

**REGISTER NOW
FOR WMDA/CAR
TRAINING DAY
MARCH 9
See Pages 5-7**

**Save the Date
for the 2019
WMDA/CAR
Expo
see page 9**

ALSO IN THIS ISSUE

- Kirk's Korner** see page 2
- CAR Talk** see page 8
- 2019 Training Schedule** see page 10
- News from Washington** see pages 11-12

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TABLE OF CONTENTS

KIRK'S KORNER

Member Update 2
 WMDA/CAR Response Letter to DOEE 4

TRAINING

Register Now for WMDA/CAR Training Day 2019 5
 WMDA/CAR Training Day 2019 Class Descriptions 6
 WMDA/CAR Training Day 2019 Registration Form 7
 2019 WMDA/CAR Training Schedule..... 10
 WMDA/CAR Training Class, Jan.23-24 by East Training
 02 Air Fuel Sensor & Catalytic Converter Diagnostics 13

CAR TALK

Dealing with Online Parts Shoppers 8

NEWS FROM WASHINGTON

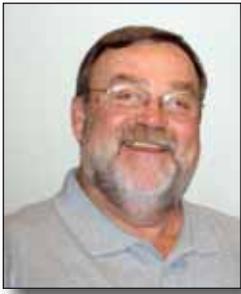
Legislative Update: Congress and the President
 Show Support for a Federal Infrastructure Bill in 2019 11
 Editorial: SSDA-AT and WMDA/CAR Organizing and Executing
 the Next White House Conference on Small Business (WHCSB) 12

ALSO IN THIS ISSUE

Advertise in the 2019 Editions of WMDA/CAR News 3
 Save the Date for the 2019 WMDA/CAR Expo..... 9
 Support the WMDA PAC 13
 WMDA/CAR Member Benefits & Services Providers..... 14

ADVERTISERS' INDEX

Benjamin F. Brown Insurance Agency 2
 Carroll Motor Fuels 12
 Parts Authority Inside Front Cover
 Petroleum Marketing Group 8
 PPC Lubricants Inside Back Cover
 Spigler Petroleum Equipment, LLC 3
 The Wills Group..... Outside Back Cover



KIRK'S KORNER

Member Update

by Kirk McCauley
Director of Member Relations & Government Affairs



GENERAL MEMBERSHIP MEETING

On Wednesday, January 16, WMDA/CAR had a General Membership Meeting at Seibel's Restaurant in Burtonsville, MD. Members enjoyed a great breakfast and renewed old friendships. We had a record number of attendees from Maryland, District of Columbia and Delaware. WMDA/CAR Board Member, Bob Weber, won Longest Distance Traveled Award, coming from New Port Exxon & Car Wash in Delaware!

New Board of Directors President, J.R. Rosenberger, the Executive Committee, and other Directors were introduced. Treasurer Tom Watts went over last year's budget and financials, which ended with a small surplus.

President J.R. delivered the Year in Review and spoke of goals for 2019. We discussed legislation that is pending and legislation that we know is coming in Maryland, District of Columbia and Delaware.

We also spoke about Baltimore City's pending legislation for the Late Night Commercial Operating License and our meeting with higher ups in the Baltimore City Police Department (BCPD). BCPD is the main proponent of this legislation.

The District of Columbia has proposed new UST regulations to maintain state program approval of regulations and standard EPA set in 2015 with a target date of 2018 implementation. The Department of Environment and Energy (DOEE) issued the proposed rules. We had 30 days to respond. (I have included our response to DOEE in a letter on page 4.)

The morning turned out great and I would be remiss if I didn't thank the sponsors that made this event possible:

- Ben Brown Insurance
- Hanagan's Wholesale Tires
- Attorney James Parsons – Lynott, Lynott & Parsons P.A.
- Parts Authority
- Petroleum Marketing Group (PMG)
- PPC Lubricants

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We would also like to thank Lynn Martin and the staff at Seibel's Restaurant for the great breakfast and for accommodating all our needs.

Thanks also go out to all our members who gave up their morning to spend time with us.

