



AUTOMOTIVE AFTERMARKET

Arkansas · Colorado · Iowa · Kansas · Missouri · Nebraska · New Mexico · Oklahoma · Texas · Wyoming



LEGISLATIVE ADVOCACY KEY MEMBER BENEFIT

APSA recently conducted a member survey on the value of association membership. The number one item of most value to APSA members is legislative advocacy and, frankly, we agree. Even though you can't see or feel the results of our efforts, legislative advocacy is the most important work we do for APSA members. While we are frequently involved in promoting initiatives that will benefit our members, the majority of our time is spent opposing legislation that will have a negative impact on APSA members.

Almost every legislative session, in one or more of the ten states APSA represents, an OEM parts mandate bill will raise its ugly head and, so far, with the help of APSA members and by forming coalitions with other associations, we have been able to stop these bills.

We will soon be involved in another round of legislative sessions. Pre-filing has already begun, and in Texas alone over 250 bills were filed on the first day.

Therefore we have already begun tracking bills in all ten states.

We will not only be tracking bills that are

automotive-specific, but also bills pertaining to taxes, insurance, environment, education, that is, any legislation that will impact your business.

Along with being active in the ten states we represent, we are also active in Washington. Working with the various national automotive associations, we are in regular contact with U.S. Congressmen and Senators.

As everyone knows, we are about to be called on to navigate through uncharted waters. We are facing issues that most of us never dreamed we would have to face in this country. Therefore as we move into 2013, we encourage you to get politically involved. Get to know your State Representative and Senator. Also have regular communications with your U.S. Congressman and Senators. They all have regular email newsletters to which you can subscribe and give your input. While we will advocate for you, your contact as a voting constituent will make a much greater impact.

Let us know if there is anything we can do to help.

What's Inside

- Association News
- Legislative News
- Business Tips
- Obituaries
- New Members
- Membership Anniversaries

Inserts

- CrossCheck
- Reusable Bags



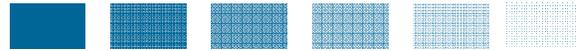
**APSA Holiday Hours: Phone messages are monitored,
but the office is closed from Christmas to New Year's**

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EXTENDING DEALER REPAIR REACH

With nearly 20 million fewer vehicles 5 years and younger (traditionally the mainstay of Dealer bay business) on U.S. roads during 2012 compared to five years ago, Dealers are scrambling to extend their service bay reach to a wider vehicle array.

Different Approaches

Although Quick Service is a term often associated with Ford Dealers, the concept is being applied by many name plates.

While there are various approaches to Quick Service at the Dealer level, the intention is the same: provide consumers a convenient, fast and economical way of having routine and frequent repairs and maintenance conducted.

Service Differentiation

The essence of all Quick Service operations is to divide vehicle repair into two major groups: repair which can be completed within a relatively short time and repair which is more complex and, therefore, more time consuming.

Five Key Points of Quick Service

Dealer Quick Service operations have five general attributes: a specific menu of services offered, no appointment service while you wait, extended service hours, competitive pricing as well as an appeal to all-makes and all-years of vehicles.

Service Menu

While there is variation among Dealers, most are offering Quick Service for a dozen or so repair and maintenance jobs, ranging from vehicle checkup (inspection) to oil changes, brake work, wiper blades, and batteries, etc.

No Appointment Service While You Wait

With speed and convenience the essence of a Quick Service operation, customer appointments are not required, and consumers can wait while services are performed.

Some Dealers even offer shuttle service to nearby malls.

Extended Hours

Twelve hours, six days a week is common for Dealer Quick Service operations, with some Dealers offering Sunday Quick Service hours.

Competitive Pricing

Since Quick Service provides savings for Dealers (less paper work, better bay utilization, etc.) Dealers can offer consumers pricing is that competitive with Independent outlets, especially when Dealers use non-OE parts for older vehicles.

