

WMDA/CAR EXPO & BULL ROAST A HUGE SUCCESS! ... see pages 2 – 9

**SAVE THE DATE
FOR TRAINING DAY...
SEE PAGE 19**

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EMV at the Pump –
Is 2020 Really the Date...see page 13

Changing Run-Flat
and Low Profile Tires...see page 16

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EDITORIAL

Recognizing Excellence and Leadership

by Roy Littlefield

I joined the industry in 1979, and came to WMDA in 1984. At this point in my career I am often asked to present some very special and prestigious association awards.

Earlier this year I gave similar awards to "sister" associations in New England, Missouri, and Arkansas. But the awards given at the October 11 WMDA awards banquet were the most memorable. This is my "home." WMDA has a special place in my heart. You are my friends, and I know and respect greatly the three recipients.

TIM MALONE MEMBER OF THE YEAR: JOE PARSLEY



Joe Parsley (left) accepts the Tim Malone Member of the Year award from Roy Littlefield.

Joe Parsley is the owner of Frederick Shell Carwash. For more than 20 years, Joe Parsley has regularly donated the proceeds of his car wash business to help a wide variety of groups and

individuals including veterans and victims who have suffered horrific losses from illnesses, accidents, fires, floods, hurricanes, natural disasters and other tragedies. He has supported non-profits, youth organizations, groups, churches, and booster clubs for sports teams, bands, choirs, dance teams, cheer squads, academic teams and many more. Joe hosts the annual fundraiser for the Frederick County Foster and Adoptive Parent Association. As a Rotarian, Joe exemplifies service above self. He partnered with all the Frederick County Rotary Club for an urgent fundraiser to support neighboring Ellicott City after their devastating flood. Joe's open-door policy allows any non-profit or individual in need to sign up to hold a fundraiser at the Frederick Shell Carwash. In addition, Joe hires and trains unskilled labor, providing individuals with an opportunity to develop skills and improve their work ethic. His generosity to support individuals and local groups in their time of need is unprecedented for a small business owner. A man with integrity and compassion, Joe regularly and generously donates his hard-earned proceeds throughout Frederick County.

Joe is a dedicated family man. For 25 years, Joe and his wife Gloria provided a foster home for more than 40 foster children. Currently, they provide housing for transitional adults. An avid outdoorsman, Joe is passionate about hunting and fishing. A staunch Republican, has headed up the Government Affairs Committee and the Association's legislative effort and regularly lobbies in Annapolis for small business and speaks on issues affecting the automobile and fuel industries. Joe has served on the WMDA/CAR Board of Directors for several years.

CLASS OF 2017 WMDA HALL OF FAME INDUCTEES: KEN QUASNEY AND SAJID CHAUDHRY

Being recognized by your friends, your industry, your association, and your competitors is the greatest professional accomplishment possible. And the highest recognition that any industry organization can bestow to an individual is to induct them into the Hall of Fame. I congratulate each of the two 2017 inductees into the WMDA Hall of Fame.

When Ken was notified about this award, he sent me a note about his love and attraction to the industry. I would like to quote from his letter.

"Christmas 1968 my parents asked me what I wanted for Christmas. I had my eye on a little two drawer tool box at Two Guys (a department store in Glen Burnie) for the better part of a year. So, when asked what I wanted for Christmas, the answer was simple. I wanted that tool box. My parents were shocked. Most kids were still playing with toys or riding bikes. I wanted to work on cars.

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I wasn't old enough to drive yet, (12 years old) but I developed a following of older kids needing car work. At 16 years old, I got a job at the local Service Station in Riviera Beach (Pasadena). I was a gas attendant. I just wanted to be around cars! In August of 1974, I went to work at a local Chrysler dealer as a lot attendant, and soon caught the eye of the owner with hard work and my mechanical ability. I was promoted to the New Car Prep Department and about six months later, promoted to apprentice line technician. April 1977, I went to work on route 40 as a full line tech at a Dodge dealer until October 1981, when I went to work at a large Ford, Chrysler, Porsche, Audi and Yugo dealership in Owings Mills. While there in 1982, I became Master Certified by the National Institute for Service Excellence (ASE), became a Certified Fleet emissions inspector and earned Gold level status with Chrysler Corporation. I served as shop foreman for two years and then continued my career as a Service Director for a Dodge dealership, also in Owings Mills.

