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The ATRI NEWS

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Articles and letters suitable for publication will be published in the next scheduled newsletter as space permits. Material should be sent to:

> Michelle Lechner Executive Director, ATRI PO Box 9424 Springfield, IL 62791 illautorecyclers@aol.com

Articles may be edited for length and format.

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President's Perspective

By David Anderson, ATRI President

It is hard to believe it's already been 2 years since I became president of ATRI for a second time around! I think our industry is moving in a more positive direction, and in a position to keep growing more than we were two years ago. Looking back, I was not feeling very positive because of



the state that our economy has been in, and this industry too. I think over the past two years ATRI has accomplished a lot by maintaining membership, and by watching our IL Green Car program grow. ATRI has been concentrating on growing our membership by providing on-going educational training, and encouraging more and more to become an IL Green Car member. Seriously, this program is a huge benefit to the ARTI members that are a part of it. VET Environmental has brought new memberships to ATRI, and let's face it, who does not want to be environmentally sound these days in this industry. You could ask any one of the IL Green Car Members about it and you would get the same answer, that is how much of an impact it has had on our association. Make sure to see Sara and her team from VET if you have unanswered questions while you are attending the IL Convention & Trade Show.

I think this year's fall convention will be one of our best ever! Everything will be held at the Chicago Pic-A-Part yard. You can read all about it and even get registered in this newsletter. We have never held our event at a U-Pull-It yard, so I am really looking forward to it. I would like to personally extend this invitation to all members, and non-members. Also, feel free to share this event with another salvage operation you think might benefit from attending. We have not raised the price for this event in a while, so it really is inexpensive and well worth it. I know Michelle and the convention committee spend a lot of time making sure this is an event you would benefit from. Mark your calendars and join us! I think that Eric Gallay from Red's Auto Parts, down in the Southern portion of the state, will be a great president for the next two years. Eric brings us some different viewpoints from down State and in visiting some of the yards there, I can tell you things are different. Eric knows all of the yards in Southern IL and has always stepped up to the plate to host a networking of yards from the surrounding area to discuss the issues at hand. I am looking forward to working with Eric to hear and see the different perspective he brings to the table. You don't want to miss Eric as he and Joe Watson bring their best efforts as auctioneers to our live auction at the convention. They have been performing as our auctioneers for the past couple years and are quite entertaining!

Being a member of the state association has been such a positive move for our yard. I say thanks for having me as your president for the past 2 years. You get out of an association what you put into it. I will remain on the board as the immediate past President, and again, am looking forward to working with our current board and new President, Eric Gallay. I want to give a huge thank you to Michelle and the ATRI Board for their efforts as well. This may not be a paid position, but you sure do learn a lot, and again, I'm glad I'm a member of ATRI.

I hope to see so many of you at the IL Convention & Trade Show.

Thank you & be safe out there, David Anderson, partner I-55 Auto Salvage. ATRI President

Executive's Viewpoint

By Michelle Lechner, Executive Director

Are you ready for the upcoming convention & trade show? If you have not attended any events for continuing education it's time you do! I guarantee this one promises to be the one not to miss. In this issue, you can read from a couple of the speakers so you can see for your-



self what's on the agenda. Last year we had the first "Ole Timers" round table and it was interesting and informative. So much information about the way things were done way back when, and how it might be done differently today. You can ask questions or just sit back and listen and take notes. The Heckenast family will be hosting this year's event at the new Chicago Pic-A-Part Yard. Sherri Heckenast, and Frank Heckenast will both be participating too. Sherri will be doing a session on pic-a-part yards, and Frank will be on the "Ole Timers" round table discussion. Ryan Falco, General Manager of Midway Auto Parts in Kansas City, Missouri will be doing the training. Again, read what Ryan has to say in this newsletter. You can find all of the other convention information at www.illinoisautorecyclers.com. The hotel is not far from the yard, and will provide shuttle service twice on Friday to Chicago Pic-A-Part. The hotel cutoff date will be August 28th, so don't forget to make your reservation soon!

So many of you are now an IL Green Car Member and Sara from Vet Environmental will be doing two presentations, one on Friday and another on Saturday. Following her session on Saturday Sara will be presenting awards. Sara and the team at Vet Environmental have been a wonderful asset and member benefit to the association. We are very lucky to have their knowledge and assistance in keeping our members environmentally sound!

