

THE HORN



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**Automotive Aftermarket Association of the
Mid-South, Inc.**

*Serving the Automotive Aftermarket in North Carolina,
South Carolina, Tennessee and Virginia*

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Legal/Legislative

OSHA Announces Updated COVID-19 Guide for Businesses

OSHA has issued guidance [intended to inform](#) employers and workers in most workplace settings outside of healthcare to help them identify risks of being exposed to and/or contracting COVID-19 at work and to help them determine appropriate control measures to implement. Separate guidance is applicable to [healthcare \(CDC guidance\)](#) and [emergency response \(CDC guidance\)](#) settings. OSHA has additional [industry-specific guidance](#). This guidance contains recommendations as well as descriptions of [mandatory safety and health standards](#). The recommendations are advisory in nature, informational in content, and are intended to assist employers in providing a safe and healthful workplace.

COVID-19 is a highly infectious disease that is [spread](#) most commonly through respiratory droplets and particles produced when an infected person exhales, talks, vocalizes, sneezes, or coughs. COVID-19 is highly transmissible and can be spread by people who have no symptoms. Particles containing the virus can travel more than 6 feet, especially indoors, and can be spread by individuals who do not know they are infected.

Face Coverings, either cloth face coverings or surgical masks, are simple barriers that help prevent respiratory droplets from your nose and mouth from reaching others. Face coverings protect those around you, in case you are infected but do not know it, and can also reduce your own exposure to infection in certain circumstances. Wearing a face covering is complementary to and not a replacement for physical distancing.

Employers should implement COVID-19 Prevention Programs in the workplace. The most effective programs engage workers and their union or other representatives in the program's development, and include the following key elements: [conducting a hazard assessment](#); [identifying a combination of measures that limit the spread of COVID-19 in the workplace](#); [adopting measures to ensure that workers who are infected or potentially infected are separated and sent home from the workplace](#); and [implementing protections from retaliation](#) for workers who raise COVID-19 related concerns.

The guidance provides [additional detail](#) on key measures for limiting the spread of COVID-19, starting with [separating and sending home infected or potentially infected people from the workplace](#), [implementing physical distancing](#), [installing barriers where physical distancing cannot be maintained](#), and [suppressing the spread by using face coverings](#). It also provides guidance on [use of personal protective equipment \(PPE\)](#), when necessary, [improving ventilation](#), [providing supplies for good hygiene](#), and [routine cleaning and disinfection](#).

OSHA will continue to update this guidance over time to reflect developments in science, best practices and standards, and will keep track of changes for the sake of transparency. In addition, OSHA expects to continue to update guidance relevant to particular industries or workplace situations over time.

Visit the [OSHA website](#) for the full report and additional information.

CONSUMER ALERT



Attorney General

Josh Stein

Watch out for counterfeit COVID-19 vaccine offers

As North Carolina continues to administer vaccines to people across the state, please be on the lookout for offers for unapproved or counterfeit vaccines. Here's what you should know about these offers and about other COVID-19 vaccine scams:

- Beware of counterfeit vaccines or miracle cures. There are currently only **two** COVID-19 vaccines authorized for use in the United States – the Pfizer-BioNTech and Moderna vaccines. If other vaccines are approved by the FDA, they will be listed [here](#). Scammers may try to sell you a trafficked or counterfeit vaccine – avoid them by ensuring that you schedule your vaccine appointment through a legitimate provider. Find local vaccine providers through the [North Carolina Department of Health and Human Services](#) website.
- Vaccines are free, even if you don't have insurance. If you're being offered a vaccine for a fee or at a "very low" price, it's a scam. Vaccines cannot be purchased. Some scammers may reserve several appointment slots at once, and then try to sell them to the highest bidder. You should not pay for any appointment – don't give these scammers your money or your personal data.
- Don't believe claims of "miracle cures" or new treatments that will protect you from COVID-19. If it sounds too good to be true, it probably is.
- You cannot get the vaccine before it's your turn and do not pay anyone to move up in the line. North Carolina is currently vaccinating through a phased group approach based on public health guidance to protect those most at risk. You can find your vaccine group [here](#).
- If you are a health care provider or work for a health care facility, be skeptical of out-of-the-blue offers to vaccinate residents, staff, and patients from people or organizations you're not familiar with. Vaccinations should be coordinated through public health and government bodies.
- Safeguard your vaccine card data. These cards are to help you track your vaccination and they contain personal information. If you post pictures of them online, it's easier for scammers to steal your information and commit ID theft, or to create their own fake vaccination ID cards. Instead of sharing your vaccine card, consider sharing your vaccine stickers/buttons or other social media features instead.
- If you're registering to get a vaccine, make sure that the website or link you are using is legitimate. You can verify by calling the health department or provider or by searching for the link independently online. Look for the lock icon and a URL beginning with https in the address bar. If a link is asking for your bank account, Social Security, or credit card numbers, don't share them – it's a scam.