I decided (with my wife's help) in November of 1989 to go into business for myself. This was my opportunity to offer service the way I thought it should be done. I bought a little 2 bay service station in Glen Burnie which I operated for 10 years with my wife Rose. We grew out of that location and moved to our current location September 1999, I tested and became a Maryland State inspector in 2002."

What a great story! Ken is truly a product of this great industry.

In 2006 Ken was asked to be a Board Member. Later he became a member of the Executive Committee. Also in 2006, he applied and was accepted to the Automotive Training Institute for business management. In 2009, he became the first Chairman of CAR and remained Chairman until 2017. He was instrumental in bringing supplier program to the CAR members.

Ken served as president of Motor Watch from 2010-2011 and was a part-time host of the NUTZ AND BOLTZ radio show. He continues to hold ASE Master Tech and LI advanced status; has a Maryland State inspection license, and is a certified



Stephen Powell (right) accepts the Hall of Fame plaque from Roy Littlefield on behalf of Ken Quasney.

emissions repair technician.

Ken has been married to his lovely wife Rose for 35 years and has two children, Kenneth H Quasney III and Christina Quasney.

Sajid Chaudhry, born and raised in Pakistan, moved to Maryland in 1985 where he purchased his first gas station. Having been committed to the retail management industry for over two decades, today, Mr. Chaudhry owns and operates numerous gas stations across the Washington D.C. metropolitan area. He happily resides in Davidsonville, Maryland with his wife and three children.



Sajid Chaudhry (left) accepts the Hall of Fame plaque from WMDA President Riaz Ahmad.

Sajid served on WMDA/CAR Board of Directors and Executive Committee for many years, was honored as WMDA/CAR Member of the Year in 2015 and has devoted many hours to growing membership and being a mentor for young dealers.

As impressive as his industry and professional accomplishments may be, I would like to take a moment and reflect on his personal qualities...because it is his personal qualities that I will remember most. Sajid Chaudhry is a prince among men. He is witty, enthusiastic, intelligent, respectful, and warm. He is so self-effacing, that one wonders if his modesty is justified. It isn't.

I cannot imagine Sajid not being the first person to help a friend in need, a competitor in trouble, a child disadvantaged.

I have spent time with Sajid and his family. My wife, a teacher, has taught all three of his children. It is obvious that family is his greatest love and nothing in his life compares to the pride he has in the growth and achievements of his children.

I am a better person because of my friendship with Sajid. WMDA/CAR is a better association because of Sajid's continued leadership. WMDA/CAR is a stronger national voice for the independent dealer and repair facility operator because of Sajid's tireless efforts. The industry has grown in stature because of his professionalism.

I thank WMDA for allowing me to present these special awards. It was a personal honor to help recognize these close friends and industry leaders. ♦

2017 EXPO & AWARDS DINNER

by Kirk McCauley
Director of Member Relations & Government Affairs

This year WMDA/CAR stepped out of the box and made a change. We gave up a three-day tradition, day of golf, and awards breakfast for a one-day Expo with an evening Bull Roast dinner, including a selection of halal food, and a Customer Service Contest Awards presentation. I can honestly say it was one of the better decisions that our Board of Directors ever made. Better for members and better for our vendors and associate members.

The Expo hall was sold out with 48 tabletop exhibitors and a waiting list. I thought we would start out slow on opening and build up as it got closer to the cocktail hour at 5:00 p.m. Boy was I wrong! We opened the hall at 2:00 p.m. and we were swamped for the rest of the afternoon. We had plenty of food on the Expo floor, as well as lots of nice door prize and big smiles all around.

The Bull Roast and Awards ceremony was sold out with over 400 attendees. The Customer Service Contest went smoothly. Mel Strine of the Wills Group received the Friend of Industry award and he gave a short speech. Sajid Chaudhry and Ken Quasney went into the Hall of Fame; and Joe Parsley was presented the Member of the Year award. Michael Myer from Choisser Import Auto Services was named the Technician of the Year. Customer Service award winners will be listed on a separate page. Congratulation to all.



ABOVE
WMDA President
Riaz Ahmad (left)
with Technician of
the Year Michael
Myer.

We intentionally kept the awards ceremony short this year in order to have time to eat, catch up with friends, and socialize in general. A DJ played until 9:00 p.m. and it was a wonderful day for all who attended. The hard work of LaKisha Pindell and our Board of Directors paid off with our most successful event in years. ♦



RIGHT:
WMDA President
Riaz Ahmad (left)
and WMDA Vice
President James
Rosenberger (right)
with Friend of the
Industry Mel Strine.