If you are interested in hosting, or attending, a yard tour

during our convention please check the website as they will be listed there along with a list of exhibitors. I am hopeful there will be yard tours surrounding the city of Chicago for people to attend. People come from all directions and this makes for a nice stop along the way. The host yard and the hotel are relatively easy to get to. Many get a little anxious when driving to the city so rest assured this is pretty simple.

Try your skills at driving a racing simulator. Friday night we hope to have two of them there so we can have a contest. There will be a prize for the winner. Speaking of prize's, I am pretty by now you know we are giving away a Weber Grill along with a meat package from Omaha Steaks, yum! All who are registered are eligible to win.

On another subject, most of you know that IL finally has reached a budget. Yes, there are still many issues that need worked out, and with all that said, I am hoping to get those promised changes done to the outdated IL Vehicle Code. We recently met with SOS Director and the head of vehicle services. They too are aware that changes need to be made. I think we need to hold our own "Hill Days" event in the future, so we can educate and explain our issues. I sure hope those of you out there will join us in Springfield when that time comes. Again, strength in numbers is always a plus.

I will close by giving a huge thank you to David Anderson for his time and dedication to ATRI. Dave has been the ATRI President for the past two years, and this was his 2nd time around as the ATRI President. David has been a joy to work with and he has always been a huge supporter of this industry and ATRI. Next, we welcome Eric Gallay from Reds Auto Parts in Cottage Hills, IL. as the next ATRI President. I'm looking forward to what he brings to the table during his two- year term!

Keep Recycling, Michelle Lechner, Executive Director

Update on Illinois Mercury Switch Removal Program

By: Becky Jayne

Annual Reports – The annual switch removal report that you must file with the Illinois EPA is due August 15th of every year. If you have not submitted your annual report for the period of July 1, 2016 through June 30, 2017 please do so now.

Auto Switch Removal Law Sunset Date - The expiration date of the Mercury Switch Removal Act was extended to January 1, 2022. End-of-Life Vehicle Solutions (ELVS) must continue paying auto recyclers, scrap metal recyclers and scrap processors for properly documented switches received.

Additionally, many auto recyclers, scrap metal recyclers and scrap processors did not submit an annual report for July 1, 2015 through June 30, 2016. Check your records to see whether the annual report was submitted to Illinois EPA. If not submitted, please submit one now.

The reporting form is online at http://www.epa.illinois.gov/ topics/waste-management/mercury/state-programs/autoswitch/index. A link to the form is located at the bottom of the page.

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Replacement Buckets – Replacement buckets are not sent unless a request is made to Environmental Quality (EQ). EQ administers the program for ELVS. Request a replacement bucket by contacting EQ at elvsbuckets@usecology.com or (800) 495-6059. Emailing EQ is the best way to request a replacement bucket.

Reimbursement for Switches Removed - To receive reimbursement for the switches you've collected, complete a W-9 form and include a removal log documenting the switches in the bucket. The log must include information on the year, make, model of each vehicle that contained a mercury switch, as well as the number of switches removed from each vehicle. Removal logs are provided with each new bucket you receive. If you have any questions, contact EQ at (734) 547-2511.

Switch Storage Requirements – This is a reminder that once a mercury switch is removed from a vehicle it is considered "universal waste" under Illinois hazardous waste regulations. Participants in the ELVS program should put the waste accumulation sticker on the bucket and write the date the first switch was placed in the bucket on the sticker. Only mercury switches should be placed in the bucket. Under Illinois law, the mercury switches may be stored on-site for only one year. Buckets must be returned within one year from the date the first mercury switch was placed in the bucket, even if bucket only contains one switch.

Becky Jayne is an Environmental Protection Specialist with Illinois EPA. If you have any questions about the Illinois Mercury Switch Removal Program, please do not hesitate to contact her at either Becky.Jayne@illinois.gov, or 217-524-9642.

Ryan Falco, Speaker at the Upcoming ATRI Convention & Trade Show!!!!

By: Ryan Falco

Before you know it, we will be together in Chicago to for the annual ATRI Convention and Trade Show. This is a time to see old friends, meet new friends and gain knowledge on leading industry issues. If you are like myself you most likely spend more time working "in" your business than "on" your business. This meeting gives everyone the opportunity to leave the chaos of their companies for a couple days and collaborate with other industry leaders and discus solutions to problems that all of us are facing.