You can stay up to date on North Carolina's vaccine rollout and learn more about how to get your vaccine at covid19.ncdhhs.gov/vaccines. If you or a loved one has questions about a possible scam or fear you've been victimized, contact our office's Consumer Protection Division at ncdoj.gov/complaint or 1-877-5-NO-SCAM.

****NOTE:** There are now *three* vaccines, including the recently released Johnson & Johnson vaccine.

Management Notes

Hiring Based on Personality

Determining the personality of a prospective employee is also important. There are personality traits – such as responsibility, reliability, honesty, and a willingness to work hard – that are needed in a good employee. A hiring manager also has to consider the personalities of other workers in the shop. Assembling a team that works well together is a major priority for any smoothly functioning shop.

One mistake that some managers make in hiring is to choose employees who the hiring manager "clicks" with. If an interview goes well and the manager enjoys the company of the prospective employee, it may seem natural to offer that person the job. The same is true with the "going with your gut" approach. This is the lazy way to hire by personality, though, and can lead to trouble.

Instead of making emotion-based hiring decisions based on personality, it's better to use personality as one factor in the decision and to back that up with other information. What can you objectively tell about a person based on personality?

First, it's important for a hiring manager or hiring team to determine what personality traits they are looking for in an employee before they interview anyone. Being familiar with a list of desired employee traits should

Continued on page 3

Hiring Based on Personality

Continued from page 2

be a part of the pre-interview process. When you know what you're looking for, it's much simpler to decide if a candidate displays those traits. Creating a scoring guide that will help any interviewer identify those traits in any interviewee is also helpful.

This is because an interview is a subjective process. Both the interviewer and the interviewee have their own perceptions. They respond to cues that they perceive as coming from the other person in the room. Unfortunately, people often misinterpret cues in speech and body language.

Another way to determine personality traits is to utilize personality tests. There are a number of personality profiling tools that interviewers can use to vet candidates, including Core Values Index, Wonderlic, and Predictive Index. If a hiring manager does not want to or isn't comfortable with asking candidates to take a personality test, there are ways of posing questions that will reveal basic personality traits. People actually like talking about their preferences if you approach them the right way. Some people even take personality tests for fun.

Searching for external evidence of personality is also important. Some interviewees are good at making a positive first impression. Being charming is a useful skill, but that doesn't mean that person will be a good employee. This is where following up after an interview is necessary.

For example, if two of the personality traits the hiring manager is looking for are intelligence and reliability, then seeking out the candidate's history in terms of his education, accomplishments, references, work record, and experience will reveal more than an interview. Over time people reveal themselves in how hard they work, how well they score on tests, and what they do in their free time.

The emphasis in hiring techs is often on the skill set they have, but hiring based on personality has its merits too – as long as employers do not take shortcuts and hire people they just personally like. Taking the time to understand what employees bring to the table in terms of their personality will make a difference in how they will interact with your existing team and will lessen turnover in your shop. It will also make your job as a manager easier.

Industry News

Odometers Reach Record Heights

By Jim Lang

"The average age of cars and light trucks is increasing across the U.S., along with the mileage on their odometers. At mid-year 2019, the typical light vehicle in the U.S. averaged approximately 22,000 more odometer miles than ten years earlier (2009). The downturn in 2020 vehicle sales has pushed the average age and odometer readings of cars and light trucks to record-high levels."

"This is significant for aftermarket product growth since older vehicles with greater accumulated mileage consume more aftermarket products per mile than cars and light trucks with lower odometer readings. See the all-new 2021 Lang Aftermarket Annual for a 10-year history of the soaring odometer readings."