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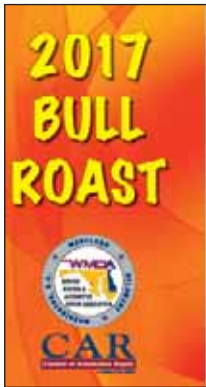
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AWARDS CEREMONY

Harry T. Murphy Awards – Suppliers Best

Right:
BP Travel Center



Above:
Chesapeake House Sunoco

Below:
Saint Michaels CMF



Above:
Thompson Creek Dash In

Below:
Hunt Valley On The Run



Above:
Darnestown Liberty

Below:
Harbor Way Exxon



AWARDS CEREMONY

Bayed Stations, Convenience Stores & Repair Shops



Bayed Stations - Award of Excellence

AutoStream Car Care - Baltimore, Bowie Shell, Flower Hill Liberty, Parkville Service Center, and Village Exxon



Bayed Stations - Robert Eastham Award

River Hill Sunoco



Contemporary Convenience Stores - Award of Excellence

Maryland House Sunoco, Harwood Market Exxon, West Laurel Dash In, and Hawthorne Dash In



Legacy Convenience Stores

Clifton Park Exxon, Kensington Mobil, and Coventry Way Exxon



Repair Shops - Award of Excellence

Choisser Import Auto Service, Thoroughbred Transmission & Auto Service, AutoStream Car Care - Clarksburg, and Fletcher Service Center



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KIRK'S KORNER

Legislation that Matters to WMDA/CAR Members

by Kirk McCauley
Director of Member Relations & Government Affairs

MONTGOMERY COUNTY – MINIMUM WAGE – 2ND TIME AROUND

On September 26, I was in Rockville for a 7:30 p.m. hearing on a bill that was vetoed by the Montgomery County Executive Leggett earlier in the year. Bill 28-17 was the same bill. Although I did not get a chance to speak (MOCO limits the number of speakers by a 2 hour time limit on hearing) WMDA/CAR was recognized and turned in written copies of testimony to all council members. We were opposed to the bill as a business killer and hurting entry-level employees. A \$15.00 hour wage is no good if you do not have a job or if your hours are cut.

PRINCE GEORGE'S COUNTY

A sick leave bill was passed out of committee earlier this month and has not come before the full council yet.

DISTRICT OF COLUMBIA

Bill B22-70 was introduced to decentralize emissions and let

full service stations handle emission certification. We asked that repair facilities be included in the amended bill and B22-70 is now under council review. This bill would help keep car count up in full service stations and hopefully repair shops if passed. The bill is under council review.

Another bill that's before the District of Columbia council is "Gas Station Advisory Board Amendment Act of 2017." This is part of the Retail Service Station Act of 1976 and this amendment would change the composition of the advisory board. Not sure I like the makeup of the board: five members – one from Department of Energy & Environment, one from retail service station dealers, one representing community interests appointed by mayor, and two representing community interests appointed by council.

This board would decide whether a dealer of a full service gas station facility can sell his location. The flip side is a landlord could sell a location out from under a dealer if approved by



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advisory board and mayor. WMDA/CAR is against any bill that has the potential to let landlords evict dealers if authorized by a board and/or mayor.

There were never any members of original board because the mayor and A.G. said it was unconstitutional. I do not see that this fixes the problem. As the old saying goes, "there is something fishy here." I believe it applies in this case. I will let our District members know when I figure out what's going on.

DELAWARE

On October 5, I traveled to Dover Delaware for a meeting with Department of Natural Resources and Environmental Control Secretary Shawn Garvin. We talked about UST regulations and the need for Delaware to decommission Stage II like the rest of surrounding states. EPA studies say Stage II is not compatible with onboard refueling Vapor recovery (ORVR) and can cause 10% loss in emission efficiency than when ORVR operates alone. We had a good meeting and he seemed he is more willing to keep an open mind than his predecessor. Hopefully we will see results soon.

MARYLAND

Our small business coalition has had meetings with legislators that have been productive. I have been meeting with delegates and senators to find ground for compromise on some of the bills we know are coming and ways to kill others. The override of the sick leave veto will be at the top of the democrat's agenda. We

started back in July to build support for denying the override but that is a tough order. Support from every one of our members could possibly turn the tide in our favor.