I will be taking time to speak on many different challenges that are currently facing my own salvage yard. On Friday, I will be speaking on Employee recruitment and retention. I will dive into the many challenges that we all currently face from how to hire a quality employee but more importantly how to retain key employees. Saturday morning, I will be working with your sales team on how to become motivated to sell more parts with my presentation "Mediocrity is No Longer an Option – Taking the Leap to Becoming a Great Salesperson". Followed up with "The Journey to Operating a Lean Mean Recycling Facility" where I will personally go thru my own journey on how my company became process oriented to drive bottom line revenue. The good news for all of you is that I am an owner/operator so most likely we have been in the same situation and we can relate and problem solve together!

I know that personally I always leave these events motivated to make changes that will benefit my company for the long run. See everyone September 29 – 30th!

Ryan Falco is General Manager of Midway Auto Parts in Kansas City, Missouri. Midway, founded in 1986 is a full service auto recycling business, including a full service salvage yard processing over two hundred vehicle monthly, two self-service locations and a car lot selling a wide variety of new and used vehicles.



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The VET Review – IL Green CAR 2017

By: Wilson Shealy – Intern, VET Environmental Engineering, LLC Grace Miller – Environmental Scientist, VET Environmental Engineering, LLC

Yep, it's that time of the year again! No, not tax time. No, not that time when you have to be in the same house as your in-laws for 7 hours straight. No, it's time for: the 2017 VET Review!

This year VET has conducted IL Green CAR audits for 30 Illinois auto recycling facilities! If you are still thinking about scheduling an IL Green CAR audit for 2017, please call us and we will do our best to get you in before the Auto & Truck Recyclers of Illinois (ATRI) Convention in September. In this article we are proud to recognize our first certified facility of 2017! Coultas Automotive Recycling is a returning PLATINUM Medalist and continues to lead the state! VET was very impressed with Coultas' continued dedication to excellence; their hard work is obvious and we appreciate the standard they are upholding for the auto recycling industry. Way to go, Ed and the Coultas team!

After each audit, members are given the option of working with VET to improve their initial score (this is included in the price of the audit). Members are marked as "PENDING" until this process is complete and have until September 15, 2017 to improve their medal standing. Everyone's been knuckling down since their audits to make improvements this year, and we're seeing a lot of beneficial changes to

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DAN - DAVE - DOUG - DON - TODD 22661 FRONTAGE ROAD • CHANNAHON, IL 60410 the facilities of new members and returning members alike! 2017 IL Green CAR awards will be presented at the ATRI Convention and Trade Show, to be held at Chicago U-Pic-A-Part in Chicago, IL on September 28 and 29, 2017.

As a reminder: IL Green CAR Certification is awarded based on the following grade scale:

SILVER Certification - 75% Compliance with IL Green CAR Standards GOLD Certification - 85% Compliance with IL Green CAR Standards PLATINUM Certification - 95% Compliance with IL Green CAR Standards

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Don't forget, VET will award a "Most Valuable" award to the medalist who best supports the IL Green CAR program and helps us to grow through recommendations and referrals. If you've seen the benefits of the IL Green CAR program, please tell your friends and colleagues! The stronger our group is, the more positive impact we can have on the standards of the auto recycling industry! We will also present a "Most Improved" award to our medalist who has made the most significant improvements to their facility over the course of the year. Thank you to all our medalists and new members for your support - we look forward to seeing you all at the ATRI Convention and Trade Show! Keep up the great work, and enjoy the rest of this beautiful summer!

Got Compliance?



