

**Tuesday
October 15, 2019**

SCHEDULE

2pm-6pm

TABLETOP EXPO

Meet with exhibitors and learn about the latest products and services.

3pm-5pm

LIGHT LUNCH

Enjoy a bite to eat while you develop new business contacts and opportunities.

5pm-6pm

COCKTAIL RECEPTION

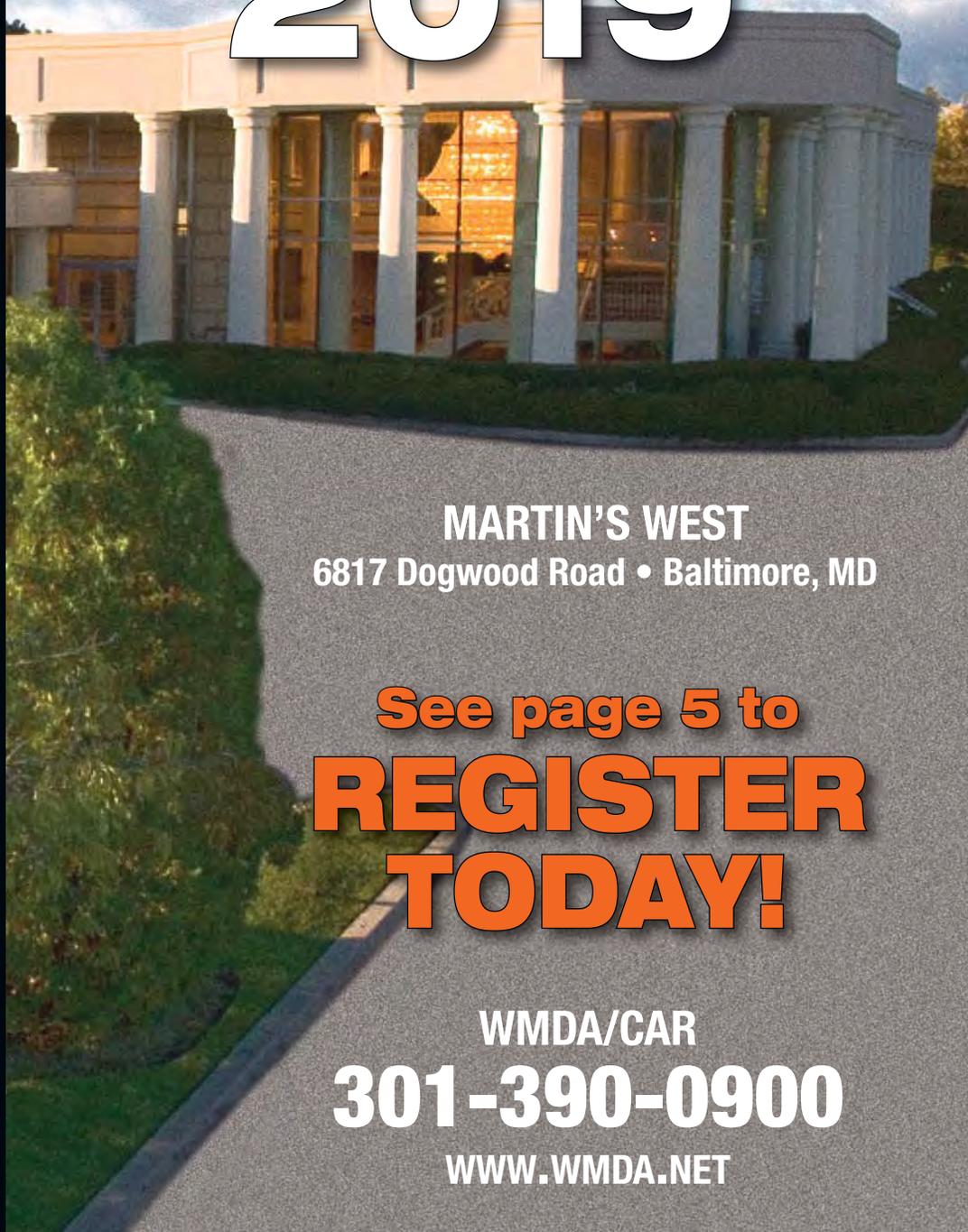
Network and build lasting relationships during the Cocktail Reception.

6pm-9pm

AWARDS DINNER

Cap off the day with a Bull Roast and the Awards Ceremony.

WMDA/CAR EXPO 2019



MARTIN'S WEST

6817 Dogwood Road • Baltimore, MD

See page 5 to
**REGISTER
TODAY!**

WMDA/CAR

301-390-0900

WWW.WMDA.NET

Parts Authority

Auto Parts Super Stores

“The Answer Is Yes!”[®]

- WMDA Preferred Parts Supplier
- Aggressive and competitive pricing
- “SHOT-GUN” and scheduled deliveries to most MD, VA and DC areas
- Experienced parts professionals to answer your calls and questions
- Online cataloging/ordering websites

