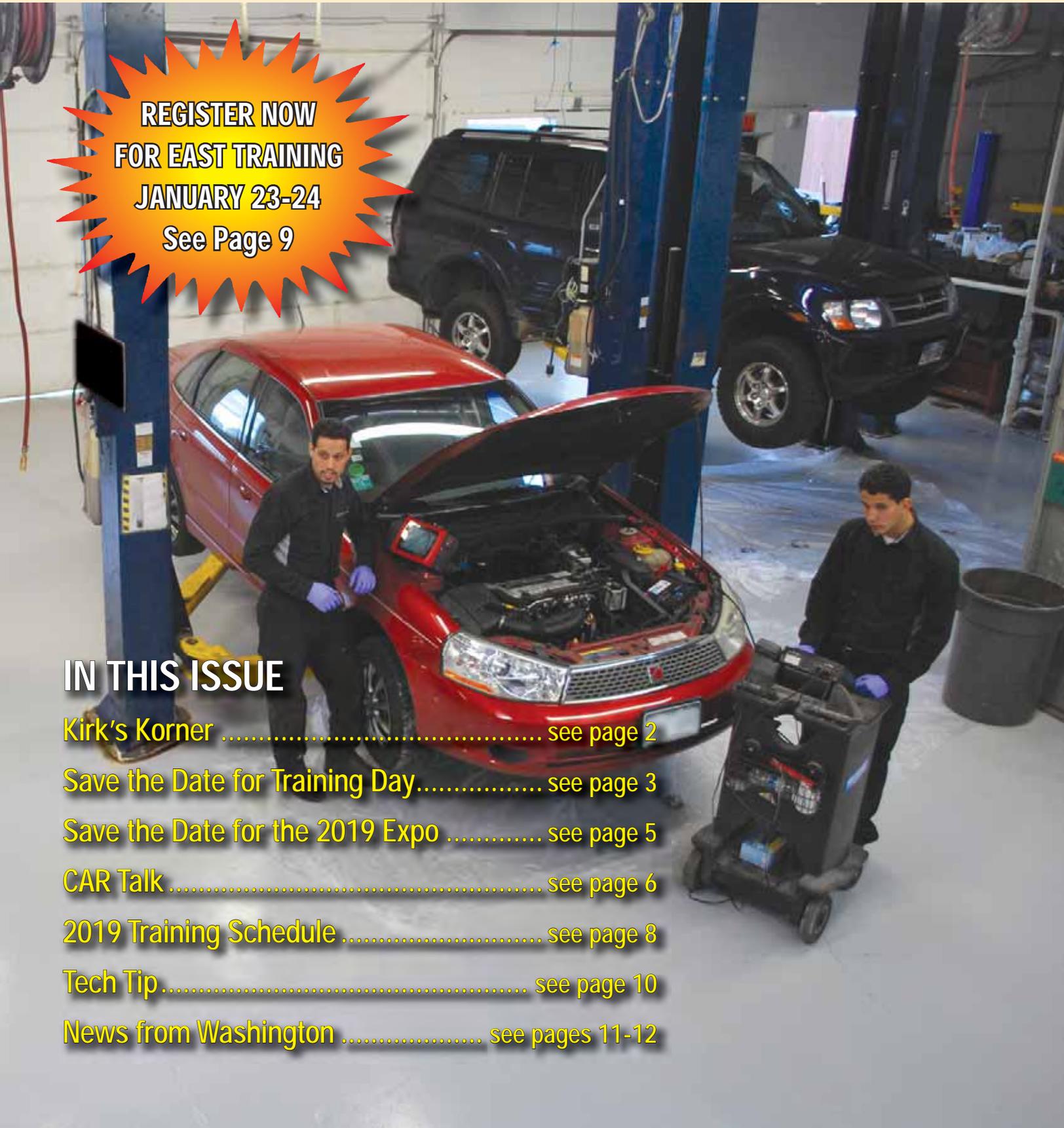


**REGISTER NOW
FOR EAST TRAINING
JANUARY 23-24
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KIRK'S KORNER Member Update

by Kirk McCauley
Director of Member Relations & Government Affairs

BALTIMORE CITY: CCB 18-0302 – Late-Night Commercial Operation Licensing

Baltimore City Council has a proposed bill that would require all stations to file for a late-night operating license. Presently only stores that have inside sales between the hours of midnight - 5:00 a.m. are required to have the license.

