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Welcome Fall!
Is Your Car Ready?

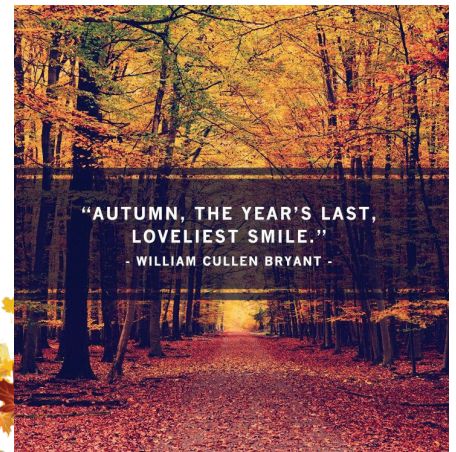
www.nationaldispatch.com/10-tips-to-prepare-your-car-for-fall

Message from the Executive Director

School Starts!!! NATA is excited to welcome the beautiful Pacific Northwest fall and all the school programs we get to be involved with. We are waiting to fill our calendar up with Advisory Board Meetings, Portfolio Reviews, Open Houses and more. As soon as we get this information from the schools, we will send an email out with dates and contact information. NATA is proud to be a part of this project.

Moving forward, our new Outreach Director Robbie Christner will be available to work with all of you to continue the great work that Margaret developed. Of course, Tere MacNaughton will be assisting and I will continue to learn from all of you.

Janet Chaney
Janet Chaney
Executive Director



Get 24/7 health advice you can trust



If you have a question, don't know how to treat a health condition or are unsure about what kind of care you need, chat virtually with Advice24 on **regence.com** or your Regence app or call 1-877-375-2599. Registered nurses are there 24/7/365 to assess your symptoms and help you decide on the best level of care.

Advice24 is not insurance but is offered in addition to your medical plan to help you get information and support when you need it.

An Advice24 nurse will:

- Ask about your symptoms
- Direct you to an emergency room when necessary
- Help you decide if you should see a doctor
- Provide helpful self-care suggestions for minor injuries and illnesses
- Help you prepare for a doctor visit
- Help you understand your prescription
- Refer you to virtual or in-person providers when appropriate
- Follow up with you (depending on clinical need)

Contact us anytime day or night when:

- You or a covered family member is sick, hurt or needs health care advice
- You're not sure whether to go to the emergency room, make a doctor's appointment or treat your problem at home

Some examples of health problems you can get help with:

- Vomiting, nausea or upset stomach
- Cuts, minor burns, scrapes
- Colds, viruses, coughing
- Dizziness and headaches
- Sore throats or flu
- Back pain
- Crying or hot baby
- Just feeling bad but you don't know why

Translation services and support for the hearing impaired are available



Connect with Advice24

Call 1-877-375-2599 or visit **regence.com**.



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Active participation in local automotive school advisory boards and school events is not just a suggestion: It is *imperative* for businesses in the automotive industry. By investing time and effort in shaping education and connecting with students, businesses not only contribute to a skilled workforce, but also establish themselves as industry leaders invested in the success of the next generation.

Automotive Advisory Board Benefits

Schools will begin reopening this month. Have you ever participated on an advisory board at your local high school or college auto or collision program? Do you know how this can benefit you and your business?

Advisory Boards are created to help the auto and collision programs stay current with industry. Advisory Board members are asked for their advice and expertise on curriculum, equipment purchases, facility ASE certification, and expectations of students. The support of a strong advisory board encourages administrators to recognize the value of a program and fund accordingly.

What amount of commitment is expected of an advisory board member? Advisory boards only meet 3 times per year. Meetings usually last a couple hours and often are accompanied by a meal. While a meal may not seem like adequate compensation – let's hear from a Board member.

Scott LaPlante graduated from the PCC Automotive program in 1994. As a student he participated on the advisory board. As business owner of Sherwood Auto Repair he has continued to participate on the Board -in total for the past 30 years. Scott is a person from industry that PCC instructors will turn to for industry advice and student mentorship. Scott also volunteers to review student portfolios at PCC, is a judge for the Oregon SkillsUSA competition and participates in the ASE Recertification at Chemeketa Community College.

Scott has 4 technicians at his shop - Sherwood Auto Repair. One is now an ASE Master L1 Technician, another is testing for ASE Master level certification and the other 2 are apprentices. Guess what?!? All of these individuals were hired directly out of the PCC automotive program.