➤ www.nexpart.com

➤ pai.turboii.com

➤ imcparts.com



OUR LOCATIONS



Annapolis
Maryland
(410) 268-6615

Baltimore (Kelso)
Maryland
(443) 673-3438

Baltimore (Mainline)
Maryland
(410) 664-8100

Baltimore (Robinwood)
Maryland
(443) 673-3438

College Park
Maryland
(301) 474-1030

Crofton
Maryland
(410) 721-4477

Frederick
Maryland
(301) 990-1600

Gaithersburg
Maryland
(301) 990-1600

Glen Burnie
Maryland
(301) 681-3602

 **Hanover**
Maryland
(800) 874-8925

***Hyattsville (Kenilworth)**
Maryland
(301) 779-8700

Jessup
Maryland
(240) 542-5140

Laurel
Maryland
(240) 459-3902

Lutherville-Timmonium
 Maryland
(410) 769-0833

Rockville (Stonestreet)
Maryland
(301) 424-6270

Rockville (Wyaconda)
Maryland
(301) 424-2010

Arlington
Virginia
(703) 528-1871

Norfolk
Virginia
(757) 962-4647

Richmond
Virginia
(804) 354-0766

***NW Washington D.C.**
Washington, DC
(202) 829-6315

***SE Washington D.C.**
Washington, DC
(202) 582-1300



Store Hours

PRESS #9 FOR SPANISH HOTLINE

Monday-Friday 8:00am-6:00pm / Saturday 8:00am-5:00pm / *Sunday 9:00am-3:00pm



www.partsauthority.com | my.partsauthority.com



WMDA/CAR
 1532 Pointer Ridge Place
 Suite F
 Bowie, MD 20716
 301-390-0900
 Fax: 301-390-3161
 Website: www.wmda.net

Swapna Sripada
Director of Operations
 301-390-0900, ext 115
 sripada@wmda.net

Kirk McCauley
**Director of Member Relations
 and Government Affairs**
 301-390-0900, ext. 114
 kmccauley@wmda.net

Debra Webster
Business Manager
 301-390-0900, ext. 101
 dwebster@wmda.net

Graphic Designer
 Frank Lang

TABLE OF CONTENTS

KIRK'S KORNER

Member Update 2
 Parts Authority Bi-Annual Rebates Have Been Mailed – Did You Get Yours? 4
 Register Now for the 2019 WMDA/CAR Expo..... 5
 The People Who Make It Work by Sandi Weaver 6

GIVING BACK TO THE COMMUNITY

Hillmuth Certified Automotive, Inc. – Humanitarian Involvement 7

TRAINING

Register Now for Electronics in the Modern Automobile Training Classes..... 9
 Tech Tip by Ken Quasney 10
 Save the Date for the Technician Expo Powered by Parts Authority 11

NEWS FROM WASHINGTON

Legislative Update: The Fight for Magnuson-Moss Goes On..... 12
 Editorial: SSDA-AT Plans for 2020 and
 a Review of Legislative Activity on Capitol Hill 14

ALSO IN THIS ISSUE

Featured Motorcycle 8
 Support Your WMDA/CAR PAC Fund..... 15
 WMDA/CAR Member Benefits & Services Providers..... 16

ADVERTISERS' INDEX

Benjamin F. Brown Insurance Agency 3
 Carroll Motor Fuels 2
 Parts Authority Inside Front Cover
 Petroleum Marketing Group 10
 Service Station Vending Equipment, Inc..... 14
 Spigler Petroleum Equipment, LLC 13
 The Wills Group.....Back Cover



KIRK'S KORNER

Member Update

by Kirk McCauley
Director of Member Relations & Government Affairs

NUMBER ONE CONCERN IN REPAIR INDUSTRY

After finishing up inspections for the WMDA/CAR Customer Service Contest and talking to many shop owners and bay station operators, they both have the same concerns – **TRAINED TECHNICIANS** – followed very closely by how to **RETAIN** trained technicians. There is no magic wand to wave at this one.

As a repair facility owner, you have made the commitment to spend X amount of dollars every month on training (have you?). You also must make a commitment with offerings such as 401k, medical insurance, and paid time off (PTO) in a form that your employees understand. The benefits are standard at most dealerships and most of the larger repair

facilities. Along with benefits for employees, you must also receive a commitment from them that they will participate in a certain number of hours of training yearly. Consult an H.R. professional to help you put a package together.

WMDA/CAR has training classes coming up taught by EAST Training. Two of these sessions will be Wednesday and Thursday, October 9 and 10 and another session Wednesday and Thursday, October 23 and 24. Classes are held each day from 6:00 pm to 10:00 pm with a dinner at 5:30 pm before class starts. Each two-day session offers 8 hours of training on electronics in modern automobiles. For more details, email or call Debra Webster at dwebster@wmda.net or call 301-390-0900, ext. 101.

CONTRACTS IN GENERAL

I receive a lot of phone calls about lease contracts for service stations, convenience stores and stand-alone repair facilities. I also receive calls about automatic renewal clauses in contracts from uniform suppliers, gas & electric power suppliers, and pieces of equipment our members lease.

Just a word of advice from years of experience – **read every contract** or lease and if you do not want an automatic renewal clause, have it taken out or do your business elsewhere.

Lease agreements for service stations or repair facilities should be given to an attorney. Do not assume anything and **have the WMDA/CAR attorney look over any lease**. He has a ton of experience on property leases and the cost is well worth the peace of mind. Our suppliers are in business to make money just like you and they understand and respect someone that does their due diligence. Some things in contracts you will be able to negotiate, and some will be the Rock of Gibraltar.