All-Makes And All-Years

Competitive pricing helps to attract older vehicles as well as all-makes to Dealer bays. This broad reach is critical for Dealers to fill their bays, given the sudden fall-off of vehicles five years and younger.

Add-on Sales Bonus

Quick Service Lanes not only help build Dealer bay traffic, but they also lead to up-sales, once a vehicle is in the Quick Service bay and technicians have a chance to look it over.

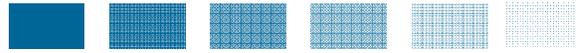
Independent Repair Response

In response to Quick Service, Independent Repair outlets, particularly Service Stations and Garages, must adapt Quick Service marketing and sales techniques to their own business, keeping the customer as the focal point of their marketing plan.

From Aftermarket Insight #153 by Jim Lang, President of Lang Marketing Resources, Inc., www.langmarketing.com.

MILEAGE REIMBURSEMENT RATE INCREASES TO 56.5 CENTS ON JAN. 1

The maximum state mileage reimbursement rate for travel in a personal vehicle, as is consistent with the Internal Revenue Service's standard mileage rate, will increase to 56.5 cents per mile, for **Jan. 1 to Dec. 31, 2013**.



'THE CAR SANTA' GIVES BIG GIFT TO OKLAHOMA VETERAN

The Car Santa is giving away wheels to a veteran in need.

OSU Okmulgee fixed up a 1998 Oldsmobile Silhouette van and had "Cars 4 Heroes" find them a veteran to give it to for free.

It's a dream come true for Sarah Venis, a member of the National Guard, who served one tour in Afghanistan.



Before she was deployed her car broke down, and since she's been back on U.S. soil, things haven't gone as she'd planned.

"I'll be working nights pretty soon and I won't have a way to get home, and so this is impeccable timing. I don't know why they chose me, but thank you," Venis said.

An automotive service class teamed up with a Kansas City non-profit called "Cars 4 Heroes."



"The school called me up and said 'Hey can you find a veteran if we fix it up?'" Terry Franz, with Cars 4 Heroes, said.

"**NAPA Auto Parts** gave us the parts and they put it together, and she's ready to roll."

"Cars 4 Heroes" gives away more than 300 cars each year.

This is the first time The Car Santa has come to Oklahoma.

"There's nothing better than saying thanks to our vets, because they don't get enough thank you's," Franz said.

Alex Stegeman is one of the students who

spent the last couple of months working on the van.

"I needed a project for the end of school and I kind of just raised my hand for the van and was like 'I'll do it,'" Stegeman said. "It feels great, it really does. I'm glad that she got the car."

Venis said she felt unworthy, but grateful.

"I wanted to do my dream, so that my kids could do theirs, and I love my country, so I don't think I deserve anything extra for something I really wanted to do," she said.

Venis fought back the tears as she was handed the keys to her new car.



Veterans in need of a car can apply on the ["Cars 4 Heroes"](#) website.

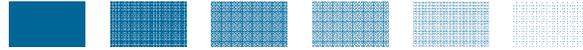
KANSAS ALSO HAS SOLDIER GIFT

Automotive collision repair students from Manhattan Area Technical College in Manhattan, KS, recently refurbished a van for a wounded soldier and his family.

Sgt. Kevin Donahue and his wife Jan were overcome with gratitude as they were presented with the new van Nov. 13 at Manhattan Area Technical College.

This is just a great family that has been involved and worked hard together for the benefit of our country and they've had a couple of difficult things happen to them and they are truly in need of a vehicle," said Chuck Sulkala, Executive Director of the National Auto Body Council during a ceremony and presentation.

It's all part of the National Recycled Rides Program, helping needy families across the coun-



try. The 2004 Honda Odyssey was donated by State Farm Insurance.

Manhattan's technical college is donating re-vamped cars to local veterans with Fort Riley's Wounded Warrior Program. Each qualified soldier, whose situation dictates the need for assistance above and beyond the system's capability, submits an essay to "tell their story."