Auto & Truck Recyclers of Illinois Convention & Trade Show September 29 & 30, 2017

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INFORMATION

For more information, contact **Michelle Lechner** PO Box 9424 • Springfield, IL 62791 Phone: 877-880-2874 Fax: 877-747-7597 Email: illautorecyclers@aol.com www.IllinoisAutoRecyclers.com

EVENT SCHEDULE

Friday September 29 Sessions Noon Registration 1:00-1:50 pm IL Green Car/ VET Environmental **Employee Recruitment and Retention: Salvage Yard Culture** or with Ryan Falco, Midway Auto Parts -Ryan will dive into many different aspects of human resources-related issues salvage yard owners and managers face. 1:00-2:50 pm Society for Asset Protection - ATRI Board says this is a must!!! 2:00-2:50 pm **U-Pull-Its - with Sherri Heckenast** "Ole Timers" Round Table 3:00-4:50 pm **Back by Popular Demand with:** John Catalano Sr., Bionic Auto Parts Frank Heckenast, Chicago U-Pic-A-Part Jim Watson Jr., ABC Auto Parts Larry Brosten, Auto Parts City Randy Fierge, Fierge Auto Parts ٠ Arnold Zalon, C & J Auto Parts 5:00 pm Trade Show Opens – One on one time with exhibitors, followed by auction and cocktail reception and see how skilled you are on the Racing Simulators. Prize for the winner!!!

Saturday September 30 Sessions

8:00 am	Registration						
8:00–8:50 am	IL Green Car/Vet Environmental						
or	Mediocrity is No Longer an Option - Take the Leap to Greatness A sales motivation and training session showing you how to take the leap to becoming a great salesperson. with Ryan Falco						
9:00–9:50 am	Car-Part.com						
10:00–10:50 am	Airbag/Forklift Training						
or	Going Lean - The Journey to Operating a Lean Recycling Facility General Manager of one of the nation's leading auto recycling facilities, Ryan will tell the story of their journey to making their operations more lean and efficient. with Ryan Falco						
11-00-Noon	Increasing Your Average Ticket How to Expand Your Average Ticket by Selling More Warranties, Brokering and Core Charges with Ryan Falco						
or	IL Green Car Awards presented on the Trade Show Floor						
Noon – 3:00 pm	Trade Show - Enjoy lunch with the Exhibitors						
	Trade Show - Enjoy lunch with the Exhibitors Key Note Speaker – TBA All Attendee's eligible for the Weber Grill/Omaha Steak give away to be presented Saturday at the end of the trade show. Must be present to win! Please note: Some sessions may be two hours. All is subject to change. ist of Yard Tours						
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The 411 on Illinois' Mercury Switch Program

By: Wilson Shealy – Intern, VET Environmental Engineering, LLC Grace Miller – Environmental Scientist, VET Environmental Engineering, LLC

Auto manufacturers used mercury in control switches and ABS sensors in some vehicles manufactured before 2003. Mercury from end-of-life vehicles is released to the environment when mercury switches are broken during the dismantling process or crushed without being removed from vehicles. Uncontained mercury vaporizes, creating a breathing hazard for workers and eventually ending up in soils, waterways, and food chains. Even small amounts of mercury can harm the central nervous system, cause cognitive problems, damage the lungs and kidneys, and induce lifelong mental and physical disabilities in children. While mercury is considered a hazardous waste, mercury-containing equipment, like mercury switches, is treated as a "universal waste" to streamline disposal.

What does the law say about mercury switches in Illinois?

In 2006, the Illinois General Assembly created the Illinois Mercury Switch Removal Act (IMSRA). This law required auto manufacturers in the state of Illinois to establish a program to recover and recycle mercury switches from end-of-life vehicles. Other states across the nation passed similar laws; to comply with state requirements, auto manufacturers collectively created a national, non-profit organization called End-of-Life Vehicle Solutions (ELVS). The current contractor managing the ELVS Program is The Environmental Quality Company (EQ). ELVS provides many free services to automotive recyclers, including:

- Information and instructional materials;
- Mercury switch collection buckets;

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- "Universal Waste" bucket labels;
- Pre-paid shipping labels to return buckets to ELVS; and,
- Responsible recycling of mercury and mercury-containing equipment.

In September 2008, an incentive fee ("bounty") of \$2 per switch was implemented in Illinois per IMSRA to improve the capture rate of mercury switches from recycled vehicles. This incentive fee is paid by the auto manufacturers through the ELVS program. The bounty will remain available as long as the IMSRA and ELVS remain in effect and funds are available.

So I get paid for my switches? Great! How do I obtain a bucket?