We are seeing more dealers go to commission agent's status. While dealers that have done so are mostly happy with the change, it's not right for everyone. Times have changed and

CF CARROLL MOTOR FUELS

DEALER FRIENDLY
24/7/365 FUEL DELIVERY
GAS STATION & C-STORE DESIGN
SITE INVESTMENT OPPORTUNITIES
ENVIRONMENTAL COMPLIANCE MANAGEMENT
STATION BUSINESS OPPORTUNITIES
COMPETITIVE BRANDED & UNBRANDED PRICING
STATION MAINTENANCE & CONSTRUCTION SERVICES
COMPLETE SITE BRANDING
ROBUST DEALER PORTAL

Logos: CARROLL MOTOR FUELS, SUNOCO, CROWN, bp, MARATHON, CITGO FUELING GOOD

877-235-0223
WWW.CARROLLBRANDEFUELS.COM

"Big Box Retailers" no longer just apply to Walmart, Sam's clubs, Costco and B.J.s. We have seen in this area Wawa, Royal Farms, Giant, 7/11 and Safeway go on a building streak and money does not seem to matter. Their pockets are deep and can destroy a dealer market.

If your supplier talks to you about becoming a commission agent, look what they have to offer and do your homework. If you decide its right for you, have the **WMDA/CAR attorney Jim Parsons** look over the contract before signing. Jim gives a discount to WMDA/CAR members in the form of a lower rate.

WAWA AND ROYAL FARMS IN GAITHERSBURG

WMDA attended a hearing of Gaithersburg City Council on August 5 concerning Wawa building on route 355 across from Gaithersburg High School. No decision was made and now it will go to the planning commission so they can make recommendations to the mayor and city council. Two dealers that are spearheading this effort are Michael Smith at msagora@msn.com and Troy Parcels at troy.cwpinc@gmail.com. All Montgomery County dealers need to look at this very closely. **Once Wawa gets a hold in MOCO they will not**

stop in Gaithersburg. That is a fact. Talking about dollars, spending a little money now could be worth a lot later. No guarantees of course, but that's what everyone said about Wheaton Plaza Costco and look what happened there!

Every dealer should be supporting this effort for their own benefit. This station does not belong across from a high school, at the front of a housing development and in fact could not be built under MOCO zoning regulations in other parts of the county (school and housing development are to close). Dig deep and contact Mike or Troy.

Royal Farms hearing for a location off Spectrum at Watkins Mills has not been scheduled at the time of this newsletter but I will keep you updated.

EXPO AND AWARDS DINNER: TUESDAY, OCTOBER 15

I know I will see everyone at the Expo, so quit procrastinating. Register now for the FREE Expo and also order your table and/or dinner tickets now ([see the registration form on page 5](#)). You can also email dwebster@wmda.net, call her at 301-390-0900, ext. 2 or visit our website and register online at www.wmda.net/events. ♦

Call the Family-Owned Insurance Company You Can Depend On!

Benjamin F. Brown Insurance Agency



Reliable Service • Low Rates • Over 5 Decades of Experience

Don't throw your money away... call Ben or Berry today!

Benjamin F. Brown Insurance Agency, Inc.
304 Compton Avenue • Laurel, MD 20707

301-604-7788

The WMDA endorses the Benjamin F. Brown Insurance Agency, Inc. because of the high standard of service and over 50 years of experience in the automotive industry. Service, experience and low rates make Ben's agency great!



PARTS AUTHORITY BI-ANNUAL REBATES HAVE BEEN MAILED – DID YOU GET YOURS?

This year 170 WMDA/CAR members received their first half rebates totaling \$245,446.68 dollars. The rebates ranged from \$383.00 to \$6,200.00.

Less than half of the WMDA/CAR members take advantage of this Rebate Program!

WHAT ARE YOU WAITING FOR!??

Don't miss out on incredible savings and exclusive WMDA/CAR rebates! Call Parts Authority at 202-459-3902 ext. 6, to sign up today and start saving money on every parts order!

What's more, they give you 10% off invoice just for Paying ON-TIME!!

The top 3 rebate check amounts for WMDA/CAR members were:

- \$6,125.00
- \$4,736.00
- \$3,866.00

CUSTOMER TESTIMONIAL

"When I first looked into the Parts Authority program through WMDA/CAR, I was skeptical even though I was a part of the negotiations (if you want to call them that). Looking back I realize how foolish I was. The money and time I have saved dealing with Parts Authority is incredible. If they don't have the part in one of their locations, you will be hard-pressed to find it. The first half of this year I have saved over \$3000.00 on my statements, plus I just got a check for \$631.00 in rebates. I couldn't be happier. Thanks Parts Authority!"

Kenneth Quasney (President)

Auto Sense
8209B Cloverleaf Dr. Rear
Millersville, MD 21108
410-761-1599





2019 EXPO & AWARDS DINNER REGISTRATION

FREE EXPO ADMISSION (2:00 p.m. – 6:00 p.m.)

Free admission is restricted to owners and personnel of service stations and repair shops only.

I will attend the Expo.

No charge to attend the Expo for Members in good standing. Please list names below:

Primary Contact: _____ Business Name: _____

Guest Name: _____ Guest Name: _____

Please Note: Requests submitted by suppliers not exhibiting in the Expo, will not be accepted. Non-exhibiting suppliers/vendors will not be admitted to the Expo floor.