We have to change three to five senators minds. Go to our coalition website www.savemdjobs.com and click to find your legislator and let them know what you think. You can also click to find how your legislator voted. Concentrate on the senator that represents you. No matter how your senator voted, contact him or her to thank them if they voted against HB1 and tell them how HB1 will hurt your business if they voted for it. There is also a label on the website for FAQ and Learn More, both are very informative with bullet points and facts. I will get a link put on WMDA/CAR website that will also take you there.

As most of our service station/c-store operators know, tank age and insurance have become huge issues with dealers that own their tanks and, if you think of it, even to leased dealers. Tank insurance and replacement tanks all get added in to your bottom line. If you own your tanks and pay insurance it's direct but leased dealers see those costs in addition to rent come contract time or before in some cases.

WMDA/CAR is aware of the issues and we are working to find ways to cut costs and find insurers that are priced within reason and are accepted by Maryland, Delaware and the District of Columbia. We are also looking at alternatives to full tank replacement. ♦

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LEGISLATIVE UPDATE

An Update from Washington

by Roy Littlefield IV
Government Affairs Assistant

It has been a busy few months for us on the federal level dealing with the actions surrounding healthcare and tax reform proposals.

Last month, WMDA/CAR participated in a program for "Trump-Era Employment Law Developments." The program gave an overview of a number of legislative and regulatory developments in the employment law area that businesses should be aware of (including discussion of the new I-9 and EEO-1 forms, the status of the overtime rules, and independent contractors).

Later in the month, we attended a legislative roundtable meeting. The meeting discussed the current prospects of tax reform and what a plan could potentially include. WMDA/CAR continues to raise the issues of estate tax repeal, LIFO repeal, individual and business tax rates, and other taxes impacting our members.

WMDA/CAR took part in another call for the White House Conference on Small Business (WHCSB) under the Trump Administration. The group has now decided to pursue legislation

authorizing the creation of the WHCSB. The goal is to have this as bipartisan legislation. We will continue to push the Trump administration to use an Executive order to enact the WHCSB but are now prepared to use our legislative options.

In the middle of the month we attended a Save LIFO coalition meeting. There are once again threats within tax reform proposals to repeal LIFO. The time to bring this issues to the forefront is extremely important. It is clear that tax writers are intently looking for "pay-fors" – sources of new tax revenue that can be raised to offset the revenue that will be lost by the reduction of business income tax rates. Among some tax writers, any and all tax provisions that could raise revenue are on the table, LIFO repeal included. In some cases, there are indications that a decision has already been made to include LIFO repeal in any tax reform package. We will be making Hill visits with Congressional members to discuss these concerns.

Key members of the Senate Finance and House Ways and Means Committees must hear from businesses in their states and districts urging their opposition to LIFO repeal and explaining how repeal would negatively impact the employers and workers in their districts/states – their voting constituents.

Last month to address hurricane relief efforts, WMDA/CAR and members of the Work Opportunity Tax Credit Coalition lobbied Congress for generic language for applying WOTC to natural disasters, so as to cover powerful hurricanes like Irma. The language of Hurricane Katrina remains our model. WMDA/CAR wrote to members of Congress urging them to reject restrictions to WOTC's use during disasters that have occurred in recent years, and return to the very effective Hurricane Katrina formula.

At the end of the month, we signed onto a death tax repeal letter to Congressional leadership including Majority Leader Mitch McConnell, Chairman Orrin Hatch, Speaker Paul Ryan, and Chairman Kevin Brady. The letters asked the leaders to lead the country towards a common-sense tax code that does not impose a destructive double or triple tax at death. We outlined our support for the inclusion of full and permanent repeal of the federal estate tax as part of comprehensive tax reform.

We anticipate tax reform will remain the topic of discussion on Capitol Hill for the remainder of the year. We ask that members share with us what they are in favor of within different proposals, and which sections of changing the tax code they have concerns with. ♦





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EMV at the Pump – Is 2020 Really the Date?

by Jason Raffensperger, Regional Sales Manager
Patriot Capital

It's been almost a year since Visa and MasterCard announced shifting the EMV liability date from 2017 to 2020 for gas pump payment transactions. As a result, many retailers decided to take a wait and see approach on EMV pump upgrades, postponing plans from 2017 to 2019 or 2020. Others have moved ahead, realizing that there are benefits to providing their customers secure payment and an enhanced fueling experience sooner than the mandate requires.