Odometer Miles and Aftermarket Volume

Not all light vehicle miles generate the same aftermarket product volume. Aftermarket product use per mile varies significantly according to a vehicle's age and, therefore, its accumulated mileage. For example, a vehicle with 155,000 miles on its odometer will generate more aftermarket product use when driven 12,500 miles in a year than a vehicle with 25,000 accumulated miles.

All Light Vehicles

The average light vehicle in the U.S. at mid-year 2009 had approximately 101,000 miles on its odometer. Accumulated mileage on the average light vehicle increased to approximately 112,000 by 2014, with odometer miles reaching an estimated 123,000 for the average light vehicle in 2019. Lang Marketing projects that the average light vehicle odometer topped 126,000 during 2020.

Given the large increases in odometer mileage over these years, a typical vehicle in 2019 generated more aftermarket product volume than the typical vehicle in 2009 or 2014.

Cars and Light Trucks

The average car in the U.S. during 2019 had approximately 19,000 more miles on its odometer than the average car ten years earlier. The growth in light truck accumulated mileage was greater, climbing from an estimated 100,000 in 2009 to 125,000 miles by 2019.

Continued on page 4

Odometers Reach Record Heights

Continued from page 3

Domestic Nameplate Accumulated Mileage

Accumulated miles on the average domestic nameplate increased to 121,000 miles during 2014, up from 116,000 mile five years earlier. By 2019, the average domestic nameplate had 127,000 miles on its odometer. Domestic nameplates averaged much higher accumulated miles per vehicle than foreign nameplates in the U.S. during 2009 through 2019.

Foreign Nameplates

Foreign nameplates averaged approximately 22,000 fewer accumulated miles per vehicle during 2009 than their domestic counterparts. By 2019, foreign nameplates averaged 116,000 miles on their odometers compared to a much higher 127,000 accumulated miles on the average domestic light vehicle in the U.S.

Domestic Cars Lead in Odometer Miles

Domestic cars average the highest odometer readings of any light vehicle group in the U.S. During 2009, domestic cars averaged nearly 124,000 odometer miles, much higher than the 101,000 miles accumulated by the average light vehicle. By 2019, domestic cars pushed their average odometer miles to over 150,000 miles, significantly higher than 123,000 average accumulated miles for all light vehicles during 2019. This odometer mileage gap widened during 2020.

Six Major Takeaways

- Not all driving generates the same aftermarket product use per mile since product wear per mile varies significantly by a vehicle's age and, therefore, its accumulated mileage.
- Odometer mileage on cars and light trucks is critical for their aftermarket product use since older vehicles with greater accumulated mileage use more aftermarket products per mile than vehicles with fewer odometer miles. See the all-new 2021 Lang Aftermarket Annual for a 10-year analysis of the changing odometer readings.
- The typical car and light truck in the U.S. in 2009 had approximately 101,000 accumulated miles, with the average light vehicle odometer spinning up to 123,000 miles by 2019. Lang Marketing projects that the average light vehicle odometer topped a record-high 126,000 miles during 2020.
- Cars averaged more accumulated miles between 2009 and 2019 than light trucks. However, this mileage gap narrowed during this period.
- Foreign nameplate cars and light truck have significantly lower accumulated mileage than domestic nameplates. Foreign nameplates averaged 116,000 odometer miles in 2019 compared to 127,000 accumulated mileage on the average domestic nameplate.
- Domestic nameplate cars average the highest odometer readings of any major light vehicle group, topping 150,000 odometer miles in 2019.

ASE Winter Certification Registration Now Open

ASE winter registration is now open through March 31, 2021. More than 50 ASE certification tests are available, covering nearly every aspect of the motor vehicle service and repair industry.

Those registering will have 90 days to schedule an appointment to take the selected ASE tests, whether registering on the first day of the registration period or the last. ASE tests are conducted days, nights and weekends at nearly 450 secured, proctored test centers. A \$34 registration fee is added to every order, no matter how many tests are purchased. Tests are \$47 each, except for L1, L2 and L3, which are \$94 each.