To apply for the license, you must post notice on premises for 15 days and within five days of posting send a certified or registered notice to the council member who represents the district in which the station is located. During this 15-day period, in the event of 10 complaints from real property owners in this district, your license would be automatically denied. A complaint from Baltimore City Police Department (BCPD) could mean denial, or revocation if already issued. The applicant's right to appeal goes to the same person that denied or revoked the license, the Finance Director. This has been happening without hearings and accountability.

WMDA is working with Mid Atlantic Petroleum Distributors (MAPDA), Royal Farms, and 7-Eleven, to find a better way to at least get a proper appeal and hearing process in place.

Since the BCPD were the ones pushing this bill, our group held a meeting on December 10 with Colonel Byron J. Conway and Colonel Rich Worley of the BCPD to find out how our members could be a part of the solution and not the problem. Their main complaints were, when they went to these locations, the late-night employees could not give them access to camera footage and could not put them in touch or supply a phone number for the station/store operator in a timely manner.

It was agreed to send out a form to all Baltimore City locations with the request to fill out the information and send it to a central location that will be completely confidential and only be handled by one person. Cell numbers and emails are required. The information will be sent to BCPD.

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We have also asked for a list of BCPD district commanders to contact if needed. You should have received an email from your supplier with a link to the form. Please use the link to fill out the form online and submit. Anyone who did not receive an email with the link, or possibly owns their site and buys from a supplier outside of MAPDA's umbrella, please email me at kmccauley@wmmda.net and I will reply with the link.

Other thoughts from BCPD are:

- Staying in touch and going to community association meetings (being part of the community meetings goes a long way towards keeping them on your side)
- Having a clean lot and good lighting
- Having high resolution cameras

WMDA will keep you updated; email me with any questions at the above email address.

DISTRICT OF COLUMBIA: Proposal for New Underground Storage Tank (UST's) Regulations

Department of Energy & Environment (DEE) proposed new UST regulations that cover 171 pages. They state the primary purpose is to conform to federal regulation on UST – 40 CFR Part 280 that were done in 2015 and moved forward in 2018. DEE needs to do this to get state approval under 40 CFR Part 280.

Is that all that's in the proposed Regulation? I am working my

way through these and will respond to Department of Energy & Environment and District City Council with any concerns. Final rules can come out 30 days after the proposal, which would be January 28, 2019 at the earliest.

MARYLAND: Legislative Session Starts January 9, 2019

When issues come up in the form of bills that will affect your business, nobody testifies before committee better than business owners. As a business owner or manager, you are at ground zero for feeling the effects of legislation on all the issues that matter the most. Grass roots lobbying/testimony are very effective coming from the business owner. Some of the best testimonies come from the heart and yes, sometimes you may be down in Annapolis, Dover, or District of Columbia from noon onward to give three minutes worth of testimony. Legislators know you are taking time from work to address these issues and it means that much more.

I will try not to call anyone more than once (unless you tell me differently). You could even bring your family if you wanted and that could provide a good experience on the workings of government, good or bad.

Nobody tells your story better than you and it only takes three minutes. Send me an email or text with your name and cell phone number. You might not be available on the occasion I call, but maybe the next time. ♦

SAVE THE DATE FOR WMDA/CAR TRAINING DAY 2019



Saturday, March 9, 2019 • 9:00 a.m. – 4:00 p.m.

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WMDA/CAR GENERAL MEMBERSHIP MEETING

Wednesday, January 16, 2019 • 9:30 a.m.

Seibel's Restaurant
15540 Old Columbia Pike
Burtonsville, MD 20866

The General Membership Meeting on Wednesday, January 16, is open to all WMDA/CAR members in Maryland, the District of Columbia and Delaware. You will have an opportunity to meet the Board of Directors and ask questions. We will provide attendees with update on WMDA/CAR, as well as discuss a variety of legislative topics vital to all our businesses:

- Maryland minimum wage
- Managers' minimum salary
- Carbon tax that Maryland, Delaware and the District of Columbia have on the table
- Raising the tobacco age to 21
- Raising the tobacco tax
- Magnuson Moss and right to repair legislation
- Is the training for repair facilities up to your expectations?