To receive credit for collected mercury switches, Illinois auto recyclers should visit the ELVS website and enroll in the mercury switch collection program. If you've ever received a bucket from ELVS or sent switches to ELVS for recycling, you are already enrolled! After you enroll, request a bucket by providing your business name, shipping address, and preferred bucket size (1 gallon or 3.5 gallon) to one of the following contacts:

Phone: (734) 547-2511 or (800) 495-6059 Email: elvsbuckets@eqonline.com or elvsbuckets@ usecology.com

What do I do when my bucket gets here?

When the ELVS leave a bucket on your doorstep, take it out of the box and stick the provided "Universal Waste" label on the front. Write your business name and address in the space provided. Ensure the plastic liner inside the bucket is in place. When you put your first mercury switch into the bucket, write the start date on the label. If you have an old bucket of mercury switches at your facility and can't find the box it originally came in, you can use the new box and prepaid UPS shipping label that came with the new bucket to send the old one off.



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What do I do with the paperwork in the box?

Your mercury switch collection bucket will come with an Illinois Automotive Mercury Switch Removal Log. This log is provided by the Illinois Environmental Protection Agency (IEPA) and is sent by ELVS with the collection buckets.

When you put your first switch in the bucket, record the start date on the log. As you remove switches from each vehicle and place them in the bucket,



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record the year, make, model, and type of switch (light switch or ABS sensor) on the log. (Unlike many states, Illinois auto recyclers are not required to record VIN numbers.) On the day you send your bucket to ELVS, record the end date on the log. The log start date and end date should be no more than one year apart.

If you need additional log pages, a copy of the Illinois Automotive Mercury Switch Removal Log can be printed from the ELVS website: http://elvsolutions.org/wp-content/ uploads/2012/10/Log%20of%20 Switch%20Removal.pdf

Anything special I should know about using my bucket?

Store your bucket out of the weather and with the lid sealed. VET recommends storing the bucket in your dismantling area – that way switches can be added as soon as they are removed from a vehicle. Do not store the bucket in an enclosed space (such as under your desk in your office), since inhaling mercury from broken switches can cause health problems.

If you remove glass mercury switches from a vehicle, they should remain inside their assemblies. ELVS requests that glass mercury switches not protected by a housing be placed inside secondary containment (such as an old medicine bottle or small Tupperware container) to protect them from getting crushed by other switches in the bucket.

How do I send my bucket back to the ELVS?

You must ship your mercury bucket back to ELVS when one of the following occurs:

- 1. Your bucket is full;
- 2. Your bucket contains 450 switches; or,
- 3. One year after logging your first mercury switch.

Plan to request a new bucket from ELVS at least 10 days before your old one expires if you don't have an extra bucket on site.

To send in your switches, seal your collection bucket and place it in the box it came in (or a similar box). Make sure to place padding around the bucket so it doesn't roll around. Make a copy of your Mercury Switch Collection Log for your records, then place the original in the box and seal it up. Use the pre-paid UPS shipping label to send the package to ELVS. If you used the prepaid label to send your old bucket in, request another bucket from ELVS and use the label it comes with.

Please note: ELVS only collects automotive mercury switches. No other mercury devices will be accepted.

When ELVS receives your bucket, EQ counts your switches, logs them in their database, and sends you a check from the auto manufacturers. You should receive a check from EQ and/or ELVS within a couple weeks of sending in your bucket.

Do I need to keep any mercury switch records on hand?

Yes. Auto recyclers in Illinois are required to maintain a copy of their Mercury Switch Removal Logs on-site for a minimum of 3 years and make them available during inspections. Even if you don't care about getting paid by ELVS, you still need to complete your Mercury Switch Removal Logs and keep a copy. It is also important to save a copy of your Mercury Switch Removal Logs in case you never receive payment from ELVS. These logs count as your receipt until you receive your check. ELVS will not send you a receipt or any other form of confirmation that they received your bucket outside of sending you a check.

I haven't kept a copy of the logs for the switches I've sent in - can I get these from ELVS?

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Unfortunately, no. ELVS does not maintain a copy of the Mercury Switch Removal Logs they receive, so if you have not saved a copy of your logs ELVS cannot send you a copy.

The second best thing to having a copy of your original logs is to have a copy of the ELVS database record generated when ELVS counts and records your switches. ELVS database records are publicly searchable and may be obtained by doing the following:

- 1. Go to www.usecology.com.
- Click "Services" "Environmental Services" "Recycling" – "ELVS Mercury Switch Program".
- 3. Scroll down to Collection Reporting select the year and your state, then click "Report".
- 4. Select the first letter of your business name, then find your business name on the list and select "View Detail".