CONTACT INFORMATION

Company: _____

Mailing Address: _____

City: _____ State: _____ Zip: _____

Phone: _____ Email: _____

AWARDS DINNER TICKETS (6:00 p.m. – 9:00 p.m.)

Individual Tickets\$55.00 x # _____ = \$ _____

Table of 10.....\$500.00 x # _____ = \$ _____

PAYMENT INFORMATION

Check Enclosed Visa MasterCard American Express

Zip Code of Billing Address for Charge Card _____

Account # _____

Expiration Date _____ CVW Code _____

Total Amount Due\$ _____

Account Name (print) _____

Signature _____

Checking box is my electronic signature and payment authorization

Mail to:
WMDA/CAR
1532 Pointer Ridge Place, Suite F
Bowie, MD 20716

Fax to:
301-390-3161

Email to:
dwebster@wmda.net
or ssripada@wmda.net

Website:
www.wmda.net



THE PEOPLE WHO MAKE IT WORK

by Sandi Weaver
BA Auto Care, Inc.

Have you ever wondered how WMDA has survived for over 80 years? Having only joined the board just over two years ago, I've learned a lot about the amazing group of board members and the staff. Having hit a rough patch a few years back, it's been this passionate group of people who hiked up their pants and got things back on track.

Some people who stood out to me were the staff.

Kirk – Everyone knows Kirk. He's the face of WMDA/CAR, in my opinion. Kirk has a very important job that many of us take for granted or don't know how it affects us. He's responsible for being our voice in Annapolis, Dover and District of Columbia. The number of bills Kirk has helped stop or push through to help all of us small business owners is huge (see inset below).

Swapna – Have you met Swapna yet? She's amazing and excels at her job as the Director. The Charity Golf Tournament was a triumphant success and so much fun – all her idea and planning. We are looking forward to what she has in store for the Expo and Bull Roast this October.

Debra – Having been with WMDA/CAR for 3 years, she's kept things going and the office running smoothly. She's the smiling voice you hear when you call in and is always very helpful.

The Board of Directors – I've met some of the most successful shop and station owners in our area and it is a privilege to learn and work beside these guys. Every one of them has volunteered their time to better not just WMDA/CAR but the industry as a whole.

One of the biggest take aways for me is if everyone does a little, we can accomplish amazing things. That's how I came to writing this article. I am by no means a writer (I'm sure you knew that already). Growing up I was in resource classes due to being dyslexic and having difficulty with reading comprehension. When the first article I wrote was published in the WMDA/CAR Newsletter, I shared it with my English teacher from high school. I know it wasn't perfect, but it was a huge accomplishment for me. Why tell you all this? Well it's not easy for me to write these articles, but it was something I could do to help WMDA/CAR and hopefully all of you who read them.

WMDA/CAR has been around for many years and has changed over time, as all things do. When the going gets rough, WMDA/CAR volunteers, staff and members, get tough and have turned WMDA/CAR back into an amazing association we all can benefit from. ♦

Family and Medical Leave Insurance Program (HB341) would have provided up to 12 weeks a year for employees to use for family or medical reasons paid for with contribution from employer and employee. New section of Maryland DLLR administer program and would be able to set employers and employees cost to whatever is needed. The next paragraph is a quote from fiscal notes done by General Service Administration. This bill will be back in 2020.

Beginning on January 1, 2020, each employee and employer must pay to the Secretary of Labor, Licensing, and Regulation contributions on

wages, which are established in regulation. The contribution rates established in regulations must be sufficient to fund the FAML I benefits.

Overtime Pay for Managers (HB1040) would require an employer to pay a management personal on salary a minimum of \$46,800 per year not counting any benefits. 2019 was the third year this bill was introduced, and you bet the bank it will be back this year.

Gas Price Clarity Act (HB1285) would require all fuel sellers to post their HIGHEST price for regular Third year for this bill and it will be back in 2020 also.

GIVING BACK TO THE COMMUNITY

HILLMUTH CERTIFIED AUTOMOTIVE, INC. – HUMANITARIAN INVOLVEMENT



Bright Minds
with Howard County Councilman Jon Weinstein

Bright Minds Foundation – Sponsor of Driving Student Success program providing transportation for Howard County After School Programs. This program provides transportation to students that could not participate in after school academic studies because the school system does not provide transportation. They donated \$3,200.00 to this worthwhile program.

Rebuilding Together Howard County Keeping People Warm Safe and Dry in their homes. Sponsored homes and had teams of volunteers that repaired homes. Provided \$3200 sponsorship.

Better Bed Rest an outreach program for Pregnancies at Risk. Sponsored and organized a motorcycle day ride and dinner to raise funds for mothers at risk.



