



November 2023 Bulletin

Please pass me along to other stations!

ASSOCIATION CONTEST

CONGRATULATIONS TO THE OCTOBER 2023 CONTEST WINNER, MASTER MECHANIX, YONKERS, NY.

Please read through this bulletin for your chance to win!!! Call the office or email cobalde@ssdgnny.org with the correct answer to the trivia question and you will be entered in the monthly drawing for a chance to receive a free month's dues; a value of \$45.00.

ATTORNEY'S CORNER

Sales Declining

Due to the recent pandemic, consumers and business owners made fewer trips to the gas station. As the number of people working from home has dramatically increased and even now stays at a high level, and long-term in the future, and with no commute, they don't need service stations as often as they did in the past.

There also has been a decrease in family car vacations, which means fewer vehicles fueling up for long road trips. Now the federal government's encouragement of hybrid and electric vehicles certainly disadvantages gas stations. All of our Members with gasoline at the front end note the small profit margins, an average of 1.4%, or \$0.05-\$0.07 a gallon.

What fuel to use?

Gas prices are usually the hot topic of most consumers (drivers). Gasoline prices are shared in the local diner and the dinner table.

Unfortunately, unsteady oil supply, prices are different in each area ("zone pricing") and weather issues in production and distribution aka are all out of the consumers' control. Since 2010, the price gap between premium- and regular-grade has risen significantly. Drivers should look at their driving habits and understand that increased costs of premium-grade gasoline has an effect on their wallets.

There does not exist a benefit in typical city or highway driving situations.

Do vehicles designed to run on regular gas benefit from premium?

There are, according to the AAA, 16.5 million U.S. drivers who use premium fuel despite the vehicle manufacturer's recommendation. Will they benefit from using 87 octane regular fuel and save themselves some money? AAA's analysis found that there is no benefit to using premium fuel in vehicles designed to run on regular gas or that recommend, but do not require, premium gasoline.

AAA tested regular and premium gasoline in vehicles designed to operate on regular-grade fuel. The laboratory testing found no significant improvement in horsepower, fuel economy or emissions, suggesting the practice of using premium gasoline when it's not required for the vehicle offers no advantage. The costs add up quickly.

Some high-performance engines are specifically designed to operate on premium fuel and need higher octane. Vehicles designed to run on regular gasoline cannot take advantage of higher octane rating or produce more horsepower using premium fuel. The safest strategy is to follow the manufacturer's recommendations found in your owner's manual.

Can you help your customers make good decisions? Talk to us. As members, we can help and offer advice.

Vincent P. Nesci, Esq.
General Counsel
Service Station Dealers and Automotive Services of Greater NY, Inc.
Cell 914-645-7530

SSDGNY is a member of TST. Because you are members of SSDGNY, you are automatically able to receive certain benefits from that organization.

This means:

- **Discount - Live Seminars**
- **Discount - Yearly Big Event & Trade Show**
- **Discount - Live Simulcast / Webcasts**
- **Discount - On-Line Videos**
- **Watch Members Only Videos**
- **Discount - Tools and Equipment**
- **Access to Members only Store**
- **Discount - Training Materials (Books)**

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VIRTUAL REALITY AND THE AUTOMOTIVE TECHNICIAN – PART TWO

VR vs. AR vs. MR: What's the difference?

Virtual reality (VR), augmented reality (AR), and mixed reality (MR) are all related technologies with the common goal of altering our perception of reality. While they share some similarities, there are key differences that set them apart. Let's explore each of these technologies in more detail.

Virtual reality (VR): As mentioned in the previous paragraph, VR creates a completely immersive virtual environment that can be interacted with using specialized hardware, such as a head-mounted display (HMD) or gloves. When using VR, the user is transported to a digital world that is entirely separate from their physical surroundings. VR is often used in gaming, simulations, and training applications where users can engage with and manipulate virtual objects.

Augmented reality (AR): AR overlays virtual elements onto the real world, enhancing the user's perception of reality. It blends digital content with the real environment, allowing users to see and interact with virtual objects while still being aware of their physical surroundings. AR is typically experienced through a smartphone or tablet camera, smart glasses, or wearable tech. Popular examples of AR include "Pokémon Go," where virtual creatures are inserted into the real world, that let users visualize how different pieces would look in their own homes.