This will bring up a record of all the mercury switches ELVS has received from your business since the year you selected. Print this page for your records! If you are a client of VET Environmental, we are in the process of uploading your ELVS database records to your ComplianceGo account.

I haven't been getting paid for my switches...and that's a lot of money!

Some Illinois yards have reported having trouble getting paid by ELVS for their switches. If you haven't been paid, consider the following:

- 1. Have you been filling out your Mercury Switch Removal Log(s) entirely and properly? If you do not send in a completed log with your switches, you will not be paid by ELVS.
- Are you sending your buckets to ELVS within 1 year from logging the first mercury switch? If you keep your bucket for more than one year, you may not be paid for your switches.
- 3. Are you labeling your buckets correctly? If you send ELVS a bucket without a Universal Waste label, or a blank or incorrectly-completed Universal Waste label, you may not get paid for your switches. Similarly, if you put the Universal Waste label on the bucket's box instead of the bucket itself, you may not get paid.
- Are any of the switches you sent damaged, corroded, or broken? ELVS will not reimburse for buckets with loose mercury inside. If any of your switches are leaking or busted, you will not get paid.
- Have you been putting non-automotive mercury switches into the bucket? ELVS will not pay for non-automotive switches. These include items like thermometers, thermostats, industrial mercury switches, and appliance mercury switches.

While ELVS will ensure all received switches are properly recycled, they will not send you any notice if your bucket is rejected for payment. If you are having issues receiving your buckets or the \$2 per switch bounty, please contact VET Environmental Engineering, LLC and let us know.

Got Compliance?

The Markets and Economics 101

By James F. Weaver

The second quarter of 2017 is now officially in the books, and as we turn the page to the month of July, it's safe to say the summer season is in full swing. While July brings with it holiday cookouts and trips to the beach, it also holds a special place in the hearts of cycling fans worldwide, as it marks an important apex for the sport, the Tour de France. For those that are unfamiliar with the event, the Tour de France is an annual bicycling competition between almost 200 cyclists, which spans 23 days and over 2,000 miles. With 23 days of televised coverage, you're likely to catch at least one of the various stages of the race, and if you do, you'll notice that riders tend to pack together in groups the announcers call the "peloton." Winners will pull ahead of the peloton, while riders who struggle with the grueling pace or experience equipment issues will lag behind.

This same principal can be applied to the markets, with the peloton represented by the broad, capitalization-weighted market. As this large group of hundreds of stocks winds its way around curves, through valleys and over mountains, many stocks will behave quite similarly with the market as a whole. However, there will be stocks and sectors that break away from the pack for sustained periods of time, and others that falter to fall well behind ... a few of which will inevitably abandon the race altogether. Our job as risk managers and tactical investors is to identify the stocks, sectors, and asset classes that have the legs to pedal beyond the comfortable confines of the peloton.

One quantifiable metric that has a tried and true history of providing an objective measure of performance is price. Every day stocks compete, and every day the result of these competitions are recorded. By recording the results of this daily competition, we can rank stocks, sectors, and even asset classes by strength in order to objectively see which areas of the market are performing the best, in addition to seeing which areas are performing the worst, much like we can see the riders that are pulling ahead of the peloton and those that are lagging behind. With that in mind, here are examples of how pricing determines leadership, as we have observed from the previous quarter:

- Domestic Equities retain the lead across all major asset classes, though International Equities have improved the most this year, and these two groups rank comfortably above all others to offer the most stable trends for new buying opportunities.
- Within the U.S., Technology remains the most significant long-term leadership trend within the market, despite some well publicized volatility in the month of June.
- Healthcare has improved its ranking more than any other this year, thanks to the resurgence of the Biotech sub-sector.
- The Energy and Basic Materials sectors continue to struggle overall, representing the laggards among US sectors today.
- International Equities have been the most improved asset class this year, with Asia and Europe being the regions that contributed most readily to that improvement.
- Finally, the U.S. 10-yr Interest Rates have retreated from their highs earlier this year, but remain well above their lows from 12 months ago. This relative instability has pointed toward opportunity in "non-traditional" areas of the bond market over the past year; Preferreds, Convertibles, and International Bonds kept pace with US



Treasuries last quarter and have been stronger trends so far this year.