"It's the law of givers gain at work! It's been my experience that the return is tenfold the investment."
Scott LaPlante

Ten years ago, shop owners would say "I don't have time to train someone". Today shop owners say, "Find me a warm body who has a strong work ethic and wants to learn, I'll do the rest." Times have changed, **WE NEED TECHNICIANS!!!** Participating on an advisory board is a small commitment with HUGE returns. We need to invest our time – and yes, our money – to keep these programs going. The schools need YOU and WE need the technicians these schools are creating.

Call NATA! We will connect you with an automotive program near you: 503-253-9898

"NATA has always provided a vital link between automotive businesses in our community and the automotive program here at Portland Community College. Through NATA, we gather support for our program and for our students seeking opportunities in the automotive industry. The association also does a great job of presenting educational opportunities for business owners, working technicians, instructors and students to keep up with the everchanging advancements in automotive technology."

**— Russ Jones, Department Chair, Automotive Service Technology,
Portland Community College - Sylvania**

State Farm allegedly pushes for total loss settlement, ignores shop and customer

By Lurah Lowery | www.repairerdrivennews.com

A former State Farm policyholder is considering filing suit against the company after she says there were attempts to coerce her into allowing her vehicle to be totaled.

New York resident Brittany Rosario took her car to Metro Auto Body, a repair facility her family has relied on for several years, after a truck clipped her bumper. Had it not been for the shop, Rosario told Repairer Driven News her car probably wouldn't have been repaired.

"Their [State Farm's] main concern was marking my car as a total loss and then anytime I would speak to them, it was just, 'When will you sign your title over to us?' They were not interested in fixing the problem," she said. "What they did to me, I feel, was criminal. They literally tried to force me to hand over my car to them knowing that there was nothing really wrong with it."

Kevin McSweeney, a Metro Auto collision estimator, worked on Rosario's behalf to resolve the claim. He said the damage to Rosario's vehicle was 36% of the 75% total loss threshold that is required under New York state law.

"We've been battling back and forth with State Farm for a couple of years now," he said. "Most of our disputes have to do with labor procedures and labor rates. Now that State Farm went from original or recycled [parts] to aftermarket, it's been a consistent battle."

Copart CEO and Director Jeffrey Liaw noted during the company's Q3 2024 earnings call in May that a 14% decrease in new and used vehicle prices, increased accident severity of 9%, and elevated repair costs drove a strong and continued recovery in total loss frequency back to pre-pandemic levels.

"[W]e note very different total loss practices across insurance companies, even for like vehicles, and so the dispersion of practices today indicates that there are insurance companies who are leaving money on the table by repairing cars they arguably shouldn't in the form of, certainly, delayed and extended rentals they're paying for as well as the repairs and the supplements themselves," he said.

"It's easier for any insurance company to say if the repair estimate exceeds X percent of the intact value, you total it. If it is less than that, you don't. But in practice, you're actually better off making individual vehicle decisions... If market circumstances were never to change, there still remains abundant opportunities to make decisions better and faster for insurance companies."

Rosario's vehicle was first deemed repairable by State Farm. However, Metro Auto disagreed with State Farm on using an aftermarket wiring harness, which McSweeney said would have voided the warranty.



"They ignored her the entire time," McSweeney said. "They ignored us the entire time. We went as far as doing a state [insurance department] complaint. Nothing came of that. There was nowhere to go. We were backed against the wall just trying to do the right thing for this lady... In the end, we got it all done. She was very, very happy. She ended up canceling her policy with State Farm the day she picked up her car."

"I actually went as far as ordering the piece that they had told me to buy and I even sent them photos and said, 'Hey, look, this piece does not fit this car. This is an aftermarket piece. You can't guarantee and warranty the job this way,'" he said. "And then at that point, they just turned around, without any discussion with us or the customer, and said the car is a total loss."

When asked about Rosario's claim and State Farm's total loss process, a company spokesperson said, "State Farm has nothing to share with Repairer Driven News."

Metro Auto eventually got payment for the repairs to Rosario's vehicle through a third-party claim with the other driver's insurance company since they were at fault for the collision, McSweeney said.

"With Metro [Auto] fighting for me, I feel that's the only reason why I got my car back," Rosario said.

McSweeney said he believes State Farm badly handled the claim out of retaliation for a lawsuit Metro Auto filed against them earlier this year on separate claims regarding alleged underpayment and breach of contract.