Mixed reality (MR): Mixed reality combines elements of both VR and AR, allowing users to interact with virtual objects that are seamlessly integrated into the real world. MR recognizes and responds to the user's environment in real-time, enabling virtual objects to interact with real-world surfaces and objects. This technology is often used in industrial design, architecture, and prototyping. Microsoft's HoloLens is one of the most notable examples of MR devices, as it overlays interactive holographic images onto the user's physical space.

As these technologies continue to evolve, their potential applications are expanding rapidly. Interactive training simulations to assist automotive technicians, VR, AR, and MR are transforming the way we perceive and interact with our environment. For simplicity, we will use VR as a generic term for AR and MR, as well as VR for the rest of this article.

Hardware requirements

Augmented reality (AR), virtual reality (VR), and mixed reality (MR) require different types of hardware to provide users with immersive experiences. Let's explore the hardware requirements for each of these technologies:

Augmented reality (AR): AR experiences can be accessed through various devices, depending on the level of immersion and interaction desired. Some common AR hardware includes:

Smartphones and tablets: Many AR applications are available for smartphones and tablets, leveraging their built-in cameras and sensors. These devices use AR software to overlay digital content onto the real-world view captured by the camera, providing users with an augmented experience.

Smart glasses: Dedicated AR glasses, such as Microsoft HoloLens, Magic Leap, or Google Glass Enterprise Edition, offer a hands-free AR experience. These glasses typically incorporate displays, sensors, and cameras that allow seamless integration of virtual objects into the user's field of view.

Virtual reality (VR): VR requires more specialized hardware to deliver fully immersive experiences. The main components for VR hardware include:

Head-mounted display (HMD): The HMD is worn on the head and typically consists of a high-resolution display for each eye, providing a stereoscopic 3D view. Examples of popular VR HMDs include Oculus Rift, HTC Vive, and Sony PlayStation VR. These devices block out the user's physical surroundings and present them with a virtual environment.

Motion-tracking sensors: To track the user's movements and provide a sense of presence, VR systems often include sensors. These sensors can be external (e.g., mounted on walls or placed around the room) or built into the HMD. They track the user's head, body, and sometimes hand movements to provide accurate and responsive interactions within the virtual environment.

Mixed reality (MR): Mixed reality combines elements of both AR and VR, requiring specific hardware capable of blending physical and virtual worlds. Some MR devices include: Headsets: Mixed reality headsets, like Microsoft HoloLens or Magic Leap One, are designed to overlay interactive virtual objects onto the user's real-world view. These headsets incorporate cameras, sensors, and displays to enable users to see and interact with virtual objects that are seamlessly integrated into their surroundings.

Handheld controllers: MR often involves gesture-based interactions, requiring handheld controllers or input devices. These controllers allow users to interact with and manipulate virtual objects in the mixed reality environment, enhancing the level of immersion and providing more intuitive interactions. It's important to note that the hardware requirements for AR, VR, and MR can vary depending on the specific application or platform. Advancements in technology continue to improve the capabilities and accessibility of these devices, making them more user-friendly and affordable over time.

As seen on vehicleservicepros.com

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THE IMPORTANCE OF PROCEDURES AND REPAIR STATEMENTS

Know how to search and understand these guidelines before you dive into the repair.

It's happened more than once that I have come across a shop who had already cut into a vehicle and was deep into the repair before they asked for advice on how to weld or repair something. My response is, "Where are your procedures for this vehicle?" I'm then often met with a blank stare, followed by a question of what a procedure even is. After explaining what a procedure is, the technicians' and managers' response was, "There's a guide telling me how to do my job?" Just like on the mechanical side (example: instructions on how to take apart an engine and put it back together with specifications on how to torque down bolts, fluids, etc.), yes, there are guidelines to repairs.

Gathering information

The conversation on the procedures and position statements needs to be UP FRONT. Procedures may vary from manufacturers, but in general, they may outline what and how a part can be replaced. These sometimes long and extensive text guides can be shown with various details of pictures. These procedures are very specific to the vehicle. They can even be updated daily, so I recommend accessing them at the time of the repair, not printing them and saving them for later use.

