to find out the truth from fiction can give me a headache.

I have found out that I am getting older and can not do a lot of the things I used to. After my car accident last July I have realized doing the things I used to take for granted is not as easy. I have trouble with sweeping and scrubbing the floor, snow shoveling was a pain and now trying to do yard work takes longer than it used to. That could also be just getting older. Oh well, I do what I can and enjoy life. Hodag has been called off so I am trying to find things to do.

In February, I got my first dog. I have taken care of the dogs in the family but it is different to have one of my own. Roxi is 8 years old and is so much fun. She loves to chase chipmunks and squirrels. That is enough about me.

Getting back to business will be interesting. I hope the economy will recover soon and we can all have a wonderful summer and rest of the year. Best of luck to you all.

sandy



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CARS of WI 2020 Calender

5:30 Conference Calls - unless noted otherwise

- January 13, 2020
- February 10, 2020
- March 9, 2020
- April 8, 2020
- May 13, 2020
- June 10, 2020
- July 8, 2020
- August 12, 2020
- September 9, 2020
- October 14, 2020
- November 11, 2020
- Deceember 9, 2020

All meetings are open to the membership. Call CARS office for information.

CARS Committee Members

Legislation	*Koepf, Krumenauer
Bylaws	*Tisler
Convention	*Dowd, Dumke
Education	*Dowd
Insurance	*Joas
Membership	*Dowd, All Directors
Newsletter	*Rowe, All Directors
Recycling	*Joas
Scholarship	*Hermann
Warranty	*Dowd, Bellin
Wicar:	*Goetsch
Website	*Krumenauer

*All committee's are open to any member.
Please call the chairman if you want to be
on a committee or have input.*

** Indicates the chairman*

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Concerned Auto Recyclers of Wisconsin

CARS News Submission Dates

IssueDeadline	IssueDeadline
Feb/Mar Jan 1	Aug/Sept July 1
April/May Mar 1	Oct/Nov Sept 1
June/July May 1	Dec/Jan Nov 1

The CARS News



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Articles and letters suitable for publication will be published in the next scheduled newsletter as space permits. Material should be sent to the Executive Secretary, Sandy Dumke, Sandy@CarsofWI.com. 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.

CARS of WI Board Meeting

March 9, 2020

Meeting called to order by Pat at 5:37 p.m.

Board members present: Jared, Dowd, Randy, Krumenauer, Joes, Goetsch, Packy, Dumke, and Hermann.

Board members absent: Tisler, Jenny, Rowe, Ross, and Koepp .

February minutes were approved by Tom and seconded by Pete.

February treasurer's report approved by Pete and seconded by Tom G.

Legislative report: Greg would like us to get some yard tours for our representatives.

Bylaw Committee: Nothing new to report.

Convention Committee: Flyers for annual meeting have been sent out.

Education Committee: Nothing new to report.

Insurance Committee: Nothing new to report.

Membership Committee: Nothing new to report.

Newsletter Committee: We NEED content. *Reminder that news articles are due the 1st of the month!*

Recycling Committee: Nothing new to report.

Scholarship Committee: We are going to get together and revamp our current applications and time line.

Website Committee: Still need the updates followed up on.

WI CAR Committee: Nothing new to report.

Warranty Committee: Nothing new to report.

Old business: Nine directors have agreed that Wednesday nights will work better for our calls going forward. April we will start with a Wednesday meeting.

New business: We need a few auction items

A motion to adjourn was made at 6:12 p.m. by Pete and seconded by Tom.

CARS Warranty Program Comes to an End

After several years of waiting for the CARS Warranty Program to close and come to an end; the day has finally arrived. CARS of WI has received the money that had been loaned to the Warranty Program. Many yards took advantage of the warranty program when it was first created by the late Bob Hoffmann. Over the years, the yards that belonged to the program has decreased and could no longer support the program. The money was held in a trust by the state and could not be returned until the last warranty had expired. CARS OF WI has invested the money into the Ameriprise Financial account along with our other investments.