Better Bedrest
Day Tripper Fund Raiser

Community Charity Counts – Hillmuths care for The Arch of Howard County. They supported The Arch with their Fall Fundraising Campaign and donated 3% of all labor performed at their Columbia, Clarksville and Glenwood locations during the month of November to The Arch and raised over \$4,958.00

The Hillmuths' support many Community, Schools & Church organizations:

- Christopher's Clubhouse a comprehensive community safety education and empowerment organization
- The Alpha Foundation of Howard County preparing students for Academic Success and Leadership (Sponsor)
- Shrine Hospital for Children in Philadelphia, PA orthopedic medical disabilities – driver providing transportation for the children
- St. Louis Church Clarksville sponsor for their yearly picnic
- Jill's House helping children with special needs sponsor
- Serving food at men's shelter in Rockville
- Delivered clothes to Montgomery County inter-faith clothing center
- Olney Help Food Pantry Emergency food assistance
- Serve as building superintendent for New Hope Presbyterian Church
- Served as Elder/Clerk at New Hope Presbyterian (Doug)
- Serve as Elder at St. Andrews Church
- Food bank drive for Mount Airy Net through St. Andrew's Church
- Mount Carmel Methodist Church (Scott) shuttle bus driver, parking lot attendant, serve on building committee, serve at Frederick Rescue Mission soup kitchen every other month
- Sponsor a child through World Vision

In addition to all this, the Hillmuths' also serve on the following Boards:

- Board member of the Upper Howard County senior Center (nonprofit)
- Board member of Better Bed Rest helping women put on Bed Rest (nonprofit)
- Board member of Rebuilding Together of Howard County, repairing homes for needed home owners (nonprofit)
- Board member WMDA/CAR, Maryland Washington Delaware Service Station & Repair Association (Billy)
- Board member Howard County Public Schools Automotive Advisory Board
- Board member Carroll County Public Schools Automotive Advisory Board
- Board member Community College of Baltimore Automotive Advisory Board

Hillmuth has also brought in students and mentored them during a 12 week program. ◆

GIVING BACK TO THE COMMUNITY

HILLMUTH CERTIFIED AUTOMOTIVE, INC. – HUMANITARIAN INVOLVEMENT



The Hillmuth Rebuilding Team Together



Howard County
Rebuilding Together
One Home,
One Neighborhood,
One Community at a time.



FEATURED MOTORCYCLE

Owner:
Billy Hillmuth
Hillmuth Certified Automotive, Inc.

2003 Harley Davidson
Ultra Classic





REGISTER NOW!

Electronics in the Modern Automobile Module 1 & Module 2 Training Classes



Presented by
EAST Training

Wednesday & Thursday – October 9 & 10, 2019 Electronics in the Modern Automobile – Module 1

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 Electronics in the Modern Automobile – Module 2

This course builds on Module 1, and covers additional electronic components and systems used in automobiles. We will delve deeper into the use of semiconductors – transistors, photoelectric devices – photocells & photoresistive components. We will construct more complex circuits on electronic trainer boards. We will cover transistor gain and build circuits to demonstrate and measure gain. Case studies will demonstrate how your new found knowledge of transistor operation will allow you to diagnose and 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.

Both classes 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.

Classes meet for 4 hours each day from 6:00 p.m. to 10:00 p.m.

REGISTRATION FORM..... M1 M2

Attendee #1 _____

Attendee #2 _____

Attendee #3 _____

Attendee #4 _____

Business _____

Contact _____

Address _____

City/State/Zip _____

Phone _____

Email _____

REGISTRATION FEES

(price is for 2 days of training & includes dinner both days)

Exclusive Member Rates: \$199.00 per Technician

Non-Member Rates: \$299.00 per Technician

Module 1

Member Technicians _____ x \$199.00 = **Amount \$** _____

Non-Member Technicians _____ x \$299.00 = **Amount \$** _____

Module 2

Member Technicians _____ x \$199.00 = **Amount \$** _____

Non-Member Technicians _____ x \$299.00 = **Amount \$** _____

Module 1 + Module 2 Total Amount Due \$ _____

PAYMENT OPTIONS

Check enclosed (payable to WMDA) and mail to:

WMDA, 1532 Pointer Ridge Place, Suite F, Bowie, MD 20716

Charge my: Visa MasterCard American Express

Name on Card _____

Card # _____

Expiration Date _____

CVV Code (on back of card) _____

Billing Zip Code _____

Signature _____

Checking this box represents my electronic signature

3 EASY WAYS TO REGISTER

MAIL Completed Registration Form and Check to WMDA at the address shown above.

FAX Completed Registration Form with Credit Card information to 301-390-3161.

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

TECH TIP

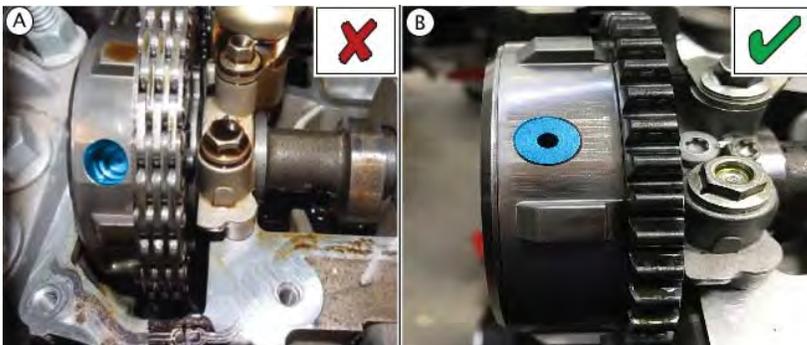
by Ken Quasney
Auto Sense

Recently we had a 2013 Range Rover Evoque 2.0 Turbo with 75,000 miles in the shop for no start. Compression was down on all cylinders. We figured right away we had a timing problem. We searched service bulletins for timing issues and found the problem quickly – Intake Camshaft sprocket pin broken. The symptoms in the bulletin are described as follows: “A rattle noise may be evident from the engine compartment and/or the Malfunction Indicator Lamp (MIL) is illuminated and Diagnostic Trouble Code (DTC) P0016, P0017, P0026, or P0341 may be stored in the Powertrain Control Module (PCM).”