A position statement will typically be a broad document from an OEM that applies to all models. For example, a manufacturer may have a position statement starting February of this year that you can no longer use heat on structural frame components or that you can't repair wheels beyond minor refinishing. These are typically smaller one-page statements, in contrast to the in-depth multi-page guides of a procedure. They can be used for documentation and repair decisions for reasons on why or why not to repair something.

Sample Estimating Procedure Checklist

- Procedures Pulled
- Required Tools and Equipment
 - Welders
 - Rivet Guns
 - Frame Rack & Accessories
 - Electronic Tools (scan tools/etc.)
- Ordering Roadblocks (ex. Certified or not)
 - Renting tools that you don't own to complete job
- Skillsets of available technicians
- Additional Considerations:
 - Airbag and seatbelt deployment requirement checks
 - Steering column checks

(Note: This is just a brief starting point, and this checklist can be added to and become extensive fast. Most of these checks can quickly qualify acceptance or denial of a job, or even catch if one is a total before diving too deep.)

Assessing the repair job

It's crucial to look this info up before fixing, ordering, and knowing if you have the tools, skills, ordering parts and materials, and more. Worse is how often I see shops still trying to fix a car they have no business fixing. For example, they attempted to fix an aluminum vehicle with no aluminum welder or no rivet gun. Guess how that repair went? And even if they had those broad equipment categories, were they even on an approved equipment list by the OEM to follow the modern collision repair guidelines of *their* vehicle?

It boils down to evaluating your shops' capability: the available technician skill sets along with considering the overall repair options before even starting the repair. Additional potential repair points to consider include:

Can you repair the structural damage with heat?

We're not talking about a roaring torch here anymore. Heat can be a couple millisecond zap from a reusable dent puller, welding on a small pull tab, or a squeeze-type resistance spot welder. The best tool can become a liability and has its time and place to be used.

Can you repair the non-structural dents with heat?

This may mean no traditional body tools like weld-on "studs" or other unique high-tech equipment that heats up even a little bit or that might change the scope of the repair.

This allows other interesting repair processes such as glue-pulling or other "cold" methods to be employed. This can greatly change the repair plan. In the repair procedures, you may have several areas on the same vehicle with different repair techniques required, and others where those same techniques are not allowed. But you'll sometimes have a tech just go at it with the same familiar tools for the sake of getting the job done. Having a thorough estimate repair plan along with visual cues written on the car can help tremendously in the shop when you have many repair options going on. Advanced and other material considerations and discussions: Silicon bronze, riveting (including all the unique rivets) glue choices/storage, etc.

Where to find procedures and position statements

So, you may be asking how do you even access these repair procedures or position statements? Here are many options to suit your needs for how to track down these procedures:

OEM is the gold standard source that should be sought. That may be a problem in itself because it's not always an obvious manufacturer, such as Ford's, collision website address that is pulled up, even from, say, a Google search. That's how the shop I referenced was even calling me. It's actually accessed through its "Motorcraft" brand. So that in itself is a discussion that can be expanded, not to mention subscription costs, time frames on access, how often you should access for estimates as a business, saving the material for future use or not, and more. Even the ones who have paid access sometimes don't realize the website

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address name as they're just clicking it on the shop's computer that the local IT person saved as a shortcut for example.

Third-party - Alldata, Sun Collision, various estimating systems, etc.

These are very common data services that a shop may already be using and can add on. So, this has a great advantage of familiarity for the person accessing or even consistent use across all OEMs for the info. This may also have its faults that need to be explained, because, for example, this is essentially info licensed by these companies from the OEMs. Problems that can arise from poor quality sources are that the info can become outdated, or photos, specifications, links, and more may not transfer over when they essentially "copy" these manuals. So, having a quality service is crucial.



POSITION STATEMENT

SUBJECT: STEEL AND ALUMINUM WHEEL REPAIR

TORRANCE, Calif., June 18, 2007 – American Honda Motor Co., Inc. does not approve of any repair of steel or aluminum wheels that involves welding, bending hammering, straightening, re-machining, reforming, or adding new material.