Focus on Fundamentals Part 4 of a 5-part series*

Quality is Job 1

The Importance of Consistency in Your Process

By Marty Hollingshead

In my role with ARA as a mentor, I created some basic instructions for Recyclers that I am mentoring. After looking at this first one, I said to myself, "This is something that is relevant and of use to all recyclers, myself included." I think that we all from time to time need to focus on our fundamentals. It gets very easy to lose sight of this. I also think that simpler is better and less is more.

In previous articles, we covered sales basics, employees, and inventory. We will now talk about your procedures and processes and how doing these things properly can lead to a quality product and top-notch customer service.

First, ask yourself this question: Which people in your company are involved in customer service? The answer is: everyone! The thing to remember here is that whether the end result is good or bad, it's usually never one reason or one person. This is why it is crucial to have consistency, and all employees need to be focused on one goal. That goal is: delivering a quality product that meets or exceeds the customer's expectations.

So, let's take a look at what a good process should be:

1. **Storage and Handling:** Do you have a system in place to properly store and handle your inventory to prevent and/or minimize damage? Damaged goods result in unnecessary credits as well as lost sales.
2. **Transportation:** Do you protect your parts from transportation damage? Do you have the right vehicles and are they properly equipped to protect your parts from damage in transit? This is very important when you are selling sheet metal (collision parts). We have found that investing in products such as "Panel Armor" and moving blankets, have more than paid for themselves in lost revenue from damage that is now prevented.
3. **Preparation:** Do you clean your parts? Do you do things to enhance them and make them look better? Regardless of who your customer is, from a walk-in customer to the fussiest body shop, no dirty part should leave your facility. Your parts should all be clean regardless of what the part is. You can take two identical parts, one clean and one dirty, and you can show them to anybody from a layman to an expert, and they will always tell you that the cleaner part is the better part. You really need to invest the time and effort to make your parts look as good as possible.
4. **Quality Control:** Do you have a quality control program? Do you have a dedicated person(s) assigned to that area? If you don't, this is the first thing that you should think about doing. Remember, no matter who you are selling to, your parts represent your company. Basic stuff, like making sure it is the correct part, correct side, and off the correct vehicle is a good place to start. Does the condition of the part match the description? If not, was the salesperson told and did the salesperson contact the customer and communicate the issue?
5. **Communication:** Does your sales staff do a good job of communicating with your customers? Do they also do a good job of setting realistic expectations? Whenever a customer tells me that the part must be perfect, I proceed to tell them "New or used, there is no such thing as a perfect part." We look at credits and returns not so much from a lost revenue standpoint, but from a standpoint of "what did we do wrong where this part did not meet the customer's expectations, and what can we do to do a better job?" Make sure your salespeople are trained to ask the right questions and get all of the necessary information for each request. Too often, when a deal goes awry, it always seems to be the customer's fault. The thing to remember here is, we are the professionals, and we can nip

a lot of issues in the bud by simply getting all of the right information.

Our number one priority should be to always strive to improve our processes with the goal of consistently delivering quality products, on time and as described.

Under-promise and Over-deliver! A satisfied customer is a steady customer!

Remember, the keys to success are: work hard, do a good job, and above all, be fair and honest with your customers.

Support your State Association! Support ARA, the only association for Auto Recyclers!

**The articles in the Focus on Fundamentals series appeared in the CARS of WI News as follows:*

- *"Sales Basics 101" is Part 1 and appeared in the Oct/Nov 2019 issue*
- *"Employees – A Company's Best Asset" is Part 2 and appeared in the Dec 2019/Jan 2020 issue*
- *"Your Inventory: What You Buy, How You Show It, and How You Price It" is Part 3 and appeared in the April/May 2020 issue*

Marty Hollingshead has been in the business since 1973 and the owner of Northlake Auto Recyclers, Inc., Hammond, Indiana, since 1984. Marty is the current Secretary of ARA, and is a board member of the Indiana Automotive Recyclers Association. Both Marty and Northlake have received numerous awards and recognition

for excellence in the industry and the community. You can reach Marty by phone: 219-937-3960, or visit his website: www.narparts.com.

Let's Talk Recalls . . .