OKLAHOMA WORKERS' COMP COSTS AMONG HIGHEST IN NATION

Despite reform attempts, Oklahoma's workers' compensation insurance rates continue to be among the most expensive in the country, according to a recent study.

The Oregon Department of Consumer and Business Services' biennial study ranks workers' compensation rates in all 50 states and Washington, D.C. Its 2012 study shows that in Oklahoma businesses face the sixth highest premiums in the nation.

The challenges to the state's workers' compensation system are not new to the state's employers or employees, according to the Oklahoma Injury Benefit Coalition.

More than 5,000 employers who responded to Gov. Mary Fallin's "Fallin for Business" survey in 2012 said the state's workers' compensation system is the number one challenge to doing business in Oklahoma.

Oklahoma Insurance Commissioner John D. Doak recently announced that workers' compensation premiums will increase again in 2013.

Oklahoma Injury Benefit Coalition reported that during the 2012 legislative sessions, lawmakers failed to pass the Oklahoma Employee Injury Benefit Act by only a handful of votes.

The act would have created a workers' compensation alternative that many considered to be an improved version of a system that has proven effective in Texas.

The proposal is expected to be offered again during the 2013 session.

APSA MEMBER PROGRAMS

CALENDARS

If you haven't already ordered your promotional calendars for 2013, styles are beginning to run out, so get your order in today! Go to our website www.apsassociation.com.

BACKGROUND CHECKS

All your employment information verification needs are met with Fastrax Select. Background checks are an essential step in many businesses screening programs. Fastrax Select can provide virtually every component of an employee screening program and allow you to manage the entire process from one point of control. Criminal history reports, MVR's, Social Security number traces and validations, employment verifications, I-9 verifications, worker's comp reports, drug screening, reference checks and much more! Call APSA for information and pricing, (800) 375-2968.

ANNUAL CREDIT REPORT

A reminder to annually check your credit report (for free!) at www.annualcreditreport.com and make sure everything is correct.

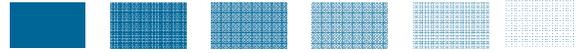
FEDERAL LABOR LAW POSTERS

It's a federal requirement to keep your labor law poster up to date. Posters are \$12. Call APSA to order.

PRESCRIPTION DRUG DISCOUNTS

Save on brand name and generic drugs at most major chains and community pharmacies with the Welldyne Discount card. It's free and one card covers the whole family. Call to order enough for friends, family & customers!

Association News



CREDIT CARD PROCESSORS

Send us a copy of your latest credit card processing bill to get a proposal and find out how much money we can save you! Fax 512-339-4477 or email apsa@apsassociation.com.

GROUP 401(k)

Easy to set up or transfer your existing plan, the Pinnacle/Lincoln Financial Group 401(k) plan has no matching or minimum participant requirements. Call for info.

SALES POWER MEDIA

Sales Power creates professional internet advertising videos and gives you mobile presence so customers can find you when they are looking for someone in their area. Sample videos are on the APSA website. Get yours!

CASH MANAGEMENT CARD

Reloadable debit/payroll card lets you give your employees a bank account that can't be overdrawn.

ON HOLD MESSAGING

Our digital On-Hold messaging program from Works24 is versatile and easy to use. See for yourself!

AUTOPOINT COMPUTER PROGRAM

Now offered by Amador of America to APSA members.