"We get along with just about every other insurance company," he said. "Of course, we've had our disputes and disagreements but it's never been like the way we deal with State Farm... There is really not another company that we don't reach great prices with. It's a shame because the guys [State Farm adjusters] that do come down here, they're not bad people. It's just their hands are tied. They're not able to negotiate... We're at the point where if we could see less State Farm, we would but they are taking over our market."

Enterprise survey finds most drivers are Gen Z and Millennial; not fully on board with AVs and EVs

By Lurah Lowery | www.repairerdrivennews.com

A new Enterprise Mobility survey done this year found Gen Z and Millennials to be the top two generations driving on U.S. and UK roads.

Forty-seven percent of Gen Z drivers ages 21-26 and 41% of Millennials who responded to Enterprise's first "On the Move" survey estimated they are driving even more than five years ago, compared to 33% of Gen X drivers and 16% of Baby Boomers. Seventy-three percent of drivers surveyed said they expect privately owned vehicles will still be their No. 1 transportation choice 10 years from now.

"As we look toward the future, it's important for us to stay informed about consumer perspectives on the current state of mobility," said Will Withington, Enterprise Mobility global operations executive vice president, in a news release. "This survey represents a snapshot of how the public views a range of mobility trends, which helps us stay better informed as we work to develop and provide mobility solutions for our customers both today and in the future."

Enterprise found that 41% of Americans are excited about the new technology behind autonomous vehicles. Of those, 50% said AVs could have the potential to "make travel easier for people who can't or won't drive," and 40% said AVs could "give people time to do other things in a car besides driving." However, 72% said they prefer human control of the car they drive or ride in.

"Although there is some initial skepticism around AVs, we see that many consumers change their minds about the technology once they get a chance to experience it," said Withington. "As a global mobility leader, we are actively researching and testing new technologies, listening to preferences and concerns, and working to better understand how all of this might impact the future of mobility."

Electric vehicles (EVs) are becoming more mainstream, and 4 in 10 Americans said they would consider driving a fully electric vehicle in the future. The primary motivating factors for doing so are fuel cost savings (44%) and a positive environmental impact (34%), according to Enterprise.

Enterprise noted questions remain about EV viability due to cost, inadequate charging infrastructure, and environmental impacts. Its survey data shows that nearly 7 in 10, or 68% of Americans, believe the U.S. doesn't have the proper infrastructure to support widespread EV adoption. Related battery range anxiety is the top deterrent from driving an EV, according to Enterprise.

"EV infrastructure looks vastly different across the U.S., and the reality is that current charging infrastructure in most regions does not meet the needs of drivers with regard to availability, efficiency, reliability, and convenience," said Withington. "We

recognize the tremendous potential of EVs, and we're actively working with our teams and industry partners to put our customers at the center of everything we do. Our aim is to ensure our operations and the surrounding infrastructure can provide a positive experience and better support equitable access to the technology."

J.D. Power reported earlier this month that public EV charging infrastructure continues to be a reason for the "unexpectedly slow" adoption of EVs in the U.S. but there are signs of improvement, including survey respondents' overall satisfaction increasing for a second consecutive quarter.

"The number of public charging stations across the country continues to grow but hasn't matched the rate of EV sales," J.D. Power said. "During the past several years, the rise in the number of EVs per public charging station has contributed to a declining level of satisfaction with such chargers. This year, however, customer satisfaction with the two principal methods of public charging offers a hopeful sign."

Satisfaction with direct current (DC) fast chargers has increased to 664 on a 1,000-point scale which is a 10-point increase from the same period in 2023. Satisfaction with Level 2 charging has declined to 614 — a 3-point decrease from a year ago.

J.D. Power surmises that access to the Tesla Supercharger network by non-Tesla owners is one contributor to the increase in satisfaction with DC fast chargers.

Comparatively, McKinsey & Co. reported in June that 46% percent of current U.S. EV owners and 29% globally said they would likely switch back to an internal combustion engine (ICE) vehicle. Thirty-five percent of respondents said an inadequate charging infrastructure was one reason they wanted to switch. Other top answers included total costs of ownership and too much impact on long-distance trips.

Enterprise's most recent survey found 45% of U.S. respondents said their commute would improve if it cost less money and another 28% say it would improve if it caused less stress.