We'll also be taking a look at gambling. In talking with one of our Annapolis friends we know one thing for sure, Maryland, and the District of Columbia will legalize sports gambling very soon. Delaware already has at its casinos. Why should casinos get all that action? Our lottery agent could handle those bets through their existing terminals or through additional terminals. The action would all be controlled by the Lottery and Gaming Board and our agents are already in the system and vetted. Just a thought, but it's worth exploring. What do you think?

Use the General Membership Meeting to voice your opinions on any or all of these subjects. We value your opinions! So join us at Seibel's Restaurant at 9:30 a.m. on Wednesday, January 16, and let your voice be heard. Plus... you get a **FREE BREAKFAST!**

Online registration is available at <https://wmda.memberclicks.net/events>.

Contact Debra Webster with any questions: 301-390-0900, ext. 101, or email her at dwebster@wmda.net.

SAVE THE DATE

FOR THE 2019 WMDA/CAR EXPO, BULL ROAST & AWARD PRESENTATIONS

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Martin's West
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Tuesday,
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Schedule of Events

TABLETOP EXPO

2:00 p.m. - 6:00 p.m.

LIGHT LUNCH (Expo floor)

3:00 p.m. - 5:00 p.m.

COCKTAIL RECEPTION (Expo floor)

5:00 p.m. - 6:00 p.m.

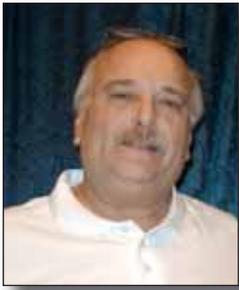
BULL ROAST & AWARD PRESENTATIONS

6:00 p.m. - 9:00 p.m.



The WMDA/CAR Expo

is designed as a place to meet with exhibitors, learn about the latest products and services, develop new business opportunities, network, and build lasting relationships.



CAR TALK

Maryland State Inspection (MSI) Issues

by Ken Quasney
Auto Sense & CAR Committee Chairman



Some of our members have made comments about unfair regulatory issues with the State Police over missed or incorrect findings on inspections. The CAR Council would like to get a list from our members who have had issues they see as unfair.

We would like to ask Captain James P. Russell, Commander of the Safety Enforcement Division, to the table to ask for answers and address our concerns. This will be done by the CAR Committee and Kirk McCauley, and will be done respectfully. If you have issues you would like addressed, please submit them via email to kmccauley@wmda.net, and put 'MSI' in the subject line. We do not intend to include the facility name when addressing these concerns unless you are comfortable with us sharing that information.

I am an Inspector and have concerns of my own. We have had complaints about enforcement of issues not in COMAR and interpretation of the inspection manual. We are seeking answers to these questions. We are also looking for some kind of an update class for new changes.

STANDARDS

Have you ever been caught off guard by a question from a client?

I think most of us have. One of my New Year's resolutions is to make a new list of standard answers (create a scripted response) to some of these questions:

- Why does it cost so much?
- Can I use my own parts?
- How much for...?
- Why do you charge for a diagnostic? All you have to do is plug it into the computer.
- I have a noise in my car from the..., what do you think it is?

I could go on but you get the idea.

Diagnose customer complaints in the shop, not at the front desk, and charge accordingly for diagnostics and repair. I think the right script can do that and build value in what we do. All our shops could benefit by sharing information. If you don't mind sharing, we would be interested in your script that we can share with others in future articles.

Please email your script to me at kquasney@aol.com and put 'Standard Script' in the subject line.



WHAT'S IN YOUR WALLET?

I hope it's a pile of money! Most successful shop owners make budgets and projections for the coming year. Failing to plan is planning to fail.



Take a few minutes and plan for 2019. Forecast earnings and expenses. Know your **win number**. It really doesn't take long once you get in gear. Project labor increases.