NEW POSITION FOR A FRIEND

Department of Labor, Licensing and Regulations Secretary Kelly Schultz is now Governor Hogan's Secretary of Commerce, a cabinet level position. Always a good friend of WMDA/CAR, we are sorry to see her go from DLLR, but happy for her. I know she will do a great job and I'm still looking for her to become governor of Maryland one day.

MARYLAND STATE OF THE STATE

Governor Hogan's State of the State address informed about tax cuts for small business and retirees. Small business cuts are good for our members and hopefully the retiree cuts will be good for me. LOL! Remember, these are just proposals. Also discussed were tax cuts for veterans and pushing for collecting less from student loans. Governor Hogan would also like to see longer sentences for gun offenders and a closer eye on local school systems with more oversight.

If there were any questions from discussions at the meeting, or observations you would like to share about my letter to DOEE, please call me on my cell at 301-775-0221 or email me at kmccauley@wmda.net. ♦

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WMDA/CAR RESPONSE LETTER TO DOEE



WMDA/CAR Service Station and Automotive Repair Association

Tommy Wells
Director of Department of Energy and Environment
1200 First Street N.E., 5th Floor,
Washington, D.C. 20002

RE: DOEE Underground Storage Tank Proposed Rule Comments

Our members understand the need to meet federal requirements under 40 CFR Part 281 to maintain state program approval.

In the same way we do not understand the fee increases on UST registration and permits. District of Columbia has the highest fees now. Our dealers pay a yearly fee for each UST they own. This yearly fee should be eliminated, not increased, and become a one-time registration fee.

We were told two years ago that DOEE was working on Stage II decommissioning and it seems like these regulations would be the time to do that. States all around have eliminated Stage II with no problems at all. The truth is Stage II hurts air quality as ORVR is more efficient without being paired with Stage II. EPA studies with dynamic testing of vehicles with up to 100,000 miles on the odometer attests to this fact.

There is no trade off from eliminating Stage II. Air quality benefits and station owners benefit from not maintaining expensive equipment. As the primary stake holder representing dealers, I think it is important to meet and have a discussion on the proposed UST regulations before implementation. I would also like to discuss adding a regulation for decommissioning of Stage II.

Thank you for the opportunity to share the concerns of our members and your District of Columbia small businesses. I look forward to a meeting and discussion. My contact information is below.

Kirk McCauley
Director of Government Affairs
Cell Phone: 301-775-0221
Email: kmccauley@wmda.net

REGISTER NOW FOR WMDA/CAR TRAINING DAY 2019

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

Community College of Baltimore County - Catonsville • 800 South Rolling Road, Baltimore, Maryland



Training for owners, managers & technicians from the industry's leading experts.

For one low registration fee, owners, managers & technicians can enjoy a continental breakfast, a hot lunch and snacks while spending the day networking, gaining valuable business knowledge and learning new skills.

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- Success In Social Media Marketing
- Introduction to Hybrid and Electric Vehicles: Theory of Operation, Hybrid and EV Basic Scan Data and Diagnosis
- Controlling the Chaos
- Maryland State Inspection Update Class
- Selling Maintenance & Diagnostics – A Seminar for ALL Shop Positions!
- The Future of Our Industry – Next Generation
- How to Accomplish This Year's Goals
- Course #216 OBD-II Scan Tool Operation & Diagnostics
- Basic Electrical
- Maryland State Inspection

See complete list of class descriptions and registration form on pages 6 & 7.



Register Online Today at www.wmda.net/events
or use the registration form on page 7

WMDA/CAR TRAINING DAY 2019 CLASS DESCRIPTIONS

Saturday, March 9, 2019 • 9:00 a.m.–4:00 p.m. • Community College of Baltimore County - Catonsville

MORNING SESSIONS – 9:00 a.m. – Noon

#1 – Success In Social Media Marketing

Presenter: Greg Buckley, CCBC

Must Have Video: A Powerful Way to Market, Educate, Explain & Profit

In this 3-hour class, Greg explains his techniques and provides examples of how using video in your shop is easier than you might think and more profitable too! Discover how his strategies have Buckley's Auto Care acquire approvals while marketing to the next clients in minutes instead of hours – all from the palm of his hand! It's not magic, but it might seem like it is. Get ready for a fun and interactive three hours, while learning to make video a part of your sales and marketing process.