Taking this type of approach towards the markets and investing is actually basic Economics 101 - as related to Supply and Demand - which is at work in the pricing of Heirloom tomatoes at Whole Foods as much as it is at work in the markets. All possibilities – fundamental, political, psychological, or otherwise – are actually reflected in the price, and by focusing this way, the raging debates around opinion, policy, and minutia is avoided, replaced instead by pragmatic decision making that can put probabilities in favor of the investor by eliminating emotions (or at least minimizing them) in the decision making process and some of the accompanying stress.

If emotions sometimes get in the way of managing investments, or there is stress that you would like minimized, try looking at the markets a little differently than then average investor and experience the difference.

The best in health,

James F. Weaver, CFP® Morgan Stanley Wealth Management Vice President, Financial Advisor, Senior Portfolio Manager THE BURNHAM GROUP AT MORGAN STANLEY

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Extended Warranties: Waste of Money or Peace of Mind?

By Theresa Colbert

Should your yard offer extended warranties? This is a big decision, and you need to look at many variables before you decide on what is best for your yard.

Consumer Reports has often said that businesses far and wide, from automakers to computer companies, make more money on the sale of extended warranties than they do from the actual products they make. There is a reason that every time you go into a major retailer you are offered an extended warranty. This is also why your competition and the ""big box" recyclers offer extended warranties.

But a Harvard Business Review writer, Rafi Mohammed, argues that Consumer Reports' analysis didn't include additional value that consumers and businesses receive from extended warranties. For example, warranties provide "peace of mind" benefits, since an extended warranty takes the hassle out of those eventual repairs. That can't be easily quantified financially. As Mohammed notes: "Extended warranties mitigate the concern of being 'ripped off' on the repair, because service companies have an incentive to fix the problem efficiently. Bottom line: There's value in being able to sleep well at night."

Are extended warranties for everyone?

The honest answer is: not always! Knowing your customers, your selling area, and your products is the first step in deciding if you should offer them. Do your customers expect a longer warranty, and are they willing to pay for it? A lot of shops are selling the extended warranty to the end user and have no problem selling it for you. Car-Part Pro has extended warranties built in. If a user decides they want a longer warranty, the search results show a price with the warranty already built in.

Association

Also, do you really know your product? Why should you test your parts? This one is a biggie! Some consultants will tell you that if you offer an extended warranty, you don't have to test your parts. I beg to differ! Before I was in the dismantling side of our industry, I managed a repair shop and had 7 techs working for me. My question to you is: what would you do if you were a shop, and a yard sent you one bad motor? How about two or three? The extra income of extended warranties will not overcome the loss of an unhappy customer or an angry mechanic or shop owner. My techs would actually tell me, "If you buy an engine from Yard XYZ, don't bother taking it off the truck – I won't put it in." Were my techs a bunch of prima donnas? Absolutely! But, they were the best in the business. Nothing in the world made them madder than doing the same job twice. I was not too happy paying them to do it again, either! You quickly learn which yards to buy from and which ones to stay away from!

Some yards offer extended warranties against rust. On Car-Part Pro, we have yards that offer a lifetime warranty against rust. Again, this depends on your location, how much rust is in your area, and what year of vehicles that you sell. A couple other factors are: do you do a lot of insurance or body shop work? If you do, are you using eCommerce products such as Car-Part Pro? If so, the extended warranty price is built in on the end user's side.

As always, if I can help you in any way drop me an email: TheresaC@Car-Part.Com or text/call me at 859-802-2382. Thanks for reading my articles and have a great month!

Theresa Colbert • Car-Part.Com • 859-802-2382

Theresa Colbert is an on-the-ground representative for Car-Part. com. She goes into the dismantling yards and helps the customers decide which of the products in the Car-Part suite best fits their needs. With her background in aftermarket and from working "on the recyclers side of the counter" Theresa is a firm believer in our industry and the value that recycled parts have. With over 23 years of industry experience, she has seen the auto recycling world from almost every point of view. Theresa speaks at industry trade shows, give classes to recyclers and writes a monthly articles for trade publications.



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