One of the hardest things to do is to make yourself increase your profits. Sometimes we are afraid of running business out

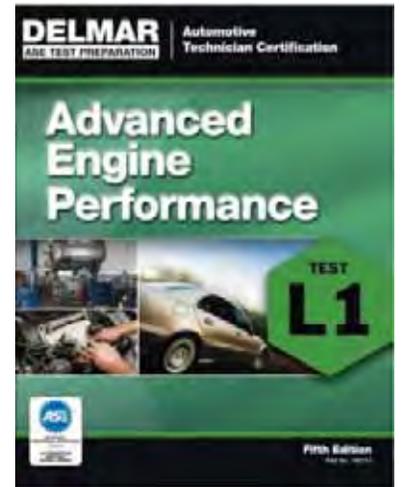
the door. However, if we don't keep up with inflation, we may be looking for a job. **Set a goal and stick to it!**

A WORD TO THE WISE

I have been L1 Certified for 25 years. I just took my recertification test in December.

This test has changed and it is a lot more difficult than in past years, in my opinion. I still passed but I used every second I had available.

Don't make the same mistake I did. Study the composite vehicle first. I thought I would breeze by and was caught off guard by **not** studying the composite vehicle. Tell your Techs, please! ♦



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2019 WMDA/CAR TRAINING SCHEDULE



Presented By

EAST Training

Enhanced Automotive Systems Technology, Inc.

Wednesday & Thursday – January 23 & 24, 2019

214 O2 Air Fuel Sensor & Catalytic Converter Diagnostics

Hillmuth Automotive Columbia, 6810 Oak Hall Lane, Columbia, MD

Learn to pinpoint driveability and emission problems by looking at the O2 sensor's output. Learn how to detect exhaust gas levels by looking at the O2 sensor's waveforms. Compare the O2 signal to the computer's fuel command to narrow down your search for the problem. Learn about the different types of catalytic converters including: pre-cats, two way, three way, dual bed and dual bed with supplemental air. How to test catalytic converters using many different methods and tools. Learn how to comply with government regulations when replacing catalytic converters. Bring your DVOM or DSO.

Saturday – March 9, 2019 (WMDA/CAR Training Day)

216 OBD-II Scan Tool Operation & Diagnostics

Community College of Baltimore County (CCBC),
800 South Rolling Road, Baltimore, MD

Pre-Registration required at www.wmda.net

Learn OBD-II regulations and the J-1930 terminology. Learn the advancements in OBD-II. See how advanced computer monitoring can detect EGR, catalytic converter and emission faults. See how the PCM can detect misfires. Learn to perform an OBD drive cycle. See what a readiness code is, and how to set it. Bring your scan tool.

Wednesday & Thursday – April 17 & 18, 2019

223 Ford Electronic Control Diagnostics

Auto Sense, 8209 Cloverleaf Dr., Millersville, MD

Understanding the Ford EEC system diagnostics – see how the EEC system evolved and where it is going. This course picks up where the OBD-II course left off. We will cover system Evolution – EEC-I, II, III, MCU. Diagnostic Capabilities, DLC connectors, Diagnostic tools and Equipment, Definition of system tests, Self tests, KOEO, KOER. Continuous monitoring, FMEM, Adaptive strategies, Re-learn Procedures, Code terminology- Slow codes, Fast codes, Fault codes. Diagnostic test flow, Scan data. This is a hands-on class. Bring your scan tool.

Wednesday & Thursday – May 8 & 9, 2019

235 Evaporative Systems OBD-II Monitoring

Auto Sense, 8209 Cloverleaf Dr., Millersville, MD

Enhanced and Non-enhanced evaporative systems will be included on Asian, European, and domestic vehicles. Includes comprehensive coverage of operational theory, system components, and component monitoring strategies on systems with and without leak detection pumps. Evaporative system diagnosis and DTC repairs will be covered. Fuel cap testing principles and procedures will also be included. The latest Natural Vacuum Leak Detection systems are covered.

Wednesday & Thursday – October 9 & 10, 2019

131 Electronics in the Modern Automobile

Hillmuth Automotive Columbia, 6810 Oak Hall Lane, Columbia, MD

Application of electronic components in the automobile. Semiconductors, barrier voltage, diodes, for rectification, circuit protection, current control, zener diodes for voltage regulation. LED's, transistors NPN, PNP, Darlington pairs, SCR's (Silicon Controlled Rectifiers), open collector transistors – construction function and testing. Resistors and condensers in automotive circuits. Several types of automotive electronic circuits will be evaluated and explained. Schematics will be presented describing construction of several useful shop diagnostic tools, which can be assembled using knowledge learned in this course. Students are asked to bring their DVOM/DMM.