#2 – Introduction to Hybrid and Electric Vehicles: Theory of Operation, Hybrid and EV Basic Scan Data and Diagnosis

Presenter: Gary Smith, AutoMaster Training

- Learn the theory of Hybrid and EV operation and various component functions.
- Look at how Hybrid batteries work and how to use scan data and other methods to diagnose the cells.
- Learn how the power gets to the wheels, through the planetary gear sets and motor-generators in the Hybrid transmission.
- Identify and understand mild Hybrids, full Hybrids, PHEVs and other configurations.
- Look at basic diagnostics for inverters, motor/generators, and Hybrid controls.
- Identify maintenance and service opportunities that may not exist in non-electric vehicles.

#3 – Controlling the Chaos

Presenter: ATI

Build around improving shop processes to minimize the amount of unexpected events that can occur throughout the day in a shop. By building the right systems and having them in place at the shop and measuring those processes, a shop owner can reduce their stress level and create a more harmonious shop.

#4 – Maryland State Inspection Update Class

Presenter: Sargent Pickett, Maryland State Police

Maryland State police will help explain updates to "COMR" for technicians who are currently inspectors and have some questions on changes and gray areas in COMR. This class will be presented by Sargent Pickett. Sargent Pickett is the lead trainer for Maryland State Troopers. Your questions will be answered. This is a great class to ask questions about vehicles over 10,000 lbs., trailers over twenty-foot-long, as well as other questions you may have. Could save you a bunch of problems in the future.

AFTERNOON SESSIONS – 1:00 p.m. – 4:00 p.m.

#5 – Success In Social Media Marketing

Presenter: Greg Buckley, CCBC

Must Have Video: A Powerful Way to Market, Educate, Explain & Profit

In this 3-hour class, Greg explains his techniques and provides examples of how using video in your shop is easier than you might think and more profitable too! Discover how his strategies have Buckley's Auto Care acquire approvals while marketing to the next clients in minutes instead of hours – all from the palm of his hand! It's not magic, but it might seem like it is. Get ready for a fun and interactive three hours, while learning to make video a part of your sales and marketing process.

#6 – Selling Maintenance & Diagnostics: A Seminar for ALL Shop Positions!

Presenter: Gary Smith, AutoMaster Training

Bring the whole shop to this dynamic seminar on selling maintenance and diagnostics.

- Use knowledge and education so customers can make an informed, educated, decision when presented with a maintenance or diagnostic sale.
- Most shops miss the boat here, forgetting that the customer sometimes needs a credible and reasonable explanation of what is needed and WHY, so they can feel good about the money they are spending.
- This seminar teaches the basic theory of the systems and how the fuels, lubricants, intervals, and drive cycle all tie into an honest and successful sale.
- Learn how gasolines and oils are made, and how that relates to the maintenance cycle on the car. In the days of OEMs extending or eliminating maintenance intervals and services, this class will REV up your staff to sell maintenance and diagnostic services with honesty, credibility and as a unit... confidently.
- Learn approaches to manage customers with difficult diagnostic problems and intermittent conditions.
Shop owners, techs and advisors should attend this class together for maximum impact.

#7 – The Future of Our Industry – Next Generation

Presenter: Scott Steinbach, 3rd Generation Owner of Caton Auto Clinic

What will our employees, customers, ownership, marketing, and associations look like in the future? Learn more about what is to come and how to be ready for it! This is a great class for next generation shop owners and young managers. All ages welcome!

#8 – How to Accomplish This Year's Goals

Presenter: ATI

Goals are often set for shops and sometimes those goals are not met. Learn how to identify weak areas of your shop and put you and your team's focus on great results for 2019. Shop owners could bring their numbers and we could run through drills to reset the goals for the shop. Once we set the shop goals, we could drill down to individual goals for each employee and ensure those align with the shop's goals. Best practices and ideas from ATI will be used to help each shop and its team members achieve results.

ALL-DAY SESSIONS – 9:00 a.m. – Noon & 1:00 p.m. – 4:00 p.m.