The client commented the car ran rough for a couple weeks but she didn't have time to get the car in the shop. Of course by this time the valves were bent. The client had a service contract. After a week and a half of waiting for someone to inspect the engine for the service contract people, we were given the authorization to replace the engine with a used one (yikes).

Here's the reason for this article. You have probably already run into this before and if you haven't, bulletins are easy to find. Since the client had a service contract, they would only pay for a used engine. We naturally inspected the replacement (used engine) for the same failure. Sure enough the pin was already broken on that engine also. Naturally we are not installing an engine that has an issue.

Here's the point. Make your Techs aware of this situation. If they can prevent a catastrophic failure while doing routine service they can make a few dollars and save the client a ton of money. This engine replacement with a used component will be a little over \$11,000.00. To be honest, I would rather do a timing chain and sprocket than replace the engine. Engine work is not my favorite work and most of the time the profit margin doesn't hit my gross profit number. **Below is a picture to help demonstrate the issue.** Who knows, you could save your client a ton of money and get a gravy timing chain job at the same time. Sounds like a win, win, win. ♦



Petroleum Marketing Group, Inc.

- Quality Branded and Unbranded Supply
- Marketing Programs for Branded and Unbranded Locations
- Economical Re-imaging and Competitive Pricing Programs
- Reliable Fuel Delivery 24/7
- Fuel Inventory Services
- Internet Based Credit Card Reporting
- Exclusive Circle K Branding for Stores

2359 Research Court
Woodbridge, VA 22192
www.petromg.com

PMG

Contact Mike Natale
413-478-4272

SAVE THE DATE!

TECHNICIAN EXPO

POWERED BY **Parts Authority**
2019

"EMPOWERING YOU"

1 WINNER **PRIZES** **4 WINNERS**

ONE MONTH OF **FREE** AUTO PARTS



ONE WEEK OF **FREE** AUTO PARTS

PLUS MANY MORE PRIZES!

WEDNESDAY
OCTOBER 16TH, 2019
6:00PM - 10:00PM

FEDEX FIELD

1600 FEDEX WAY
LANDOVER, MD 20785

**CONTACT YOUR SALES REPRESENTATIVE
FOR ADDITIONAL INFORMATION**



LEGISLATIVE UPDATE

The Fight for Magnuson-Moss Goes On

by Roy Littlefield IV

Has a consumer turned down service at your shop because a manufacturer threatened that their warranty would be voided?

It's a common misconception that only car dealers can perform the routine maintenance and repairs on a newer vehicle that is under warranty. In fact, it is law that consumers can patronize their neighborhood repair shop or do the work themselves without violating the manufacturer's warranty.

The law, known as the Magnuson-Moss Warranty Act, which was enacted by Congress in 1975, prohibits the conditioning of consumer warranties by product manufacturers on the use of any original equipment part or service.

Under the statute, a manufacturer can only deny warranty coverage if the manufacturer, not the consumer, can demonstrate that it was the use of a non-original equipment part or service that created the warranty related defect.

With new car sales waning, the car companies and their franchised dealers have been pursuing an increasingly aggressive strategy aimed at growing the sales of their original equipment replacement parts and repair services. However, despite calls by WMDA/CAR being represented by SSDA-AT and other aftermarket trade groups, the Federal Trade Commission (FTC) has taken little action to ensure consumers receive accurate information regarding their rights under new car warranties.

SSDA-AT, along with other aftermarket groups, have filed complaints in the past regarding both releases with the FTC, taking issue with the unsubstantiated claims made by car companies regarding the quality of aftermarket parts. SSDA-AT further contends that the releases violate the Magnuson-Moss Warranty Act since they clearly mislead consumers to believe that they must use dealer service and original equipment in order to ensure the integrity of their new car warranties.

While the FTC has failed to take formal action against car manufacturers, the Commission did issue a "Consumer Alert" informing consumers of their right to have their vehicle serviced or maintained at a repair shop of their own choosing or perform the service themselves without any concern that

their warranty would be voided by their vehicle manufacturer.

The Magnuson-Moss Warranty Act impacts a variety of businesses across the economy and many are being impacted unfairly by a lack of action. This topic is always on the minds of tire dealers who have lost service for this very reason.

With complaints continuing to flood the FTC, on July 16th, staff of the FTC hosted a workshop to examine ways in which manufacturers may limit third-party repairs. WMDA/CAR, being represented by SSDA-AT, took part in the workshop with other industry groups. The workshop discussed some of the issues that arise when a manufacturer restricts or makes it impossible for a consumer or an independent repair shop to make product repairs and whether such restrictions undercut the Warranty Act's protections.