"Interestingly, however, while a wide range of alternative transportation solutions exists to solve these commuting challenges — including car sharing and vanpooling — nearly a quarter of respondents (22%) say they have not heard of some or all of these services, which can be implemented by both businesses and consumers to help ease these pain points," Enterprise said.

Withington added, "Whether people prefer to 'share' a car for occasional trips to the office, or they want to maximize their travel time by vanpooling with co-workers, there is a wide range of mobility solutions available to get them where they need to go."

Tire Industry Association to host “Right to Repair Summit”

The Summit comes on the eve of the Global Tire Expo and SEMA Show and will be a call to action for consumer choice and maintaining independent repair

By Wire Reports | www.aftermarketmatters.com

BOWIE, MD.—The Tire Industry Association (TIA) has announced the upcoming “Right to Repair Summit,” an event that will take place on Monday, November 4, at Planet Hollywood Las Vegas Resort & Casino. The Summit, scheduled from 2:30 p.m. to 4:00 p.m. in the Melrose 4 room, comes on the eve of the Global Tire Expo (GTE) and SEMA Show, offering a prime opportunity for industry stakeholders to engage in an essential dialogue.

Prior to the Summit, attendees are invited to a luncheon from 12:30 p.m. to 2:00 p.m. in the Melrose 3 Room, providing a chance to connect with peers before diving into the pressing issue of the right to repair. The right to repair is a significant challenge currently facing the tire and automotive service industries. It goes beyond access to repair information and parts — it’s about preserving consumer choice, maintaining competitive markets, and ensuring the survival of independent service providers.

The TIA Right to Repair Summit is designed to bring together key industry stakeholders, including tire dealers, manufacturers, suppliers, and other representatives, for an open and crucial discussion on this issue. Leaders from TIA and the Auto Care Association will spearhead the discussion, aiming to unite the industry behind the federal codification of the REPAIR Act. This Summit is more than just a conversation — it’s a call to action.

Following the Summit, a reception will be held in the London Room at Planet Hollywood from 6:00 p.m. to 8:00 p.m., offering further opportunities for networking and collaboration. Attendance must be confirmed to participate in the luncheon prior to the summit. Note attendance on the form and submit to gte@tireindustry.org.

Diesel Repair Shop and Owner Sentenced to Probation and Criminal Fines for Violating the Clean Air Act

EUGENE, OR.—A Lane County, Oregon, diesel repair shop and its owner were sentenced in federal court today for knowingly and intentionally tampering with pollution monitoring devices on at least 184 vehicles in violation of the Clean Air Act.

Diesel & Offroad Authority, LLC, located in Veneta, Oregon, and its owner and operator, Christopher Paul Kaufman, 39, were each sentenced to three years’ probation and ordered to pay \$150,000 in criminal fines. In addition, the sentencing court ordered Kaufman to include a disclaimer on his company’s website declaring that Diesel and Offroad Authority no longer provides “delete and tune” tampering services because they are illegal.

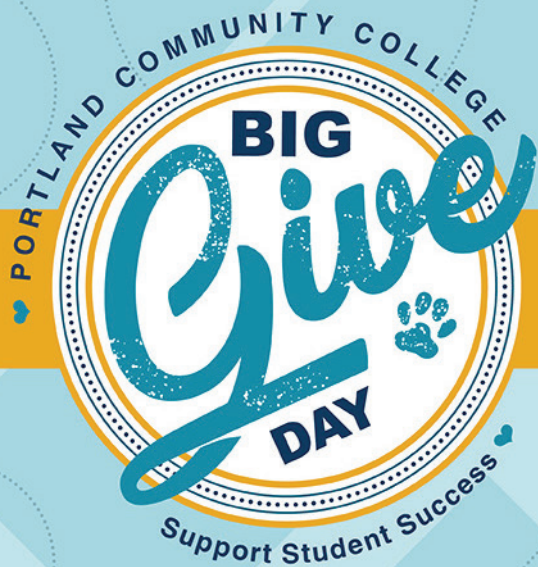
“The defendants in this case illegally tampered with the onboard diagnostics systems and removed the emissions control components from hundreds of diesel trucks,” said Special Agent in Charge Lance Ehrig of the Environmental Protection Agency’s Criminal Investigation Division in Oregon. “Their actions directly contributed to the release of significant amounts of dangerous air pollutants, which leads to serious health conditions such as respiratory diseases like asthma. Today’s

sentencing demonstrates that individuals and their companies will be held criminally responsible if they deliberately threaten human health and the environment by violating our nation’s environmental laws.”