#9 – Course #216 OBD-II Scan Tool Operation & Diagnostics

Presenter: EAST Training Enhanced Automotive Systems Technology, Inc.

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.

#10 – Basic Electrical

Presenter: Harold Babb, CCBC

This is a must course for your tech in training. You must have the basic electrical foundation to be able to understand and start learning the different diagnostic tools and techniques that you will need to be a successful "A Tech."

#11 – Maryland State Inspection

Presenter: William Hemling, CCBC

If you are not doing inspections, your shop is missing out not only on inspection fees, but most likely work associated with that inspection. This 6-hour course will prepare you to take the inspection test.

REGISTER NOW FOR WMDA/CAR TRAINING DAY 2019

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

Community College of Baltimore County - Catonsville • 800 South Rolling Road, Baltimore, Maryland



MORNING SESSIONS

9:00 a.m. – Noon

- #1 **Success In Social Media Marketing**
Greg Buckley, CCBC
- #2 **Introduction to Hybrid and Electric Vehicles: Theory of Operation, Hybrid and EV Basic Scan Data and Diagnosis**
Gary Smith, AutoMaster Training
- #3 **Controlling the Chaos**
Automotive Training Institute
- #4 **Maryland State Inspection Update Class**
Sargent Pickett, Maryland State Police

AFTERNOON SESSIONS

1:00 p.m. – 4:00 p.m.

- #5 **Success In Social Media Marketing**
Greg Buckley, CCBC
- #6 **Selling Maintenance & Diagnostics: A Seminar for ALL Shop Positions!**
Gary Smith, AutoMaster Training
- #7 **The Future of Our Industry – Next Generation**
Scott Steinbach, 3rd Generation Owner of Caton Auto Clinic
- #8 **How to Accomplish This Year's Goals**
Automotive Training Institute

ALL-DAY SESSIONS

9:00 a.m. – Noon & 1:00 p.m. – 4:00 p.m.

- #9 **Course #216 OBD-II Scan Tool Operation & Diagnostics**
EAST Training Enhanced Automotive Systems Technology, Inc.
- #10 **Basic Electrical**
Harold Babb, CCBC
- #11 **Maryland State Inspection**
William Hemling, CCBC

Please check course(s) of interest.

	MORNING	AFTERNOON	ALL-DAY
	1 2 3 4	5 6 7 8	9 10 11
Attendee #1 _____	<input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/>	<input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/>	<input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/>
Attendee #2 _____	<input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/>	<input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/>	<input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/>
Attendee #3 _____	<input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/>	<input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/>	<input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/>
Business _____	Contact _____		
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CAR TALK

Dealing with Online Parts Shoppers

by Sandi Weaver
BA Auto Care, Inc.

I recently got a letter from a customer saying we charged him too much for parts we put on his car and he wants a refund for half the price he paid for the parts. How does he know we charged too much? I didn't show him the parts invoice. Well, he did what a lot of consumers are doing. He went to the internet and found parts. The internet is a great tool. We use it every day in many ways and have grown to rely on it but there is a lot of misinformation and options, especially when it comes to car parts.

I want to share a few lines from the letter, as it brings up another concern we have to assess when dealing with this type of customer concern. Customer X wrote: "We do believe that, given the excellent service we receive, that you are entitled to make a profit on parts. We can accept a 100% mark up over retail price for the parts." First off, the mark up owners add to the cost of their parts is completely up to them and it varies from shop to shop. When responding to Customer X, I stayed away from what our mark up actually is because frankly, that's none of his business. What I focused on was the quality of the parts we used versus the no name brand he found online. We used tried and true parts we know from years of experience will last for thousands of miles to come. This brings me to my next reason for not buying parts online, warranty.

We all have relationships with our parts suppliers, the ones we use so much that when something goes wrong, they have our back. These are relationships you don't get when shopping online, for the most part. Our local parts suppliers offer warranties on their parts, nationwide from most. This is a huge selling feature worth mentioning to Customer X. Fast forward two years and 25,000 miles – the parts have failed and it's just out of warranty. If you have a good relationship with the parts supplier, they will likely cover the parts, saving both us and the customer more money. Now this doesn't happen very often, of the above-mentioned quality parts, but when it does, boy does it help. Had the part been bought online, we or the customer (not getting into customer supplied parts in this article, that's a whole other ball game) would have to buy the part again. Plus it would take at least a day or two to get the part. I don't think Customer X would be very happy being without his car for two or three days while we wait for these cheap parts to arrive.