Wednesday & Thursday – October 23 & 24, 2019

131B Electronics in the Modern Automobile Update

Hillmuth Automotive Columbia, 6810 Oak Hall Lane, Columbia, MD

This course builds on Electronics Module 1. We will cover additional electronic components and systems used in the automobiles of today and tomorrow. We will delve deeper into the use of semiconductors – transistors, photoelectric devices – photocells and photoresistive components. We will be constructing more complex circuits on our electronic trainer boards. We will cover transistor gain and build circuits to demonstrate and measure gain. Case studies will be included which will demonstrate how your new found knowledge of transistor operation will allow you to diagnose and actually repair failed components. We will explain and demonstrate the use of Logic probes and Logic pulsers. This is a hands-on class. Students are asked to bring their DVOM/DMM.

PLEASE NOTE: Wednesday/Thursday classes meet 4 hours each day from 6:00 p.m. to 10:00 p.m. Food will be served at 5:30 p.m. The Saturday WMDA/CAR Training Day class meets for 6 hours from 9:00 a.m. to Noon and from 1:00 p.m. to 4:00 p.m. Lunch is served at Noon.

FOR MORE INFORMATION: Visit www.wmda.net or email Debra Webster at dwebster@wmda.net or call 301-390-0900, ext. 101.



REGISTER NOW!

02 Air Fuel Sensor & Catalytic Converter Diagnostics Training Class



Presented by EAST Training
Enhanced Automotive Systems Technology, Inc.

JANUARY 23 & 24, 2019

Course 214 – 02 Air Fuel Sensor & Catalytic Converter Diagnostics

Class will be held at Hillmuth Automotive Columbia, 6810 Oak Hall Lane, Columbia, MD 21108 (410-381-1124).

Food will be served at 5:30 p.m. Class meets for 4 hours each day from 6:00 p.m. to 10:00 p.m.



Class Description

Learn to pinpoint driveability and emission problems by looking at the O2 sensor's output. Learn how to detect exhaust gas levels by looking at the O2 sensor's waveforms. Compare the O2 signal to the computer's fuel command to narrow down your search for the problem. Learn about the different types of catalytic converters including: pre-cats, two-way, three-way, dual-bed and dual-bed with supplemental air. Learn how to test catalytic converters using many different methods and tools, as well as how to comply with government regulations when replacing catalytic converters. Bring your DVOM or DSO.

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CALL Debra Webster at 301-390-0900, ext. 101.



TECH TIP

Sometimes it's just the simple things.

Recently we had a 2003 Dodge Dakota with a 4.7 Automatic 4x4 in our shop. The client complaint was, "It intermittently stalls when coming to a stop." We did the usual checks – minimum air flow rate; crank and camshaft sensor check for out of the ordinary scope trace; and checked the idle air control motor for proper bi-directional signal. All was good and on top of that we could not duplicate the complaint.

We asked the client to come in and road test with us and, as the client drove the truck, it stalled after just 10 minutes driving. After learning the client's driving habits, we got the truck to stall consistently. Still, all the data and scope patterns looked good.

Research Time! We could not find anything in *AllData* for bulletins or any pattern failures on *IdentiFix* that applied to this situation. So, we asked the client to leave the truck so we could spend some time with it and figure out the issue. He was okay with leaving the truck with us for a couple of days. I went home, cranked up my laptop and decided to search Google for complaints like mine. After two hours and page five of Google, I found someone who complained of the same issue and fixed the problem. His solution – **low transmission fluid!**

I could not figure why low transmission fluid would cause this complaint. It didn't feel like a convertor lock-up or shift issue when I drove the truck. Nonetheless, the next day I came in to work and asked the Tech to check the transmission fluid. Lo and behold, it was 3 quarts low. Drove the truck for 30 minutes after topping off the fluid and no more stalling. I had the client come in and road test and he could not get the truck to stall.

Two months passed and I called the client for the third time to ask about the truck and everything was still good. So, I guess what we learned was, sometimes it's the basics and/or more to the point, the simplest things.