Bye Bye Guest Login Say Hello to CorePro for Recalls

By Katie Stark and Paul D'Adamo

History

When the Takata Airbag Recovery Program launched in 2015, our IT Department swung into action to create software for Recyclers to process airbags. However, they recognized that there were customers enrolled in CorePro submitting cores and airbags, and Recyclers who only wanted to process their airbags. So two logins were put on the same page, and Recyclers could either log in as a Guest or use their CorePro Login.

Recyclers are more Sophisticated

We have noticed that Recyclers have become more sophisticated with their airbag programs, and it was time to give our Guest Login Customers a more efficient way to process their airbags. CorePro has a great flow from searching VIN's, to carting and invoicing airbags in bulk. In fact, your Mobile YAPP (Yard Airbag App) will send your items directly to the Cart so you can invoice both deployed and non-deployed airbags together.

Real-time Flow

One of our primary goals is to match our software to your facility workflow. Every Recycler is different, but we find that many yards who inventory and dismantle vehicles, as well as some self-service yards, like a Computer-based tracking system versus our Mobile App. Many recyclers don't dismantle their airbags as soon as they arrive at their property. The new program allows early detection of Takata Airbags and real-time tracking all the way to final shipment to RAS.

CorePro for Recalls allows you to search a VIN and save it. At this point, you can print the VIN barcode to be used as a work order for Parts Pullers and/or Dismantlers. Once the airbag is removed from the vehicle, you move it from Saved Searches to the Cart. One of the best features of CorePro for

Recalls is that you can accumulate VIN's in both Saved Searches and the Cart without losing them. Once you accumulate your usual number in the Cart, you can select all items in your Cart and Invoice. If the airbags are boxed and shrink wrapped on the pallet, you can even set the requested pick up-date. Your RAS Recall Specialist will then issue a PO and BOL (Bill of Lading) for freight pick up.



This diagram illustrates how you can search for VIN's, add them to Saved Searches, and then add to Cart.

You Control the Process

The overarching point is that CorePro for Recalls gives the facility more visibility and control of the airbag process. The software aligns with your workflow. With tools like our Mobile YAPP (Yard Airbag App) and CorePro for Recalls, we are meeting the needs of Recyclers by providing tools that can create a lean program for recalled airbag recovery.

Existing CorePro Users

As a benefit to existing CorePro users, I would recommend that you call me to give you the CorePro Recall Upgrade.

How do I sign up for CorePro for Recalls?

A simple call or email to Paul the Recall Guy at 401-458-9080 or pdadamo@coresupply.com. The Setup and Training usually take about 15 – 20 minutes, give or take, depending on questions.

Wisconsin DOT Revokes Wholesale Auto Dealer Licenses

By Greg Hubbard, HWZ Government Affairs

This May the Wisconsin Department of Transportation (WisDOT) revoked the dealer licenses of 15 wholesale dealers in Columbia County in what appears to be an increased effort DMV to address fraudulently licensed wholesalers.

DMV's Dealer and Agent section determined that these dealers violated state law when they failed to maintain a licensed business facility. This was done through direct investigations and attempts to contact each business. DMV determined that the businesses had abandoned or simply didn't have a business location, which is necessary for them to maintain their license.

The businesses that lost their licenses are below:

- Perry Auto Group LLC
- Nassan Auto Group LLC
- Finesse Auto Leasing Inc
- C and J Auto Group LLC
- Ace Auto Motors LLC
- Alnadi Auto Imports LLC
- D and G Wholesale Autos LLC
- United Auto Sales and Lease Group Inc
- Montgomery Motor Exchange LLC
- Dream Cars LLC
- Deanos Motorsports Inc
- Yetbol Motors LLC
- ST Empire LLC
- Reliable Motors LLC
- Uncle Sam's Wholesale LLC

Again, this appears to be just one county! I think it is a good sign that DMV is concentrating on enforcement activities. It may give CARS of Wisconsin an opportunity to reach out to DMV to, once again, express concerns about illegal salvage operations. Please feel contact DMV online at wisconsin.dmv.gov or contact me and I can forward information on your behalf regarding illegal salvage operations.