Our industry is never dull, and a lot has happened since last December's announcement. From my perspective it is imperative to be processing EMV at the pump in 2018 or risk loss of customers and potentially being a victim of fraud. If your site is a victim of fraud, the resulting negative publicity will be hard to overcome.



2018 IS THE REAL 2020!

Here's what's changed, and some considerations as you consider the timing of your upgrade plans.

1. The first EMV pumps are now processing EMV transactions. Gilbarco announced their first 'live EMV' site in June. Industry consensus is that about 50% of installed pumps will have EMV capability by the end of 2018, giving consumers plenty of options for secure payments when they gas up.
2. Newspapers and news shows, including *USA Today* and *The Washington Post*, are increasingly reporting on the risks to your customers of not using EMV payment and of skimming. This coverage will increase over the 12 months as skimming continues to be grow. *USA Today* suggests "Consumers can try to protect themselves by looking for retailers that have enabled chip-based credit and debit card use on their POS terminals."



3. President Trump has proposed significant changes to the tax code. If these changes are implemented, the after tax cost of capital equipment may increase by over 30% due to the value of depreciation being significantly lowered. Bonus depreciation, currently at 50%, will fall to 40% in 2018 and 30% in 2019 under the current tax rules. Its fate, along with that of Section 179, is uncertain in the new tax proposals.
4. The Fed has increased interest rates three times, with another four increases forecast by Kiplinger in the next year to eighteen months. This will make borrowing more expensive for new equipment.
5. VeriFone and GSTV announced a merging of their pump TV businesses. Pump TV is now installed on roughly 50% of new pumps, and this alliance suggests a continued adoption of this technology. The benefits to your site include the ability to drive customers inside with promotional offers and a differentiated and more entertaining fueling experience.

We've developed a checklist of considerations for upgrading your site. Go to www.patriotcapitalcorp.com/emv-information/gas-pump-emv-checklist.

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CAR TALK

Losing a Friend to Retirement

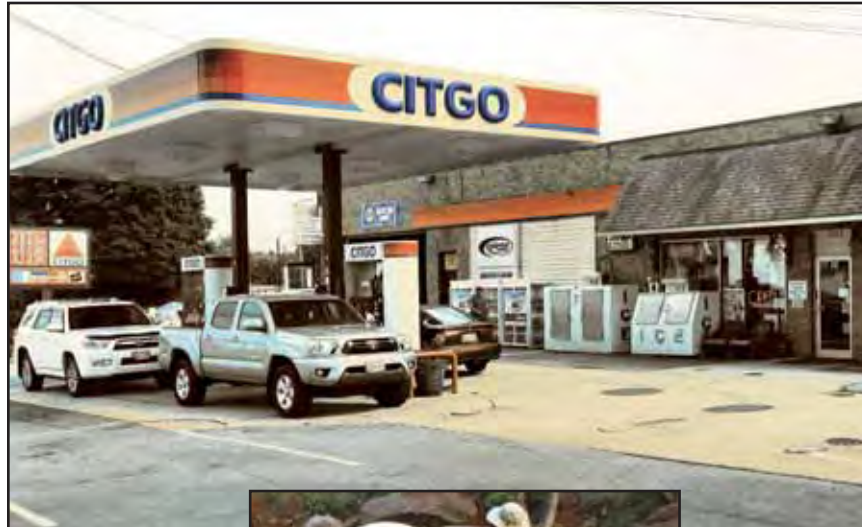
by Stephen Powell
Thoroughbred Transmissions & Auto Care

Larry and his wife Gail have been owners of Lisbon Auto Repair Center. They owned a Citgo gas station with service bays and a convenience store with hot food. Larry was a member of WMDA, a Board member, a CAR Committee member, and very involved in the political climate in Annapolis. I have known Larry through his involvement in the NAPA Auto Care program and WMDA/CAR. I consider Larry a good friend and we shared many stories over the years, as well as our passion to improve WMDA/CAR and NAPA.

About three years ago, I bumped into Larry and Gail at a NAPA EXPO in Las Vegas. We were talking about everything when he sort of slipped and said they bought a house to be built in St. George, Utah. I knew immediately what this all meant; my friend was moving away, retiring, and selling their business. Then he leaned in close and said, "You can't tell anyone!" Larry explained how they couldn't have anything change the day to day operation. They didn't want employees or their customers to be upset and go elsewhere. After a short explanation, I got it and never said a word. About a year and half later he said it is done, they had sold their business.