We now have a new policy – check all the fluids on complaints (not just the oil level) when working on a vehicle. Some of you may have run into this before, but it was a first for us. After all, "You can't know everything."

If you have a Tech Tip you would like to share, please send it to kquasney@aol.com and put WMDA Tech Tip in the subject line.

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LEGISLATIVE UPDATE

Congressional Plans for 2019

by Roy Littlefield IV

WMDA/CAR will be actively involved in a variety of issues on the federal level this year through SSDA-AT; but until we know when and where our fights will be in Washington, let's discuss more broadly the landscape of the new Congress.

Looking ahead more generally, this year is almost guaranteed to be a tumultuous one in Congress. In addition to the split in the party control between the House and Senate, the Democratic caucus in the House will be getting a number of new progressive freshmen. If history tells us anything, as a general rule these members will be less inclined toward moderate compromises and make the caucus itself more difficult to manage (not unlike the challenges House Republican leadership has experienced over the past few years with the Freedom Caucus). The House Democratic leadership will also have to reconcile varying views in the party as to how far to take their investigation and oversight of the Trump Administration, including addressing any potential basis for impeachment that might arise.

With control of the House majority, a major priority for the Democrats will be trying to shore up key provisions of the Affordable Health Care Act (ACA). To this end, recently the House Democratic leadership released a new proposed rules package for the House to debate and vote on when it convenes. The new rules would, among other things, authorize the Speaker, Nancy Pelosi (D-CA), to intervene in pending federal cases. This would mean that the new Speaker could intervene in the *Texas v. U.S.* and join in appealing the U.S. District Court for the Northern District of Texas's December

2018 ruling that the ACA is unconstitutional.

On the tax front, incoming Ways and Means Committee Chairman, Richard Neal (D-MA), has promised to hold hearings on the 2017 Tax Cuts and Jobs Act on the grounds that interested parties (including Congressional Democrats) did not have sufficient opportunity to weigh in on the bill before it was passed.

On the other side of the Hill, Republicans will be growing their majority in the Senate, providing Majority Leader McConnell and the Republican leadership with a bigger margin of error when it comes to passing controversial bills. However, this will only take them so far when faced with the Democratic majority in the House.

With the parties, as well as certain individual members, trying to define their message and make a name for themselves ahead of the 2020 presidential elections, we can expect to see quite a few face-offs and fireworks this year. However, with the split in party control, we are not holding our breath for any major comprehensive legislation. That said, we are hopeful that this could leave room for compromise on less controversial items, including retirement reforms (which, as we previously reported, were the subject of a number of bipartisan proposals in 2018 that got sidelined amidst focus on the budget) and other more controversial items.

We will continue to update you with our activities in Washington. ♦





EDITORIAL

Generation Energy

by Roy Littlefield

On January 8, Roy and I, representing the Service Station Dealers of America and Allied Trades (a national coalition of state and regional service station and automotive repair facilities like WMDA-CAR) attended the annual State of Energy address sponsored by the American Petroleum Institute at the Reagan Building in the nation's capital.

Attendees at the invitation-only event, which is televised, include members of Congress, of the U.S. Senate, of the Administration, and leaders of every major energy and transportation association. Presidents, Chairmen, and lobbyists for all of Americas refiner companies were in attendance, and many spoke.

In my 40 years in the industry, the story has certainly changed. The reality of oil shortages, has changed to great surpluses. The pricing extremes have given way to consistent pricing and

savings. America has gone from being dependent on foreign oil, to become the greatest exporter of energy country to the world. And domestic refiners have reduced CO₂ emissions in America more than any other country.

Yes, the United States leads the world in producing natural gas as well as in reducing greenhouse gas emissions. While CO₂ emissions around the world have risen 50% since 1990, carbon dioxide emissions in the U.S. have dropped to their lowest level in 30 years.