Any repair of steel or aluminum wheels must be strictly limited to minor cosmetic sanding or polishing that removes just the finish.

American Honda will not warrant any wheel other than an undamaged original or a new replacement part.

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A position statement will typically be a broad document from an OEM that applies to all models and can be used for documentation and repair decisions for reasons on why or why not to repair something.

Information awareness sites are sites that are kind of related to the third party, such as OEM1Stop, which links information back to OEMs and shows things like position statements, links sometimes to their collision websites, and other broad info. Yes, this info is ultimately in the above sources (which you may not have access to), but it's presented simply and quickly and for a lot of brands. This may help someone make a quick total decision or look up a fast position statement document for an insurance adjuster, instead of digging through extensive procedure pages, for example. Other sites include DEG Gateway for additional estimating information.

Parts-ordering - Most of the time, you're ordering that structural part from a branded dealership...so why not simply ask *them* to provide the documentation for that rear body panel or quarter panel you're ordering and slap it on the part in the box they're sending it out in? Heck, they'll probably email it over to

you. Now, the only reason why you wouldn't be allowed to "get" that procedure would also mean you shouldn't be able to get that part either. So, if you get that response, I wouldn't be ordering that part in the first place. Some OEMs require you to be certified to buy certain parts, but if you're able to buy the part, simply ask for the procedure with the part. The only thing I caution with this scenario is you're already ordering parts along with getting the procedure for something you haven't reviewed the fine details yet. So, before ordering, the prudent first step is to see if your shop is capable of completing the repair.

Whichever option works best to implement in your shop during your estimating check-in phase is ultimately the one that allows you to acknowledge the repair procedure and your shop's capability. This information is critical in assessing your ability to do a proper repair and avoid liability. This also could open up to allow you to write a better estimate by now having the full repair plan of information needed to fix the vehicle.

Do you want to be a "rock star?"

I'm frustrated by how some in the industry are not properly aware of needed procedures. When I advise people to get the procedure on a big repair, I often get a deer-in-the-headlights look indicating they don't even know they exist.

Others do get it and are rock stars in this conversation. So, it appears there's still a big divide in this industry. This topic isn't going away as the complexity and repair requirements tighten up from manufacturers.

By Josh Avello, vehicleservicepros.com

REFERRALS

If you know of a station that needs our services and is interested in becoming a member, refer them to us and upon signing you will receive a \$50.00 Amazon gift card.

If you know of someone interested, please contact our Sales Representative Bill Griese at 914-227-0144.



Check out our
Facebook page
@ SSDGNY

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MOTOR VEHICLE INSPECTION STUDY BILL INTRODUCED INTO ASSEMBLY

10/30/23, 12:03 PM Read Bill - AB 8190 - As Filed

STATE OF NEW YORK
8190

2023-2024 Regular Sessions

IN ASSEMBLY

October 27, 2023

Introduced by M. of A. MAGNARELLI -- read once and referred to the Committee on Transportation

AN ACT directing the commissioner of motor vehicles to conduct a study of official inspection stations, safety inspections and fees.

The People of the State of New York, represented in Senate and Assembly, do enact as follows:

Section 1. The commissioner of motor vehicles shall conduct a study to examine and update the requirements of safety inspections conducted on motorcycles, gasoline, zero emissions and alternative fuel vehicles to ensure safety and reliability particularly as it relates to new technologies and to determine whether additional inspection items should be included. Such study shall also examine the sufficiency of the official inspection industry fees for state mandated motorcycle and vehicle safety inspections. Such study shall include consultation with representatives of official inspection stations, the National Highway Traffic Safety Administration, and other relevant national vehicle safety organizations.

§ 2. Upon completion of this study, but no later than 365 days next succeeding the date on which this act shall have become a law, the commissioner of motor vehicles shall submit a report based on the findings of such study to the governor, the temporary president of the senate, the speaker of the assembly, the minority leader of the senate, the minority leader of the assembly, the chair of the senate transportation committee, and the chair of the assembly transportation committee which shall include, but not be limited to, the findings of the study as well as recommendations for statutory or regulatory changes.

§ 3. This act shall take effect on the thirtieth day after it shall have become a law.