EMC NATIONAL LIFE

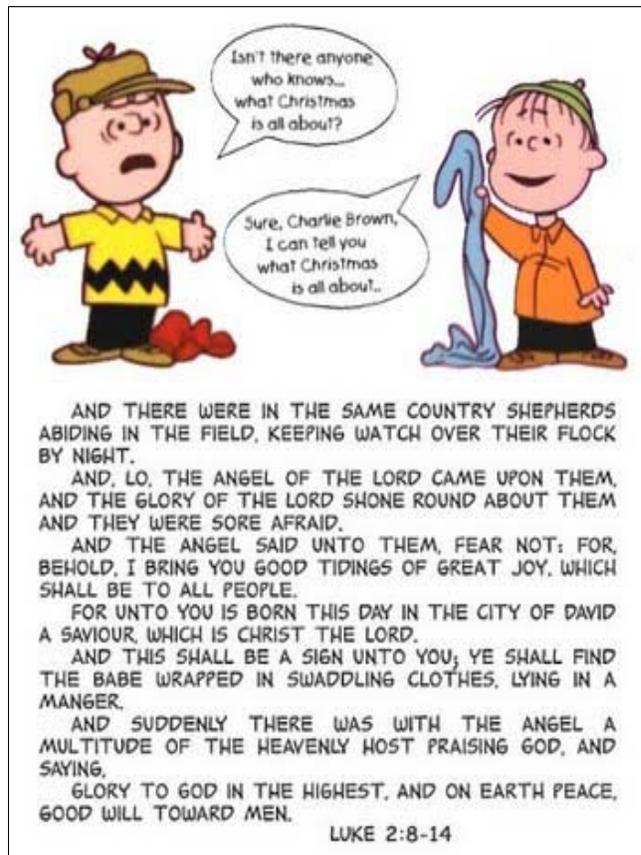
Supplemental Insurance Services and EMC National Life offer life insurance products with only 2 health questions. Call for details!

EMAIL ADDRESS REQUEST

With legislative sessions starting up again, we receive important information that needs to be distributed quickly to members, as well as dated material or special offers from vendors. Don't be left out! Email your company name and address to apsa@apsassociation.com.

With Sympathy

James B. Colston, 74, passed away May 23rd, 2012. James worked in the automotive aftermarket field several years before co-owning Andress Auto Supply of Houston, Texas in 1970. He worked as co-owner for 30 years until he retired in 2000. James was the driving force for Andress Auto Supply, becoming an AWOT member in 1979. Andress Auto Supply continues to be an APSA member.



Sending you our wishes for a very Merry Christmas and a prosperous New Year!

Jim Quinten

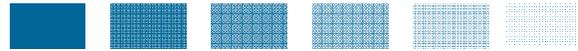
Melanie Norman

Jimmy Kirk

Carol Rackers

Erica Cramer-Williams

Doug Sessions



**"The more corrupt the state,
the more it legislates"**

- Tacitus



MASSACHUSETTS RIGHT TO REPAIR

Well, the voters have spoken and apparently they like choice. Question 1 on the Massachusetts ballot relating to Right to Repair was passed overwhelmingly with 85 percent voting "yes" and 15 percent "no." I am told that this is the highest percentage vote for a ballot measure in Massachusetts history. As we discussed at Fall Leadership Days, while the legislature approved a bill (H. 4362) in late July, it was too late for the ballot measure to be removed.

The approval of the ballot measure will now go to the legislature where they will have the choice of doing nothing, which would mean the ballot measure would become the law in the state, or attempting to reconcile the two different versions of Right to Repair. The primary differences between the ballot measure and the bill that passed the legislature are:

Implementation Date:

The basic requirement to provide the same service information and tools that car companies provide their dealers goes into effect immediately in both the ballot measure and H. 4362. The ballot measure further requires car companies to begin making all of their diagnostic and repair software available over an Internet site, or "cloud," beginning with model year 2015 vehicles. H. 4362 provides additional compliance time for the manufacturer, delaying the requirement until model year 2018.

Standardized Interface:

Under the ballot measure, car companies must use a non-proprietary interface device between a technician's computer and

the vehicle that meets the SAE J2534 standard. H. 4362 provides the manufacturers with additional flexibility by also permitting use of an interface that meets the ISO 22900 standard that is currently used by some European manufacturers.

Coverage:

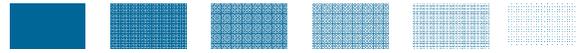
The ballot question covers all motor vehicles including motorcycles and heavy duty trucks. H. 4362 only applies to vehicles weighing less than 10,000 pounds and also exempts motorcycles.