API President and CEO, Mike Sommers, laid out the facts of the story of America's Generation Energy:

- America's Generation Energy creates jobs, lifts entire communities, revitalizes manufacturing, strengthens U.S. security, and develops the technology of the future;
- America's Generation Energy has the skill, technological expertise, and the drive to make our future safer, cleaner, and better;
- Petroleum imports are at their lowest level in more than 50 years;
- The natural gas and oil industry supports more than 10.3 million jobs;
- No country can match the reduced carbon dioxide emissions of the United States
- 10.7 million barrels of U.S. oil is produced every day;
- Net U.S. petroleum imports have been lowered 70% since 2005; and
- 88 billion cubic feet per day of U.S. natural gas and natural gas liquids markets production makes America the world's top producer.

You should all take great pride in your role in an industry that historically has been, and certainly will continue to be, decisive in the major political and economic struggle of the 20th and 21st centuries.

Our industry has made history, reshaping the global energy balance in our favor. America's Generation Energy will continue to make our future safer, cleaner, and better. ♦

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If your business needs any of the following products or services, be sure to check out these companies endorsed by WMDA/CAR.

ATM MACHINES

INTELCOM, INC.

Intelcom, Inc.
Larry Shapero
1-877-666-6269
Email: intelcom@verizon.net

AUTO PARTS SUPPLIER



Parts Authority
Michael Ground
202-829-6315
Email: mground@partsauthority.com

CASTROL BUYING PROGRAM – BULK OIL AND PREMIUMS



PPC Lubricants
Gene Nace
1-717-215-7253
Email: gnace@ppclubricants.com

CONVENIENCE STORE PRODUCTS



Century Distributors, Inc.
Lori Rodman
301-212-9100
Email: lrodman@centurydist.com

CREDIT CARD PROCESSING



First Merchant Services
Dan Cohen
1-866-511-4367, ext. 105
Email: dcohen@firstmerchant.us

ELECTRICITY PROGRAM



Sprague Energy (MAAGIC)
Tom Gussen
732-440-0039
Fax: 732-440-0031
Email: tgussen@spragueenergy.com

INSURANCE – LIABILITY, WORKERS' COMP, HEALTH INSURANCE

*Benjamin F. Brown
Insurance Agency*



Benjamin F. Brown Insurance Agency/
UTICA/Meadowbrook
Ben Brown or Berry Brown
1-800-861-3434
Email: berry@benbrown-ins.com

LEGAL SERVICES



Astrachan Gunst Thomas, P.C.
Peter Gunst
410-783-3523
Email: pgunst@agtlawyers.com

Lynott, Lynott & Parsons, P.A.
James L. Parsons, Jr.
301-424-5100
Email: jparsons@lplawfirm.com

LEGISLATIVE & REGULATORY INFORMATION



WMDA/CAR
Kirk McCauley
1-800-492-0329, ext. 114
Email: kmccauley@wmda.net

TRASH/DUMPSTER BROKER



Premier Waste Group
Ian Djuric
410-490-3769
Email: premierwaste6@gmail.com

WEBSITE DESIGN & MANAGEMENT



Net Driven
1-877-860-2005
Email: sales@netdriven.com

WHOLESALE TIRES



Hanagan's Wholesale Tire
Stan Bailey
301-502-0931
Email: stan@hanagans.com

LET YOUR MEMBERSHIP WORK FOR YOU!

Simply participate in all of the programs for which you are eligible and you will save or make enough to pay for your membership in WMDA/CAR!



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Council of Automotive Repair
A Division of the WMDA



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- ♣ **Great Brands with Great Prices & Products**
 - ♣ **Castrol GTX Magnatec & GTX High Mileage, Castrol EDGE and all other Castrol branded products meeting and exceeding industry standards for over a century**
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 - ♣ **Professional Training**
 - ♣ **Best Pricing Structure (Members)**
 - ♣ **Unmatched Service**



"PPC Lubricants give me a great price on Premium Castrol branded products and a bulk program that will knock your socks off and then I get this check in the mail for a quarterly rebate... What's not to like?" - Ken Quasney Auto Sense

"I have hear it before, best price, largest selection, good service and a quarterly rebate, but I said 'what the hell... WMDA did the homework, I will give it a try'. Boy I am glad I did! PPC Lubricants delivered in spades, plus a big check!"

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"We work on a lot of high end cars and needs a supplier that we can depend on, not only for service but a broad range of quality products. PPC not only supplies that product, but they supply it at a price that makes sense. The quarterly rebate and the amount was a complete surprise!"

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