NOVEMBER TRAINING

Round Table Discussion with SSDGNY in Westchester County

November 9, 2023, at 7:00pm
Ernie & John Auto Repair Inc.
573 Tuckahoe Rd.
Yonkers, NY 10710

Topics include NYVIP3, OPUS issues, DMV Inspection Program and many other topics.

Call 914-698-5188 to reserve a seat.

Autel Training: Transitioning to EV

This 2-day in-person, EV training course is intended for shop owners, service writers, and technicians aiming to stay competitive and relevant within the automotive repair industry. Classes are held at the Autel North America Training Facility in Port Washington, New York. Meals are included, and hotel accommodations provided if needed.

Register: Go to [Autel.com](https://www.autel.com)



TRANSITIONING TO EV: SERVICE AND MAINTENANCE TRAINING

Shop Owner Magazine Offers a Series of Training Videos

Go to <https://iq.shopownermag.com/>

Video training Topics include: Catalytic converter testing, Cabin Air Filters, TPMS testing, Battery testing, Compression testing, Wheel alignment, ADAS and much more!

World Pac / CTI Training

Variable Valve Technology
Date: Saturday, Dec 9, 2023

Time: 9:00 AM ~ 12:00PM EST / 6:00AM ~ 9:00AM PST

Instructor: Marlon Kunz

Class ID: OLT390

Cost: \$ 125

To register go to: <https://www.wtitraining.com/>

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SCHOLARSHIP RAFFLE TO BENEFIT THE JOSEPH ENGELDRUM MEMORIAL SCHOLARSHIP

It's that time of year again to get your raffle tickets and apply for the \$1,000.00 Joseph Engeldrum Memorial Scholarship. The donation for a raffle ticket is \$25.00, and the prizes are as follows: First Prize \$2,500.00; Second Prize \$1,000.00 and Third Prize \$500.00.

This drawing will be held at the Board of Directors meeting in December 2023. The winners of all prizes will be notified then.

If you would like to participate in the drawing you can call the office to set up a payment and we will send you the raffle ticket or you can call your representative to come to your shop.

Don't forget to fill out the application for the Joseph Engeldrum Memorial Scholarship in this bulletin. Be sure to send in your application as soon as possible. To be entered in the drawing all applications must be received no later than November 30, 2023

WELCOME NEW MEMBERS

International Motor Works
Blauvelt, NY

AVJ Diagnostics LLC
Bronx, NY

TRIVIA QUESTION

What is happening on November 9, 2023?

Call the office or email cobalde@ssdgn.org with an answer for a chance to win a free month's dues.



CLASSIFIEDS

For Sale: You can be your own boss! Est. shop that specializes in trailer repair, snowplow and salter sales, parts and repair. We also offer vehicle up-fitting. We sell and install numerous truck bodies. The shop is geared towards landscapers and contractor's needs. The service center has an excellent reputation that repairs all makes and models of box trucks, utility trailers landscape and boat trailers. Welding and fabricating repairs/parts as needed. We have the ability to make hydraulic hoses that we make on site. The showroom is fully stocked with inventory. The shop can fit 4 vehicles inside. Shop equip. includes: 2 post lifts, torches, welder, tire changer, balancer, band saw, drill press, work benches & more. There is also a private office. We are an authorized BOSS snowplow, Ramp Rack, Buyers and Woolwax dealer. Motivated to sell IMMEDIATELY due to relocating out of the area. Great opportunity to get in now during the snow season. Please call 845-590-5800 for more information.

For Sale: Pwrsprts Dlrshp for sale, Motorcycles, ATVS, UTVS, Snowmobiles, Generators/power washers. Parts / Service dept. 8500 sq. ft. building on 8 acres. Rent or buy. Kawasaki and Arctic Cat, Kymco, Generac generators. We are located on the Newburgh/Marlboro NY, RT 9w. High traffic road. Check our website bigboyztoysny.com Call Tony 845-781-3082 cell

I hope you enjoyed reading this month's bulletin. If you have any questions, feel free to call the association. We are here to help you and your industry.

From our family to yours:



Regards,
Carla Obalde
Operations Manager