Larry and Gail are a big part of why I wanted to write these articles. Hearing from fellow business owners, especially those in our industry, about how they sold their businesses really interested me. Most business owners think about their retirement and, as the years go by, I realize I'm one step closer to retiring myself.

One question I wanted answered was how long before the sale did they start getting the business ready for sale? Larry and Gail started thinking in the direction of selling five years earlier, but



it was about three years ago that they became very serious about selling and retiring.

My next question was where do you start? Larry said they had a commercial appraiser look it over and he gave them a price range. Larry and Gail's property is a little unique in that it encompassed several properties. The service station with

bays, C-store and cooking area are one building, a body shop in the building behind, a commercial building and the property adjoining. Their home also was nearby. Although not packaged with the business properties, it was up for sale too.

Once they had the estimate of the value of their business and properties, Larry and Gail found a broker, John Salony and the lawyer, Harry Storm (now a Maryland Circuit Court Judge) who both have ties with WMDA/CAR.

One difficulty with selling a service station is the in-ground tanks. The environmental concerns of the tanks require a few extra inspections including checking for leaks, the overall condition of the tanks, the age of the system, and they need to be up to code.

So without being specific, the sale of their property was enough that they had many visits with their CPA to be sure when and how to draw funds, etc.

Larry and Gail's advice is to start early and GET HELP. Meet with your accountant and be sure you have everything in order. Find a good broker and a good lawyer. And lastly, it's a process which takes planning and time. It won't happen in 30 days! ♦



CAR TALK

Small Steps, BIG Impact

by Sandi Weaver, British American Auto Care
and Stephen Powell, Thoroughbred Transmissions & Auto Care, Inc.

Most shops now recycle tires, scrap metal, and used oil, among other things. But here are three small additional steps that can make a big impact on not only your bottom line, but the environment as well.

1. EVERY LAST DROP –

MEET BOB (BOTTOM OF THE BOTTLE)

This product has saved us oil, money, and we have been able to recycle the oil bottles. As most of us are pulling away from using quarts of oil in favor of drums or E-Packs, we still need those special oils that only come in quarts. According to www.bob2000.com, we leave 1 to 2 ounces in each bottle.



Because of the oil left in each bottle, the bottle can't be recycled. By using BOB or systems like it, you can drain the oil from the bottle for 72 hours and get back those ounces. More importantly, you can stop the oil from going into the landfill. As an added bonus, the bottle can now be recycled (with permission from your waste management company). This can also be done with E-Pack bags. E-Packs usually have 3 to 6 ounces of oil left in them. Since it's all new oil, put those newly filled oil bottles back on the shelf! Interested in buying your own BOB? Check it out by going to www.wirthco.com.

2. BATTERIES (NOT CAR BATTERIES)

Just about everything we use now has batteries. Instead of buying disposable batteries, try rechargeable. The cost of the rechargeable batteries is a little more expensive to begin



with, but they last for years, depending on the number of charges. Small charging stations that fit most batteries are available for purchase. Amazon basic sells an 8-pack of AA batteries for \$19.99, 8 pack of AAA for \$9.99, and EBL on Amazon sells a charger for C/D/9V/AA/AAA for \$19.99. To compare pricing, Duracell on Amazon is selling an 8-pack of regular batteries for \$7.25. Rechargeable batteries pay for themselves and the charger in about six uses and save our landfills.

3. PLASTIC-COATED WHEEL WEIGHTS



Odd thing to add to this list, but with most weights being lead, they are hurting our environment and those lead-free weights don't seem to work so well. Let me introduce you to Plasteel by Plombco, a plastic-coated, steel-weighted wheel weight. Not only are they better for our environment if they happen to fall off the wheel, but they are cheaper and stay on! If you are interested in learning more about these weights, contact Mike Murphy at Chesapeake Rim and Wheel at 410-792-2400. ♦

Changing Run-Flats and Low Profile Tires

by Pete Loglisci, Regional Manager – Washington, D.C.
Hunter Engineering Company

Vehicle owners high concern for safety includes the tires they choose. Run-flat tires promise to avoid the safety risk of being stuck on the side of the road. Run-flats are increasingly becoming standard equipment on new cars and are expected to become more popular as time goes on. In fact, between 2010-2014 model years, low profile tires made up 50% of all wheel and tire fitments and run-flats made up 10% of all fitments.

Traditionally, run-flat and low profile tires could be found on sport and luxury vehicles. However, that is quickly changing. Common passenger vehicles such as the Toyota Sienna and Nissan Rogue are being manufactured with run-flat tires as an optional fitment.