Telematics:

H. 4362 requires that car companies make diagnostic and repair information coming off of telematics systems available to the independent repair shops and car owners only if the information is unavailable through the normal information and tool systems required in the bill. The intent of this provision was to close a possible loophole where a manufacturer makes their service information available to dealers through telematics and then claims it is exempt from the bill's requirements. The ballot question is completely silent on this issue.

Enforcement:

H. 4362 would permit a car owner or repair shop to take a legal action under a strong consumer protection statute known as 93A. It also requires that the shop or individual attempt to resolve the issue through the manufacturer first before going to court and provides that manufacturer with 30 days to resolve the issue. The ballot measure would also utilize the



93A statute, but does not have a 30 day cure period before a shop could file action. In addition, the ballot measure would prevent vehicle manufacturers from selling their cars in Massachusetts if they are not in compliance with the law—there is no such requirement in the legislation.

AAIA and the Coalition for Auto Repair Equality (CARE) will be meeting with the car companies to determine how to move forward in Massachusetts and to see if a national agreement can be worked out.

Courtesy of Aaron Lowe of Automotive Aftermarket Industry Association (AAIA), aaron.lowe@aftermarket.org.



APSA urges its members' support of the Promoting Automotive Repair Trade and Sales Act (PARTS Act). H.R. 3889 was introduced this year by U.S. Representatives Darrell Issa (R-CA) and Zoe Lofgren (D-CA). Car companies are trying to squash competition in the collision repair parts market – at the expense of 40,000 collision repair shops nationwide. What's also at stake are the jobs of the tens of thousands of people in the auto repair industry. This legislation, if passed, would bring the United States in line with a number of nations, including the United Kingdom and Australia, which ascribe to free competition in the collision parts market.

Car companies already control more than 72 percent of the market. They are trying to increase their market share by seeking out and enforcing design patents on collision parts against alternative manufacturers and distributors. Without a legislative fix to design patent law, competition in the marketplace would be curbed, reducing the availability of parts and driving up prices – ultimately forcing customers to delay or even forgo repairs and leading to fewer cars for collision repair shops to fix.

MAKE YOUR VOICE HEARD ON CAREER AND TECHNICAL EDUCATION

The [Missouri Department of Elementary and Secondary Education](#) (DESE) has crafted the fifth cycle of the "Missouri School Improvement Program" (MSIP 5), which is designed to measure school performance and provide recommendations to districts on how to best use available resources.

The state [Board of Education](#) approved the new standards in December 2011, after several months of public hearings. The plan is for MSIP 5 to begin in public school districts in the 2013-2014 school year.

MSIP 5 policy goals are to:

- Articulate the state's expectations for districts in driving actions for improving student achievement with the ultimate goal of all students graduating ready for success in college and careers;
- Distinguish performance of schools and districts in valid, accurate and meaningful ways, so that districts in need of improvement can receive appropriate support and intervention to meet expectations and high-performing districts can be recognized as models of excellence;
- Empower all stakeholders through regular communication and transparent reporting of clear data on performance and results, so that they can take action appropriate to their roles; and
- Promote continuous improvement and innovation within each district on a statewide basis.

The new standards were given preliminary approval by the state board on Sept. 17, 2012, and a 30-day comment period began on Nov. 1. Once the board gives final approval, the wheels will be in motion toward getting schools ready to meet MSIP 5 guidelines by next school year.

To contact DESE:

Margie Vandeven, Assistant Commissioner
Email: Margie.Vandeven@dese.mo.gov

Jackie Wieberg, Executive Assistant
Email: Jackie.Wieberg@dese.mo.gov

**"Nearly all men can stand adversity, but if you want to test a man's character, give him power."
-- Abraham Lincoln**



Association News



WELCOME NEW MEMBERS!

