



Historical Snapshot

with John Yoswick

—John Yoswick is a freelance writer based in Portland, Oregon, who has a body shop in the family and has been writing about the automotive industry since 1988. He is the editor of the weekly CRASH Network (for a free 4-week trial subscription, visit www.CrashNetwork.com). Contact him by email at [jyoswick@SpiritOne.com](mailto: jyoswick@SpiritOne.com).

Jeff Silver, GAO Report and NHTSA, Avery v State Farm, EPA at CIC

20 years ago in the collision repair industry (March 1996)

The name **Jeff Silver** is synonymous with I-CAR. As executive vice president, Jeff has spent the last 11 years of his life helping to build I-CAR into the premier technical training organization in the collision repair industry. On his watch, Jeff has guided I-CAR into the international arena, forming coalitions with groups in Canada and New Zealand and opening talks with groups in the Far East. He recently decided to leave I-CAR and start his own collision repair business, but will remain with I-CAR for six months to help make his successor's transition as smooth as possible. Jeff leaves big shoes to fill. He has done much to improve the collision repair industry, and we wish him well.



Jeff Silver (center), co-owner of CARSTAR Mundelein in Mundelein, IL, was honored last November by I-CAR for his ongoing support for that organization, which he helped create and then led from 1985-1996. Presenting the award were current I-CAR CEO **John Van Alstyne** (left) and I-CAR board chairman **Joe Laurentino**

—From a March 1996 editorial in *Auto Body Repair News* (ABRN) by **Tony Molla**, at that time the editor-in-chief of the magazine. Molla later spent 15 years with ASE, and last year became vice president on the Automotive Service Association national staff. Silver continues to operate his collision repair business, now a CARSTAR franchise in Mundelein, IL, with his wife **Jeanne**. This past November, he received the I-CAR Chairman's Award, recognizing his decades of support for that organization.

15 years ago in the collision repair industry (March 2001)

A report published by the U.S. General Accounting Office (GAO) was a mixed bag for those hoping for more

government oversight of non-OEM crash parts. While the report indicates that some non-OEM parts are “clearly different from their OEM counterparts,” it also said limited testing leaves it unclear whether such parts pose significant safety concerns.

“Although the National Highway Traffic Safety Administration (NHTSA) has the authority to regulate aftermarket crash parts, it has not determined that these parts pose a significant safety concern and therefore has not developed safety standards for them,” the report states.

The report also says that NHTSA should have an oversight program to detect defects in non-OEM parts, but that “NHTSA's ability to identify and recall unsafe aftermarket parts is limited” by its “database [which] hampers it from identifying trends in defects.”

The report clearly states, however, that the GAO “saw aftermarket crash parts that were clearly different from their OEM counterparts.”

“Obviously there is a need for NHTSA to gather significantly more information in order to look at the safety implications of these crash parts,” Congressman **John Tierney** (D.-Mass.), said of the study.

—As reported in *The Golden Eagle*. It's unclear if NHTSA took further actions on the non-OEM parts issue, but the manufacturers, distributors and certifiers of non-OEM crash parts has subsequently stepped up tracking and other systems to assist in the recall of a non-OEM part, should one be deemed necessary.

10 years ago in the collision repair industry (March 2006)

The U.S. Supreme Court has rejected the plaintiffs' request to hear *Avery v. State Farm*. **Michael Avery** and the other plaintiffs filed a petition for the court to hear the case on the basis that Illinois Supreme Court Justice **Lloyd Karmeier** should not have participated in the decision since State Farm contributed to his election campaign. The U.S. Supreme Court said nothing about why it decided not to review the case.

—As reported in CRASH Network (www.CrashNetwork.com), March 12,

2006. In 1999, a court ruled in favor of Avery and other consumers in a class action lawsuit against State Farm over its use of non-OEM parts, awarding them more than \$1 billion. In 2005, the Illinois Supreme Court overturned that verdict. Though a decade has past since that Illinois Supreme Court ruling, the decision is still making headlines. In 2011, Avery's lawyers petitioned the court to reconsider its Avery ruling given what they said was new evidence of the degree to which State Farm was involved in the 2004 election of Justice Karmeier to Illinois' top court. Within a year of his election, Karmeier was among the Justices on the Court that voted to overturn the \$1 billion judgment against State Farm. A lawsuit over that issue continues.