As the number of different tire and wheel assemblies on the road

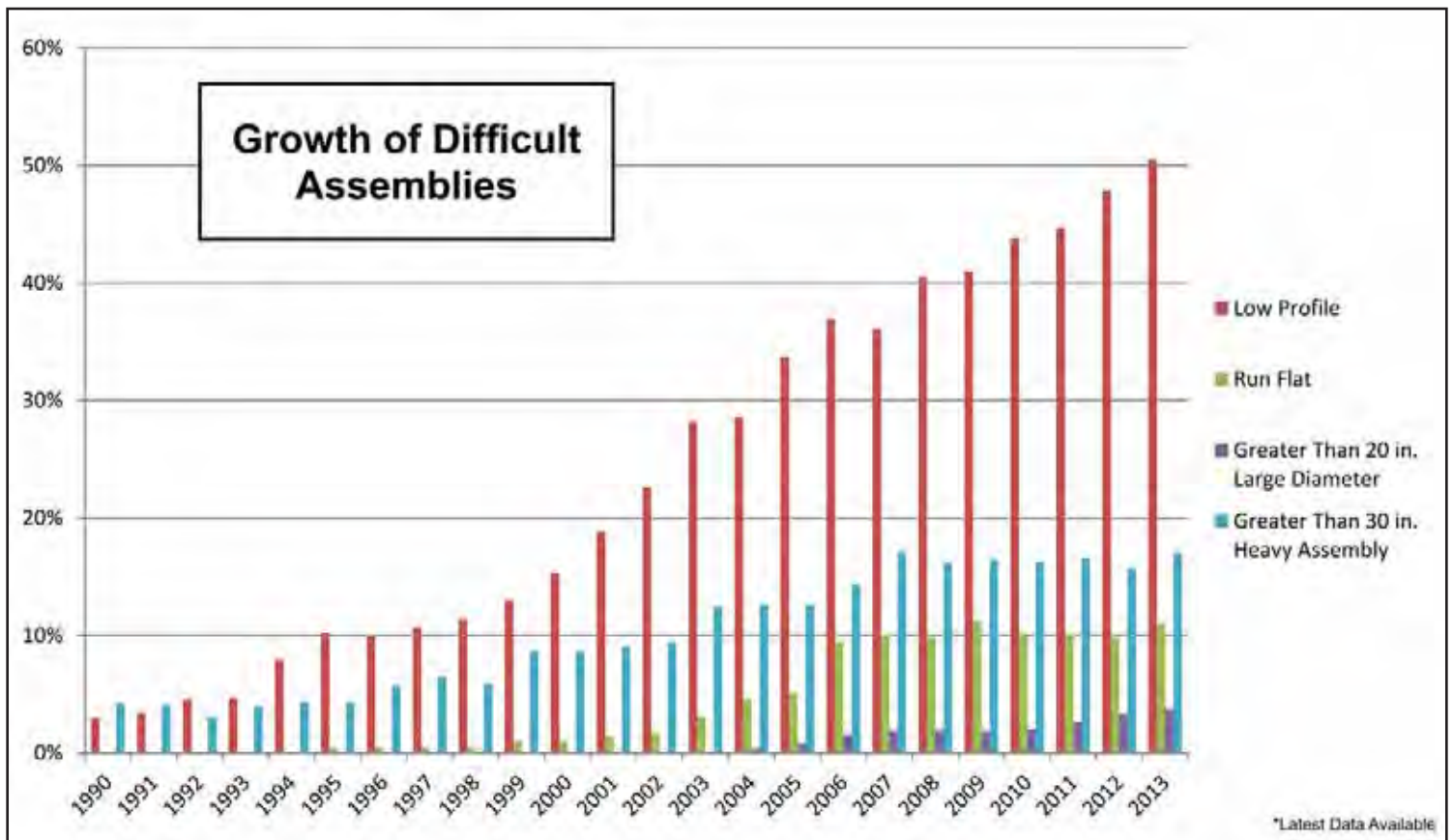
continues to grow, run-flat and low-profile tires are at the forefront of the change. The proliferation of unique and challenging tire and wheel assemblies make selecting a tire changing machine more difficult than in times past.

A traditional tire changer can make servicing these assemblies fraught with risk. Therefore, today's expensive rims and challenging tires have spawned a new class of tire changer, ready to meet the challenge that run-flat and low profile tires provide.