Editors note: This article is included as CARS of WI content and the publisher has no input or responsibility for it.

Changes Sought for Next DNR Storm Water Permit

By *Dave Kendziorski, Stormtech, Inc., WICAR Program Manager*

For the past two decades, we have been fortunate to have the opportunity to participate in Cooperative Compliance Programs (CCPs) to help Wisconsin recyclers comply with their DNR industrial storm water permits. The CCP is an innovative partnership between industry and DNR. Participants follow excellent Best Management Practices, achieve a high level of compliance, conduct and document frequent inspections, and receive audits and training. These CCPs have benefited the recyclers, DNR, citizen taxpayers who demand clean water, and the quality of our lakes and streams.

The permit is re-issued every five years, and our existing permit expires in April 2021. I believe that we have the best industrial storm water permit in the United States. But we have requested that DNR make the following changes to our existing permit:

1. Change the permit effective date from the current May 26 to July 1 or later. This would allow the CCPs to properly conduct their audits and training in early summer, rather than in the wet, rainy spring.
2. Remove excessive restrictions on when recyclers can conduct Visual Storm Water Observations. The current restrictions confuse many recyclers and prevent some from properly meeting the permit requirement.
3. Delete the provision to remove or deploy undeployed sodium azide airbags. These airbags cannot be safely handled, stored, or deployed, and there are few sodium azide airbags left in the salvage pool since they were discontinued in the 1990s. (This issue is separate from the Takata airbag recall).

Through the efforts of CARS of WI and the CCPs, the auto recycling industry has a good working relationship with DNR. DNR has been willing to consider requests to improve permit requirements and increase permit compliance. Working together is the true definition of a partnership.

CARS of WI Associate Members

Member Company	City	Telephone # E-mail
AAA Auto Salvage	Rosemount, MN	800-238-6664
A & B Converters	Burlington WI	262-206-5623 a_bconverters@yahoo.com
AFTEC Anti-Freeze Tech	Seymour, WI	800-711-1120
Alter Metals Recycling	Madison, WI	608-241-1571 kent.christen@altertrading.com
Ansay and Associates	Madison, WI	800-643-6133 jordan.gross@ansay.com
C & C Manufacturing	Ottumwa IA	
Car-Parts.Com	Ft Wright, KY	859-344-1925 Sales@Car-Part.com
Car-Partz	Weston, WI	866-355-5810
Cousineau Auto	Appleton, WI	800-642-2550 Bill@goodparts.biz
Derson Mfg	Watertown, MN	
Global Parts Solutions	Florence, WI	906-360-5940 Rod@globalpartssolutions.com
Hollander LLC	Plymouth, MN	763-519-3203
Hotsy Cleaning Systems, Inc	Delafield, WI	800-242-2353
Judd Cores	Jefferson, WI	920-674-2518
Legend Smelting & Recycling	Spring Valley, CA	815-641-7661
Manheim Milwaukee	Caledonia, WI	262-824-2704 ryan.barker@manheim.com
Merchant Card International	River Falls, WI	651-271-6252 merchantservicescarl@hotmail.com
Mike French & Company	Lynden, WA	800-238-3934 mike@mikefrench.com
Nordstrom's Automotive	Garretson, SD	800-272-0033
Northern Metal Recycling	Eau Claire, WI	715-834-6677
Northern Metal Recycling	Rice Lake, WI	715-736-8697
Pam's Auto Inc	St Cloud, MN	800-560-7336
QRP of WI, Salvage Solutions	Tomahawk, WI	888-241-0294 ross.qrp@gmail.com
RPEP Express	Waupaca, WI	715-258-7676
Sadoff Iron & Metal	Fond Du Lac, WI	920-921-2070 hirschberg@sadoff.com
Sharp Auto Parts	Stillwater, MN	651-439-2604 sales@sharppautoparts.com

Please patronize all our Associate Members who generously support CARS of WI throughout the year.