Topics at the workshop included: the prevalence of the certain types of repair restrictions; the effect of repair restrictions on the repair market in the United States, and the impact that manufacturers' repair restrictions have on small and local businesses; the effect repair restrictions have on prices for repairing goods, accessibility and timeliness of repairs, and the quality of repairs; the effect of repair restrictions on consumers' ability to repair warranted products or to have the products repaired by independent repair shops; the relationship between repair restrictions and the sale of extended warranties by manufacturers; manufacturers' justifications for repair restrictions and the factual basis for such justifications; the risks posed by repairs made by consumers or independent repair shops; the liability faced by manufacturers when consumers or independent repair workers are injured while repairing a product; the liability faced by manufacturers when consumers are injured after using or coming into contact with a product that has been repaired improperly by a consumer or independent repair shop; and whether consumers understand the existence and the effects of repair restrictions.

At the workshop, SSDA-AT heard a welcome and opening remarks from Christine S. Wilson, Commissioner, Federal Trade Commission. This was followed by a panel that explored the technological and financial impact repair restrictions have on small businesses and consumers, as well as potential safety concerns surrounding uncertified product parts. The panel

was led by Walter Alcorn, Vice President, Environmental Affairs and Industry Sustainability, Consumer Technology Association, George Borlase, Research Staff Member, Institute for Defense Analysis Science and Technology Policy Institute, Jennifer Larson, CEO, Vibrant Technologies, Eden Prairie, MN, Theresa McDonough, Owner, Tech Medic, Middlebury, VT, Nathan Proctor, Director, Campaign for the Right to Repair, U.S. PIRG, and Claire Wack, Moderator, FTC Division of Marketing Practices.

The next panel discussed: What are the arguments for and against repair restrictions? This was led by Earl Crane, Security Advisor, Security Innovation Center, Gay Gordon-Byrne, Executive Director, The Repair Association, George Kerchner, Executive Director, PRBA – The Rechargeable Battery Association, Gary McGraw, Security Researcher, Securerepairs.org, and Christine Todaro, Moderator, FTC Division of Marketing Practices

The program concluded with a panel on proposed state legislation and industry initiatives. This was led by Aaron Lowe, Senior Vice President, Regulatory and Government Affairs, Auto Care Association, Hon. David Osmek, Minnesota State Senator, Hon. Chris Pearson, Vermont State Senator, Kyle Wiens, Co-founder and CEO, iFixit, Sarah Faye Pierce, Director, Government Relations, Association of Home Appliance Manufacturers, Dan Salsburg, Moderator, FTC Office of Technology Research & Investigation, and Lois C. Greisman Associate Director, Division of Marketing Practices.

It was clear in the program that Federal Law protects your right to choose between an Independent Shop, or a Dealership.

SSDA-AT urges legislators to call on the FTC to protect consumers and the aftermarket by aggressively enforcing its rules governing unfair marketing practices and new car warranties as specified in the Magnuson-Moss Warranty Act. Car companies are taking aggressive action to misinform consumers regarding their rights under the warranty and as to the quality of aftermarket parts. Aftermarket parts are of a similar or even greater quality than the original equipment parts that they replace. In fact, many of these parts are made by the same company but may come in different packaging. Furthermore, aftermarket companies have the benefit of observing a part's performance and can then correct problems that are discovered only after the part has been in-use for some time.

SSDA-AT believes that the FTC must:

- Conduct greater oversight and enforcement on vehicle manufacturers who do not comply with the Magnuson-Moss Warranty Act and who seek to discredit aftermarket products;
- Aggressively enforce requirements that vehicle

manufacturers must substantiate all claims that use of non-original equipment parts could jeopardize a vehicle warranty; and,

- Require better consumer disclosure by car companies regarding their rights under the warranty.

This might entail compelling the car companies to:

- Include in their warranty booklets a prominently placed statement that, as a motor vehicle manufacturer, they are prohibited from conditioning the warranty on the use of any non-original equipment part or service; or,
- Inform consumers of their rights with a written statement of reasons when a warranty is denied due to the use of a non-original equipment service or part.

We remind our members that the FTC works to prevent fraudulent, deceptive and unfair business practices in the marketplace and to provide information to help consumers spot, stop and avoid them. To file a complaint or get free information on consumer issues, visit ftc.gov or call toll-free, 1-877-FTC-HELP (1-877-382-4357); TTY: 1-866-653-4261.

After attending the FTC seminar on Magnuson-Moss I realized that we have a long way to go as an industry. I hope to make this topic a focal point for our lobby day in 2020. SSDA-AT will continue to monitor this topic. Please let us know if you believe you have been wrongfully treated. ♦



**Spigler
Petroleum
Equipment**



PEI
MEMBER



**GILBARCO
VEEDER-ROOT**

Sales
Service
Support

Top Notch Service



Gilbarco/Veeder Root Certified Technicians

- 24/7 Emergency Service
- Dispenser Startup
- Single Point Dispatching
- Genuine Gilbarco Parts



**Satisfaction
Guaranteed**

Spigler Petroleum Equipment, LLC
1280 Landing Ln #4, Westminster, MD 21157 - www.SpiglerPetroleum.com - (443) 471-7600



EDITORIAL

SSDA-AT Plans for 2020 and a Review of Legislative Activity on Capitol Hill

by Roy Littlefield

The Service Station Dealers of America and Allied Trades has set an aggressive schedule for 2020. WMDA/CAR members are invited to participate at no cost. Working with other automotive aftermarket associations, 2020 efforts include:

LOBBY DAY

At SSDA-AT's semi-annual Federal Lobby Day, members nationwide are invited to the Nation's Capitol to meet with Federal lawmakers on proposed regulations and legislation that would have a direct impact on the industry. Throughout the day, members will meet with and circulate industry position papers to agency officials and to members and staff of the U.S. House of Representatives and the U.S. Senate. Lobby Day activities scheduled would include private tours of the U.S. Congress building (confirmed), the Library of Congress (confirmed), and an issue briefing at the White House (invitation pending).