Run-flat tires present specific challenges that makes changing them difficult. High bead loosening effort and care is required, as is top bead demounting effort. Run-flat and low profile tires are stiffer and more prone to 'slipping' on the rim, this heightens the risk of TPMS damage. Typically, a lot of effort is also required to mount the top beads and multiple press devices are needed. These tires also require a higher inflation pressure to seat the beads. Poor seating behavior on traditional, 'high-effort' processes leads to high road force in assemblies. Run-flats are also often mounted to special 'EH2' style rims with deep drop centers which makes servicing more difficult. All shops can benefit from the lower mount effort on automatic tire changing machines. These tire changers also include automatic bead massage which serves to reduce road force.

The most advanced tire changers on the market use the same fully automatic process for all tire and wheel combinations. This process saves operator effort and mistakes. Changing run-flat and low profile tires with traditional equipment requires an ever-expanding set of skills. Advanced tire changers have these skills built in, simplifying the role of the technician and eliminating the experience gap. State-of-the-art tire changers can elevate your tire-changing team with differing experience levels to a team of experts. With a conventional tire changing machine, equipment is the tool and the technician is the 'tire changer'. With the leading equipment in tire changing technology, the





machine is the tire changer and the technician is the equipment operator.

Operator safety is also enhanced with a fully-automatic tire changing process. The operator stands back in a safe position, allowing the machine to do all of the work. Make sure the tire changer you are considering has a built-in wheel lift, this reduces the tire changer's overall footprint and lifts the tire directly into position, protecting the operator. A built-in wheel lift serves to protect the operator's back and eliminate the need to lift heavy assemblies. These tire changers are also leverless with an automatic press arms to replace using levers for mounting. Safety is increased with tire changers that use an inflation station algorithm, which fills the tire to the set pressure automatically, meaning it is not necessary to stand on the foot pedal to inflate the tire. These inflation controls keep the operator a safe distance from the assembly during inflation.

Today's expensive chrome and clad wheels require extra care to avoid damage. Any mistake could cost a shop, not only in reimbursement for damage caused but also in perceived reputation and reliability. A fully-automatic tire changer protects the rim and tire and all of the areas that contact the rim are plastic. These cutting-edge tire changers even constantly monitor TPMS location and won't allow the tire to be mounted or demounted in an unsafe TPMS location.

Run-flat and low profile tires also take more time to change, even when the technician is highly skilled. Operators often judge how fast they can complete a single assembly, but tire changing is an all-day process with extreme variation. Against a skilled tire technician, an automatic tire changer may be slightly slower on the simplest assemblies, but in the long run and with today's tires, especially run-flat and low profile tires, the time spent changing 100 tires will be less.

Technique is a major requirement for run-flat tire changing unless your shop is using a fully-automatic tire changer. With the advanced tire changers provided by some service equipment manufacturers, your technicians can learn on one tire and apply the same skills to all tires. The same easy-to-use procedure is implemented with all tire and wheel assemblies, no matter how difficult they may be.

Tire changers that include intuitive touch screen interfaces can simplify and ease training and allow your entire shop to address the most difficult service requests. With on-board training videos and troubleshooting guides, every technician in your shop will be an expert. High-tech, intuitive operation also helps bridge experience and language gaps. Manufacturers that include training and service support can become a partner to your business and help your shop succeed. Some equipment manufacturers even create customized learning programs to

benefit your business and help it flourish. Personalized training programs can help you get the most out of your equipment and employees. Look for a program through your equipment manufacturer that offers small training classes, allowing for maximum student-teacher interaction. Also, comprehensive, on-site training at the installation of new equipment is standard with some equipment manufacturers.

Even the best equipment needs service support to keep it in top working order, to ensure that worn out parts are replaced in a timely manner and that the machine remains properly calibrated. Local support means you will get fast service and a valuable relationship with your service representative, where they understand the importance of reliable service and are accountable to you. The best manufacturers provide same or next day service to ensure that your shop is up and running in as little time as possible, allowing you to gain higher profits and provide excellent service to customers.

Advanced service equipment, like fully-automatic and cutting edge tire changers, can help your shop or service center meet the growing needs of vehicle owners. ♦



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

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Stan Bailey
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Email: sbailey@partsauthority.com

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Email: lrodman@centurydist.com

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

LEGISLATIVE & REGULATORY INFORMATION



WMDA/CAR
Kirk McCauley
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