The main way to handle online price shoppers or any customer concern is to educate them. We have many years of experience and knowledge and we need to share some of our industry knowledge for customers to trust we are making the best decisions for them and their vehicle. ♦

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SAVE THE DATE

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

FEATURING INDUSTRY ACKNOWLEDGEMENTS &
THE HARRY T. MURPHY CUSTOMER SERVICE CONTEST

Martin's West
6817 Dogwood Road
Baltimore, MD

Tuesday,
October 15, 2019
2:00 p.m. – 9:00 p.m.



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.



2019 WMDA/CAR TRAINING SCHEDULE



Presented By
EAST Training

Enhanced Automotive Systems Technology, Inc.

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.



LEGISLATIVE UPDATE

Congress and the President Show Support for a Federal Infrastructure Bill in 2019

by Roy Littlefield IV

One of the goals for WMDA/CAR working through SSDA-AT on the federal level, is to actively lobby for a reasonable funding scheme that does not create a significant challenge to our members, to support a massive national infrastructure program.

President Trump and members of Congress have acknowledged that authorizing funding for infrastructure projects will be atop their legislative priorities in 2019.

After it abandoned its infrastructure agenda shortly after proposing a 10-year, \$1.5 trillion plan in February 2018, the White House appears ready to try pushing a plan again this year.

Counselor to the President, Kellyanne Conway, recently said, "We see some of the Democrats making joyful noises about infrastructure and keeping the economy humming and hopefully we can rely upon them."

There seems to be little to no opposition to the idea of an infrastructure bill by members of Congress but there are many disagreements on how the bill would be funded. Senate Majority Leader, Mitch McConnell (R-Ky.) said, "The question is how are you going to pay for it and that always becomes very challenging because there's no sort of easy way to pay for infrastructure without impacting an awful lot of Americans."

Speaker of the House, Nancy Pelosi (D-Calif.) on the topic said: "I believe the president wants to do an infrastructure bill. I don't know that he'll throw a tantrum over it when he sees what the bill might be. We've talked in a very positive way. Almost every conversation I've had with him since he's been president ... has involved how we can

work together on infrastructure."

"It's something the country wants very much. It's something he promised in the campaign. So, if he's keeping campaign promises to the letter, he probably would want to get to work on an infrastructure bill," Pelosi added.

Rep. Peter DeFazio (D-Ore.), incoming Chairman of the Transportation and Infrastructure Committee, said he intends to have infrastructure policy legislation ready by summertime. DeFazio wants a plan that would include a nationwide vehicle-miles-traveled pilot program.

"There's ways we could make the existing infrastructure carry people better, while we invest in the new infrastructure," DeFazio said.

The Republican leadership of the transportation panels in the Senate also agree the time is ideal for advancing an infrastructure bill, although they've yet to unveil a proposal. Senate Democratic Leader, Chuck Schumer, of New York, already proposed expanding funding for severe-weather resiliency in an infrastructure bill for major construction projects.

The current FAST Act expires in 2020. ♦



conferences and then into the national conference, small-business owners are able to develop, enhance and fully embrace the key issues facing small businesses nationwide. In addition to building consensus, growing small-business networks and nurturing future small-business leaders, the state conferences and broad participation of small businesses lend credibility to the final list of recommendations. It also eliminates any concerns that any single constituent group or sponsoring party hand-picked delegates to such a conference.