For recertification, a \$34 registration fee is paid per order, and tests are \$47 each, except for L1R, L2R and L3R tests, which are \$94 each. A person may sign up for as many recertification tests as they choose during the registration window. As an added benefit, ASE caps the cost of tests taken at \$141, so the most anyone would pay to recertify in a single registration window is \$175, no matter how many recertification tests are taken.

Service professionals with unexpired automobile certifications (A1-A9) also can use the ASE renewal app for recertification. The ASE renewal app was developed to help ASE-certified professionals extend the expiration date of their certifications without having to take time off or go to a secure test center for testing.

ASE testing is available throughout the year and ASE offers free online study guides to help with the test preparation process. For more information or to register for ASE certification testing, visit [ase.com/register-now](https://www.ase.com/register-now).

Automotive Aftermarket Charitable Foundation Crucial to Our Industry

The Automotive Aftermarket Charitable Foundation (AACF) has spent over 60 years serving thousands of members in the automotive aftermarket and their families who've suffered from tragedies including sudden death, illness, and life altering accidents. The AACF's mission is to "provide sustainable solutions for those in great need," and is committed to sharing their services and benefits with the automotive aftermarket community of employees, companies, and families.

The AACF welcomes any company to offer this benefit to its employees by participating in their Awareness Partner Program. At no cost to participate, the AACF will provide your company with resources detailing the services offered by the AACF.

If you or someone you know needs support or assistance, please call the Automotive Aftermarket Charitable Foundation directly at (772) 286-5500, email to info@aacfi.org, or visit their website at AftermarketCharity.org.

Insurance News

AAAMS Board Of Directors Approves New Workers' Compensation Program

The AAAMS Board of Directors is pleased to announce that First Benefits Insurance Mutual has been approved as an endorsed provider of Workers' Compensation Insurance for Association members. First Benefits has been delivering quality Workers' Compensation Insurance at a competitive rate for over 25 years, and now your Association is pleased to be able to provide this program.

First Benefits has a Financial Stability Rating of A "Exceptional" and affords insured members the confidence that can be trusted for years to come. First Benefits also provides Loss Control Services to support you in keeping your employees safe and avoiding claims. AAAMS members in North Carolina, South Carolina and Virginia can take immediate advantage of this program. The Association also has options for Tennessee members through other carriers.

First Benefits is represented by independent insurance agents (including IGO Insurance Agency) throughout North Carolina, South Carolina and Virginia that can write such coverage. Even if your Workers' Comp. coverage is not written through the Association's recommended Business Insurance/Workers Compensation recommended Agency (IGO Insurance Agency), you can take advantage of this program through other independent agencies listed on the First Benefits website. IGO Insurance has been asked to make sure that First Benefits is considered when quoting Workers' Comp. to our members.

There will be more information regarding this program in the April 2021 issue of "The Horn"...but in the meantime, if you would like a quote, contact Randy Lisk at 919-821-1314 or 1-800-849-8037.

AAAMS News

2021 AAAMS Business Conference

Planning continues to progress for the 2021 AAAMS Business Conference to be held Thursday, September 23 through Sunday, September 26, 2021 at The Margaritaville Resort, Gatlinburg, TN. The Margaritaville Resort is a fabulous location (deep in the Smoky Mountains of Tennessee), and we hope that you will join us for what promises to be an outstanding event.

Registration and other details will be available soon!

SuperFleet Association Fueling Program

Several of our members are taking advantage of the Association's SuperFleet (Speedway) Discount Fueling Program and SAVING MONEY. With Gas prices increasing, we urge you to take advantage of this savings opportunity! The program continues to offer the promotion of 15 cents off per gallon at any of the 3,900 Speedway locations coast to coast for the first three months for all new accounts/members of AAAMS! Members continue to save 5 cents per gallon after the 3 months promotion. See page 7 of this newsletter for an information flyer regarding this program.

Federal/State All-In-One Labor Law Posters Now Available Through AAAMS

AAAMS, Inc. now has the new laminated Federal/State "All-In-One" Labor Law Posters. One poster contains all of the required Federal Postings and the appropriate State Postings. Our price is very competitive compared to other companies' prices based on sales flyers being distributed to AAAMS members.

An order form is contained on page 8 of this newsletter.

Please call or email Randy at 1-800-849-8037 or rlisk@aaamsonline.com with any questions.