NATIONAL ENVIRONMENTAL SUMMIT

In the Spring of 2020, SSDA-AT and WMDA/CAR will hold its second National Environmental Summit. The first summit, that was held in conjunction with a WMDA/CAR Ocean City convention, attracted some 176 registrants.

Speakers will include EPA officials, state environmental agency officials, industry leaders, and state and Federal legislators.

Industry leaders are now preparing "best practices" for the handling and disposing of some 8-10 industry products.

INTERNATIONAL SUMMIT

Recognizing that this is a global industry, the first ever Aftermarket International Summit will focus on the industry's most challenging issues. Dealers, press, and association leaders around the globe will convene at the November 2020 SEMA Expo



in Las Vegas. Manufacturers and dealer panels will discuss the issues and propose solutions. Recommendations will be formatted in resolutions which, if adopted, will be sent to manufacturers, legislators, industry press, and industry associations worldwide.

2020 will be an aggressive year, and a unique opportunity to bring high priority issues to lawmakers in the administration, on Capitol Hill, and in regulatory agencies. Watch for details and dates and participate in the process. ♦

35 Years of Dedicated Services

Are YOU Tired of Broken Machines, Angry Customers or Missing/Late Commissions...

We Buy IT We Install IT We Maintain IT You Share the Revenue

NO Cost NO Maintenance

It's time you called SSVE!
Service Station Vending Equipment, INC
Is the Largest Independently Owned Coin Operated Air & Vacuum Company in the NATION!

Added Benefits to You

- ★ Simple Commission Program
- ★ Payment Made at time of Collection
- ★ No waiting for a Check
- ★ 24 Hour Service
- ★ Externally Visible Coin Counters

You know How much \$\$ is in the machine at all times.

SSVE
Service Station Vending Equipment

You need to call us at:
1-800-AIR-USA1 / 1-800-247-8721
Web: www.airusal.com

SUPPORT YOUR WMDA/CAR PAC FUND



What do the Bog Turtle and the Delmarva Fox Squirrel have in common with small businesses in the state of Maryland?

Thanks to the entrenched majority and their leadership in Maryland's House of Delegates and Senate, all are now endangered species. While the above two animals have the state's help to try to increase their habitat and population, it seems that the two aforementioned legislative bodies are doing everything they can to hurt and eliminate small businesses.

A change is needed in Annapolis and this is going to need funding.

Your WMDA/CAR PAC FUND contributions will go towards helping elect people that understand the responsibility of making a weekly payroll and having all your families' assets, hopes and future tied up in the value of their business.

Suggested Contributions:

- 1 Location \$150.00 or more
- 2-5 Locations \$300.00 or more
- 6-10 Locations..... \$500.00 or more
- 10 + Locations \$1000.00 or more

This is going to be a multi-year project and we will join with other likeminded organizations to get the most bang for the buck.

Thank you,

WMDA/CAR PAC Committee



Your contribution and support can make a difference!

Date: _____ Amount of Contribution: _____
Name: _____
Company: _____
Address: _____
City: _____ State: _____ Zip: _____
Phone: _____ Email: _____

Make your check payable to WMDA PAC and mail to:

WMDA/CAR • 1532 Pointer Ridge Place, Suite F • Bowie, MD 20716

Donations used for the upcoming election cycle. Donations are not tax deductible.



WMDA/CAR ENDORSED Membership Benefits & Service Providers

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

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

*Benjamin F. Brown
Insurance Agency*



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

LEGAL SERVICES



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

OIL BUYING PROGRAM



REIT Lubricants Company
Chevron/Havoline
Jamie Atkinson
800-423-3624
443-309-9929 cell
Email: jatkinson@reitlube.com

TRASH/DUMPSTER BROKER

Premier Waste

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

WMDA/CAR LEGISLATIVE & REGULATORY INFORMATION



WMDA/CAR
Kirk McCauley
301-390-0900, ext. 114
Email: kmccauley@wmدا.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!



BUILDING RELATIONSHIPS THROUGH
POWERFUL BRAND EXPERIENCES

THE WILLS GROUP FAMILY IS EASY TO DO BUSINESS WITH THE UTMOST FLEXIBILITY
WITH LOW-COST SUPPLY, LOANED EQUIPMENT, AND/OR UP-FRONT CASH PAYMENTS

YOU CAN COUNT ON THE WILLS GROUP FAMILY OF BRANDS TO PROVIDE...

- BEST OPERATIONAL SUPPORT IN THE INDUSTRY
- COMPREHENSIVE PORTFOLIO OF BRANDS
- PROFESSIONAL MARKETING CAMPAIGNS
- SUBSTANTIAL FINANCIAL SUPPORT
- 7/24/365 FUEL DELIVERY
- AND SO MUCH MORE!

PLEASE CONTACT ROBB HARLING AT (240) 435-5314 OR RHARLING@WILLSGROUP.COM