Car Doctor—Oklahoma City, OK
CrossCheck Inc.—Petaluma, CA
Hughes Springs Hardware & Auto Supply—Hughes Springs, TX

MEMBERSHIP ANNIVERSARIES

5 YEARS

Activant Solutions—Austin, TX
Auto Parts & Equipment—Farmington, NM
Automotive Machine Service—Albuquerque, NM
Cambridge Auto Center—San Antonio, TX
Central Automotive—Kerrville, TX
Chama American Parts, Inc.—Chama, NM
Chassis By Zach—Fredericksburg, TX
Don's Paint & Body Shop, Inc.—Austin, TX
Dusenbery's—Aztec, NM
Express Auto Body—Georgetown, TX
Grants Car Parts—Grants, NM
H & R Auto Body Inc.—Leander, TX
Hudson Valley Agency Alliance LLC—Port Chester, NY
Johnny & Sons Paint & Body Shop—Lockhart, TX
Landa Tire & Auto—New Braunfels, TX
LeMeilleur's RV Truck & Equipment Repair Co.—Kerrville, TX
Louisville Auto Supply, LTD—Louisville, CO
Mountain Auto Parts—Evergreen, CO
Northside Collision Paint & Body—San Antonio, TX
Procare Automotive & Collision Inc.—San Antonio, TX
Quality Auto Parts—Gallup, NM
R & L Paint & Body—San Antonio, TX
RoadRunner Body & Paint—Austin, TX
Selective Mechanical LLC—Fredericksburg, TX
Southwest Auto Parts—Lakewood, CO
Standard Motor Supply—Brush, CO
University Auto Parts Inc.—Boulder, CO
Vista Auto Parts—Buena Vista, CO

10 YEARS

Battery Solutions, Inc.—Lubbock, TX
Dependable Machine—Bay City, TX
Farm Supply, Inc.—Gruver, TX
Gerald's Auto Supply—Dallas, TX
H.G. Rhodes Inc. dba Rhodes Auto Sales—Houston, TX
Northbelt Auto Parts—Humble, TX

15 YEARS

Arnold Oil Company—Austin, TX
Battery Center Inc.—Arlington, TX
D & D Automotive—Clearwater, KS
Drive Shafts, Inc.—Tulsa, OK
Hirsig-Frazier Co. Inc.—Richardson, TX
Marketing & Promotion Inc.—Grapevine, TX
Motor Mart Auto Parts Inc.—San Antonio, TX
Swanson Automotive, Ltd.—Harlan, IA
Texas Battery Co., Inc.—Lubbock, TX

20 YEARS

Hester's Automotive—Round Rock, TX
Rayburn Auto Parts Inc.—Gibbon, NE
Stanley Spring & Suspension, LLC—San Antonio, TX

25 YEARS

Hub City Truck Equipment, Inc.—Alice, TX
K C Auto Panel—Raytown, MO
NAPA Auto Parts—New Braunfels, TX
Velco—Laredo, TX

30 YEARS

American Battery & Electrical Service Inc.—Joplin, MO
Auto Parts & Machine, Inc.—Guthrie, OK
Farris Equipment Sales—Lubbock, TX
Harry's Hot Rod Auto & Truck, Inc.—Grand Prairie, TX
Howard's Auto Supply—Port Arthur, TX
Jackson Auto Parts & Machine Shop—Oklahoma City, OK
Republic Parts Co., Inc.—Galveston, TX
Service Parts Co.—Denison, TX
Tri-County Auto Parts Inc.—Mountain View, MO

35 YEARS

Carnegie Auto Supply—Carnegie, OK
Singer Auto Parts—Marshfield, MO
Southwestern Auto Supply—Weatherford, OK

40 YEARS

Brown Auto Supply Inc.—Childress, TX
J & K Auto Parts, Inc.—Purcell, OK
J & R Automotive—Petersburg, TX
Munn Auto Supply—Boyd, TX

45 YEARS

Stafford Auto Supply—Stafford, TX
Uni-Select USA—Dallas, TX