Scholarship Application Deadline Approaching: March 31, 2021

The Automotive Aftermarket Association of the Mid-South, Inc., is pleased to announce that applications are available for annual AAAMS Scholarships. The deadline to apply is March 31, 2021. AAAMS plans to make available at least two (2) \$1,000.00 scholarships for the upcoming school year (2021/2022).

All students who apply must be sponsored by an AAAMS member in good standing. AAAMS Scholarships are also awarded regardless of the student's planned field of study. Keep in mind that AAAMS members, and their immediate families, as well as AAAMS members' employees and their families, are all eligible for the scholarships.

Again this year, the student applicant may complete the application for the AAAMS Scholarships online at www.automotivescholarships.com. This way, the student will not only be eligible for the AAAMS Scholarship, but also ones from several other sources within the industry.

All applications need to be completed online by March 31, 2021. The AAAMS Scholarships will be awarded by the end of May, 2021. If the applicant desires to apply for only an AAAMS Scholarship, then you need to contact Randy Lisk at 919-821-1314 or rlisk@aaamsonline.com for a copy of the AAAMS Scholarship Application. But why not apply online and have a chance at multiple scholarships...especially if the student intends to enter the aftermarket upon graduation?

Please contact Randy if you have any questions regarding the process of applying for scholarships.

Schedule of Events

MAY 2021

** May 16, 2021 --- AAAMS Board of Directors Meeting, Hickory, NC (tentative)

SEPTEMBER 2021

** September 23-26, 2021 --- 2021 AAAMS Business Conference, Gatlinburg, TN

** September 24, 2021 --- AAAMS Board of Directors Meeting, Gatlinburg, TN

NOVEMBER 2021

** November 2-4, 2021 --- AAPEX/SEMA Show, Las Vegas, NV

— Randy Lisk, Executive Vice President

SuperFleet Mastercard® Association Fueling Program



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†Limited time offer valid for new Speedway SuperFleet Mastercard applications received from 1/1/2021 through 12/31/2021. New approved accounts will earn 15 cents per gallon rebate on Speedway fuel purchases in the first three months after account setup. Rebates are cents per gallon based on the number of gallons purchased at Speedway locations per calendar month. The maximum promotional rebate in any one-month period, regardless of billing terms, is \$300. Rebates are subject to forfeiture if account is not in good standing.

*Rebates are cents per gallon based on the number of gallons purchased at Speedway locations per calendar month. Rebates will be reflected on your billing statement in the form of a statement credit. Not valid on aviation, bulk fuel, propane or natural gas purchases. Rebates are subject to forfeiture if account is not in good standing. Program pricing is subject to change any time beginning 12 months after sign-up.

**Program terms and conditions apply. Visit www.fleetcor.com/terms/superfleet-mc for details. Fees may apply in some cases, such as for optional services, late payments and/or credit risk. Fuel purchases at locations other than Speedway locations are subject to an out-of-network transaction fee. The SuperFleet Mastercard® is issued by Regions Bank, pursuant to a license by Mastercard International Incorporated. Mastercard is a registered trademark, and the circles design is a trademark of Mastercard International Incorporated.

Federal/State All-In-One Labor Law Poster

ALERT !!!

****NEW ALL-IN-ONE COMBO POSTER IS NOW AVAILABLE****

A New 2021 Combined Federal/State All-In-One Labor Law Poster is Now Available through AAAMS, Inc.

*One Poster Contains all of the Required Federal Postings and the Appropriate State Postings

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Raleigh, NC 27624

FAX TO: (919) 821-0753 – OR -**EMAIL TO:** rlik@aaamsonline.com

DO NOT SEND A CHECK...YOU WILL BE BILLED!

Please send:

____ copies of the Federal/North Carolina All-In-One Labor Law Poster in English (Laminated) @ \$28.75 each (plus postage & tax);

____ copies of the Federal/South Carolina All-In-One Labor Law Poster in English (Laminated) @ \$28.75 each (plus postage & tax);

____ copies of the Federal/Tennessee All-In-One Labor Law Poster in English (Laminated) @ \$28.75 each (plus postage & tax);

____ copies of the Federal/Virginia All-In-One Labor Law Poster in English (Laminated) @ \$28.75 each (plus postage & tax).

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**AAAMS,
INC.**

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