According to court documents, beginning in at least 2018 and continuing through 2022, Diesel & Offroad authority tampered with and disabled emissions control systems of at least 184 diesel vehicles in violation of the Clean Air Act. Diesel & Offroad Authority charged its customers approximately \$2,300 each for the emissions modifications and collected more than \$378,000 for the unlawful services over an approximately four-year period.

As owner of Diesel & Offroad Authority, Kaufman oversaw and participated in the illegal modification of vehicles, including by procuring various automotive parts used in the process and engaging in and directing employees in the removal of emissions control equipment.

On March 12, 2024, Diesel & Offroad Authority and Kaufman were charged by federal criminal information with violating the Clean Air Act by tampering with pollution monitoring devices.



Big Give Day 2024

10/8–10/9



GET READY TO MAKE A DIFFERENCE ON OCTOBER 8 & 9!

Join us as we celebrate our 6th year of raising support for student scholarships and programs at Portland Community College. Big Give Day gathers our incredible community to raise \$100,000 in just 36 hours! This is your chance to support PCC students and the programs you love most. Keep an eye out for matches that will make your gift even BIGGER by doubling or even tripling its power.

Questions? Contact the PCC Foundation at 971-722-4382 or pccfoundation@pcc.edu

TO LEARN MORE, VISIT www.pcc.edu/foundation/events/biggeday/

On April 10, 2024, Diesel & Offroad Authority and Kaufman pleaded guilty.

This case was investigated by the Environmental Protection Agency's Criminal Investigation Division. It was prosecuted by William M. McLaren, Assistant U.S. Attorney for the District of Oregon, and Gwendolyn Russell, Special Assistant U.S. Attorney for the Environmental Protection Agency.

If you witness an environmental event that may lead to an immediate threat to human health or the environment, please call 9-1-1. After alerting local emergency authorities, please also report incidents to the EPA's Report a Violation website (<https://echo.epa.gov/report-environmental-violations>) or by calling the National Response Center at 1-800-424-8802.

The above News Release was from the U.S. Attorney's Office District of Oregon. A PDF of Kaufman-Sentencing may be downloaded here: https://www.flashalertnewswire.net/images/news/2024-09/6325/175004/SENTENCING-Kaufman_Final.pdf

OREGON AGENCIES LINKS

The Oregon Bureau of Labor and Industry (BOLI) offers training seminars for wage/hour laws, discipline & discharge, and employment law

www.oregon.gov/boli/employers/pages/employer-training-seminar-schedule.aspx#EMPLOYERSEMINARSCHEDULE

The Oregon Department of Environmental Quality offers a free class covering basic management of hazardous waste; sign up at:

www.oregon.gov/deq/Hazards-and-Cleanup/hw/Pages/HW-Trainings.aspx

OSHA workshops/online training schedule:
osha.oregon.gov/edu/Pages/index.aspx



NW Automotive Trades Association

benefits + networking + outreach

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Follow us!

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(503) 253-9898

www.aboutnata.org

JOIN The Northwest Automotive Trades Association TODAY!

Regular Member Benefits | When you join NATA you gain a reliable partner that is committed to providing every member the assistance they need to be successful. Whether it's insurance services, regulatory assistance or answers to your employee issues – NATA is there for you!

NATA promotes the professionalism of the automotive industry through public relation campaigns that educate consumers about the skills necessary to repair cars. NATA also works with government agencies and legislators to correct complicated and expensive regulations and sponsors management and technical training classes that improve the industry's competitiveness.

Businesses also belong because of the referrals from other members and the knowledge that they can refer their customers to different members when customers are out of their geographical area.

Associate Member Benefits | When you join NATA as an Associate Member you earn the opportunity to reach over 600 automotive repair, collision, tow, supplier, parts, auto recycler, car dealer and transmission businesses around the state that are members of NATA. Your partnership with us is one we appreciate and reward by offering you opportunities to work with the decision-makers of our industry.

Education Member Benefits | NATA recognizes there is a large shortage of skilled labor throughout our industry and membership. The best way for NATA to support those needs is to insure our existing automotive programs and instructors have support and resources from industry. We participate on many school advisory boards and events – as well as maintaining a current list of all educators so we can reach out to them with information regarding job availability for their students.

To learn more and for applications, please visit: www.aboutnata.org/join-now/