CARS of WI Direct Members

Member Company	City	Telephone #	Member Company	City	Telephone #
Al's Auto Salvage	Franklin	414-425-1890	Mount Horeb Truck	Mt Horeb	800-832-4831
Arrow Auto Inc	Green Bay	800-695-2776	Newville Auto Salvage	Edgerton	866-884-3115
Auto Parts & Recycling	Fredonia	800-680-2886	Niks Auto Parts	Neenah	800-242-4379
Awesome Auto Sales & Towing LLC	Mondovi	715-875-4200	Novak Ent/Norb's Salvage	Denmark	800-236-2524
Badger Motors	Wis Rapids	800-236-4395	Oak Leaf Auto Salvage	Rhineland	715-362-9445
Bay Auto Parts	Green Bay	800-229-2886	Playground PAR LLC	Port Washington	262-261-5029
B & M Auto Sales & Parts	Waukesha	800-236-2301	Ralph's Auto Salvage	Marinette	800-472-0281
Blaine's Auto & Truck	Slinger	262-644-8808	Ralph's Auto Salvage	Oconto	920-826-5283
Brian's Repairables	Abrams	920-639-9665	Rhine Auto	Plymouth	800-535-2325
Calumet Auto Salvage	Milwaukee	414-355-2222	Remington Auto Salvage	Eau Claire	800-871-2560
Cleveland Auto	Cleveland	800-278-2178	Rhineland Auto Salvage	Rhineland	800-236-5639
Conrads Auto Salvage	Mondovi	800-353-4611	Roz Auto Salvage	Milwaukee	800-281-2479
Cousineau Auto	Antigo	866-330-3730	Rocki Top Auto	Glen Flora	800-782-2065
Cousineau Auto Weston	Weston	800-521-1443	RZR Auto Salvage & Sales	Marinette	800-472-0281
Dependable Auto Parts	Fort Atkinson	800-262-1033	Schmidts Auto	New London	800-242-2125
Diamond Auto Parts	Fond Du Lac	800-2367731	Schmidts Auto	Waunakee	877-869-4968
Don Scharf Automotive	Eagle River	800-338-4002	Shaw's Auto Salvage	Warrens	888-477-6578
Dunke's Towing And Salvage	Clintonville	262-822-0252	Smitty's Salvage	Green Bay	920-468-7715
East Troy Auto Recyclers	East Troy	800-263-9780	Speedway Salvage	Maribel	920-755-2852
Elmers Auto Salvage	Fountain City	800-362-5004	Stanley Truck Sales	Stanley	800-844-7400
Gauger & Son Salvage	Arena	866-291-2222	Strandbergs Auto	Centuria	800-448-5121
Green Auto Recyclers/Eagle Auto	Eagle	262-594-2819	Sturtevant Auto	Sturtevant	888-835-2914
Harpers Salvage	Wis Dells	608-254-7971	St. Croix Auto	New Richmond	715-248-7718
Holmes Auto Recycling	Oshkosh	800-235-7560	Sunset Curve Auto Parts	Weyauwega	800-242-8384
Jantz Yard 4	Kenosha Wi	800-554-4770	Suttner Ind/Ace Auto	Milwaukee	800-283-6192
Kirchhain Auto	Cederburg	800-257-2576	TJ's Auto & Collision Center	Wis Rapids	800-300-7757
Kriewaldt Repair	Iola	715-445-3166	Triple S Auto/A&D Auto	Milwaukee	800-558-2268
LKQ Great Lakes	Milwaukee	414-762-2650	Tisler Salvage	Reedsville	920-732-3669
LKQ Smart Parts	Hustisford	800-236-3236	Wallys Auto	Beaver Dam	920-887-0200
LKQ Star	Janesville	800-362-9451	Waukesha Iron	Waukesha	262-547-7293
Mommaerts Auto	De Pere	920-336-6269	Wisconsin Vehicle Recycling	Waupun	920-948-8941
Morrison Auto	Edgerton	800-866-2277	Yaeger Auto Salvage	Weston Wi	877-436-8898

Join us and see what we can accomplish together!

CARS of WI Members, Promoting Excellence Through Education

A Membership Application can be found at carsofwi.com

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