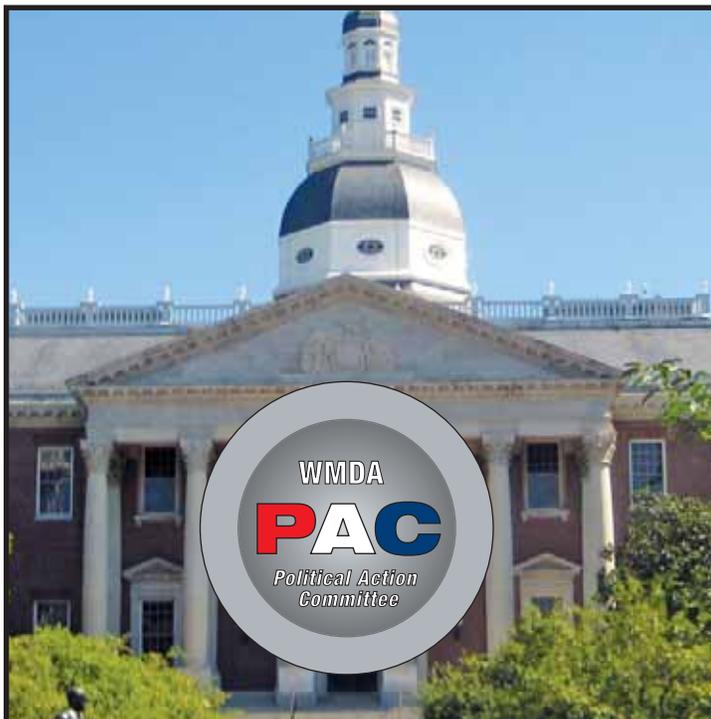
Despite action and success on a variety of issues impacting small business, there has not been a White House conference in more than two decades. That is far too long to go without giving a voice and a forum to America's small businesses which account for 99 percent of U.S. private sector employers and 64 percent of net new private sector jobs. The 114th Congress should reunite the wide variety of voices within the small business community to help educate Congress and the White House on issues that matter most through an organized effort to identify and rank these priorities. Just as in 1995,

Members of Congress can leverage the collective strength and voice of small business advocacy to work with the White House to enact timely and impactful legislation.

If successful, SSDA-AT members and WMDA/CAR members would be invited to participate in White House sessions to develop positions on key issues effecting the small business service station and repair sectors of the aftermarket.

ACTION REQUESTED

We urge Members of Congress to introduce and enact legislation authorizing a White House Conference on Small Business (WHCSB). Legislation is necessary in the near-term to ensure that small business issues remain at the forefront of policy discussions and also to ensure small business has a voice at the highest levels of the American government. It would be important to get co-sponsors from Federal Senators and members of Congress from the District of Columbia, Delaware, and Maryland. ◆



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WMDA/CAR Training Class, Jan. 23-24 by EAST Training 02 Air Fuel Sensor & Catalytic Converter Diagnostics

by Billy Hillmuth
Hillmuth Certified Automotive

The class was attended by 30 technicians (max number of attendees) from various repair facilities. The class was presented by Instructor Jerry Stahl from East Training. The first day was classroom training and survey of the knowledge all the techs may have in the beginning. Day two was hands-on training on vehicles with DOVM and scope diagnostic. Each day we raffled off two lottery tickets. We had great food for everyone to enjoy and there were no complaints – they loved it!

WMDA/CAR has set up East Training to hold a series of seven classes, with one being a six-hour class to be held on Training Day, March 9 (Course #216 – OBD-II Scan Tool Operation & Diagnostics). The knowledge that this company brings to technicians is extensive. Be sure to register for Training Day and take advantage of these classes to enhance your knowledge and skills. Classes will fill up quickly, so be sure to register now at <https://www.wmda.net/events> or download a registration form on page 7 of this issue. There are 11 classes to choose from at a very reasonable price for essential training. A continental breakfast, a hot lunch and refreshing snacks to enjoy are included in the registration fee. ◆



WMDA/CAR ENDORSED Membership Benefits & Services Providers

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

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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

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Email: gnace@ppclubricants.com

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

CREDIT CARD PROCESSING



First Merchant Services
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Email: dcohen@firstmerchant.us

ELECTRICITY PROGRAM



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Fax: 732-440-0031
Email: tgussen@spragueenergy.com

INSURANCE – LIABILITY, WORKERS' COMP, HEALTH INSURANCE

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

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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
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WHOLESALE TIRES



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LET YOUR MEMBERSHIP WORK FOR YOU!

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- Dave Taggart Superior Auto Service

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