5 years ago in the collision repair industry (March 2011)

An Environmental Protection Agency official, speaking at this month's Col-

lision Industry Conference (CIC), said that even though the deadline has passed for shops to comply with new federal refinish and paint stripping regulations (sometimes referred to as 6-H or NESHAP), any business that has not complied should not avoid doing so.

“Some folks think if they hang back and don't submit the paperwork that somehow EPA isn't going to know about them,” **Deborah Craig**, an EPA compliance officer said. “They don't want to shine a light on themselves by submitting something late. Our recommendation is that you just move forward as quickly as possible to come into compliance. Give the regional EPA folks a call. Ask for help in filling out the forms. Talk to folks in your trade group for assistance. A lot of the paint suppliers have really been offering such excellent customer service by helping you

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General Manager of Jost Garage in New Jersey Says Running a Successful Shop Requires Staying Up With Latest in Training & Technology

Autobody News talked to **Barry Jost, Sr.**, general manager of *Jost Garage* in New Jersey, about the fourth-generation family business. Established

advancements and driver assistance advances. Metallurgy is a recent phenomenon in auto body repair. We now deal with all of the different strength steels, and of course aluminum. The last few years are all about lean processes, cycle times, parts correctness and complete disassembly. These are some of the new buzz words we hear today.



by **Wesley Jost, Sr.** in 1923, Jost Garage started as a Studebaker dealership in Long Island, New York. After several moves, the Jost family settled in Wall Township. Wesley Sr. and his sons, **Wesley Jr.** and **Robert Jost Sr.**, constructed a new garage. Robert Sr. and his four sons, **Bob, Billy, Barry** and **Bryan**, have dedicated themselves to running the body shop and providing excellent service to customers. Now, the fourth-generation Barry Jr. is involved in the business as well.

Q: Can you tell us about new technology that you have incorporated in your shop and the benefit of staying up-to-date about new advancements in the industry?

A: We have always done wheel alignments in-house with our Hunter alignment machine. We have four Chief E-Z Liner frame machines, two resistance welders by Pro-Spot as well as three down-draft spray booths. Our latest addition has been the Matrix Wand. It's a 3D measuring tool that was the bell of the ball at the SEMA show in Las Vegas this past year.

Q: As a fourth-generation business, can you share some of the changes you have seen in the industry over the years?

A: Direct repair relationships are one of the first changes I remember when I graduated college in the late 1980s. Jost Garage has a large DRP conglomerate. It's about 50 percent of our business.

Technology has come a long way as well with all of the Supplemental Restraint (SRS) systems, electronic

Q: What are the benefits of using the Matrix Wand in your shop?

A: It provides us an accurate analysis of any damage, either unibody or full frame. It will also pinpoint any suspension damage or engine cradle movement. It's the most innovative product we have seen in quite some time. You can now show proof of any type of structural damage to your insurance partners as well as speed up the tech in repairing a vehicle back to crash worthiness!

Q: How do you stay current with training and how does it help with cycle time in your shop?

A: Our current partnership with Sherwin-Williams and the professional staff, such as **Steve Fel-tovich**, have really helped us stay up-to-speed in this industry, which constantly evolves. We have attended multiple classes and seminars on all of the hot topics.

We are engaged in a 20 Group with Sherwin-Williams as well. We also stay active with I-CAR training for our own information as well as to stay in check with our insurance partners' requirements. We have a state-of-the-art mechanical facility that employees multiple ASE-certified techs.

Q: What are some of the eco-friendly initiatives you have incorporated at Jost Garage?

A: We use recycled anti-freeze and recycle all of our fluids. We are 100 percent waterborne in our refinish department and are very proud of that. We exceed the industry average in recycled parts usage. We also recycle all metals and cardboard, plus we are 90 percent paperless in our office!

Q: Are there other changes you have noticed in the industry?

A: CARFAX is changing the way repairs are being viewed. I've noticed that people are more concerned about the repair process since CARFAX has been put in place.

Barry Jost can be reached at (732) 681-0115.

If you know of a shop that would like to share its "Shop Strategies," contact Stacey Phillips at sphillips@autobodynews.com.

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comply."

As reported in CRASH Network (www.CrashNetwork.com), March 28, 2011. The federal air quality regulation imposed a number of requirements on body shops, including

mandatory training related to the regulation for painters every five years at a minimum. So painters that underwent that training five years ago as the regulation went into effect—but who haven't gone through the training again since that time—are due to take it again this year. More information is available on the EPA website (<http://www3.epa.gov/collisionrepair/>).