



CONNECTICUT AUTOMOTIVE RETAILERS ASSOCIATION

36 Trumbull St Hartford, CT 06103 Tel: (860) 293-2500 Fax: (860) 527-2582

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ATTACHMENTS:

- A. **DMV Expiration Sticker Press Release**

ENCLOSURES:

1. **Pixel Networx**

ROUTE:

GENERAL MANAGER _____	SALES MANAGER _____
BUSINESS MANAGER _____	NEW CAR MANAGER _____
SERVICE MANAGER _____	USED CAR MANAGER _____
F & I MANAGER _____	PARTS MANAGER _____
TITLE CLERK _____	OTHER _____

**1.
DMV UPDATE**

No More Registration Expiration Stickers to be Issued

Effective August 1, 2010 Connecticut will no longer issue or require motor vehicle registration expiration stickers. Section 23 of Public Act 10-110 amended section 14-18 of the Connecticut General Statutes and removed the language mandating the display of registration stickers and making it a discretionary decision for the Commissioner. This applies to all motor vehicles including motorcycles and trailers but does not include boats. **(SEE ATTACHEMENT A)**

Legislative Increase to Surety Bond Requirements

Effective October 1, 2010 Section 12 of Public Act 10-110 increases the amount of the surety bond requirement for new or used car dealer licensee applicants from \$20,000 to \$50,000. The DMV legal department has indicated to us that they will require all licensees to increase their bond amounts to \$50,000 by October 1, 2010. If you are renewing your dealer license before October 1 you may want to provide the increased bond with your renewal application and for those of you renewing after the effective date you must provide the increased bond to DMV Dealers and Repairers before October 1, 2010.

We will keep our members informed of any updates concerning these changes.

**2.
AFFORDABLE AUTO
FINANCE PRESERVED
IN WALL STREET
REFORM BILL**

On June 25, 2010 House and Senate conference committee negotiators voted to exclude Main Street auto dealers from sweeping legislation to overhaul the nation's financial system. The long-fought victory for auto dealers and consumers preserves dealer-assisted financing as an affordable option for car buyers.

"Today's vote by the conference committee is truly a win for consumers," said Ed Tonkin, chairman of the National Automobile Dealers Association (NADA) and a dealer in Portland, Ore. "Dealer-assisted financing will continue to provide more convenience, more competition and more choices for car buyers."

"This is also a testament to the hard work of all of the auto dealers and dealership employees around the country who made sure that the merits of the issue were heard. Their grassroots efforts truly made today's victory possible," Tonkin added.

"The goal all along was to keep a new, untested government agency from creating burdensome and unnecessary rules that would make it harder and more expensive for car buyers to access auto credit," Tonkin said.

**WALL STREET
REFORM BILL
CONTINUED . . .**

In late 2009, House Financial Services Committee member John Campbell, R-Calif., generated strong bipartisan support for an amendment to exclude dealer-assisted financing from an unwieldy new agency with almost unlimited authority to fundamentally alter the vehicle financing process.

After the Campbell amendment passed the House, Sen. Sam Brownback, R-Kan., took up the cause in the Senate. Grassroots efforts by dealers and dealership employees garnered a 60-30 vote urging Senate conferees to accept the House language to exclude dealerships from the proposed agency. As a concession to secure the dealer exclusion, the Federal Trade Commission, which already oversees dealer-assisted financing, was granted expedited rule-writing authority over unfair or deceptive practices.

“The nation’s 18,000 dealers applaud the persistent efforts of Rep. Campbell, Sen. Brownback and the bipartisan support from both senators and representatives who recognized the need for a balanced approach to protecting consumers while allowing continued access to affordable auto credit,” said David Regan, NADA vice president of legislative affairs.

**3.
CONNECTICUT
INTERNATIONAL
AUTO SHOW (CIAS)
PROGRAM**

On November 19 - 21, 2010 the CAR Association will be sponsoring the Connecticut International Auto Show (CIAS) at the Connecticut Convention Center. This is the only new vehicle show in the state and as such advertises in, and pulls attendees from lower, Fairfield County to Worcester Mass.

Each year the CIAS has a show program produced by print media for distribution to their subscribers and to provide copies for handouts to the tens of thousands of show attendees. The Association has selected *Connecticut Magazine* as the show program producer this year. As a bonus, *Connecticut Magazine* will also provide every CAR Member who advertises in the program a supply for distribution in their dealerships, storefronts and communities.

We are providing our members with the first opportunity to secure advertising space in the program at discounted rates. Please be on the lookout for a letter with a specification/rate sheet that was mailed to all our members this week. If your dealership advertises through a dealer ad group, you may call the Association office and give us the contact information and we will be happy to send them a special Ad Group specification sheet with rates.

**CIAS PROGRAM
CONTINUED . . .**

We are excited to be a true statewide show this year and to be able to work with *Connecticut Magazine* on our Show Program. The prestige and professionalism of this publication will allow us to provide their 385,000 plus monthly readers, as well as the general public, with a program filled with attention-grabbing editorial content designed to entice them to the show as well as interesting information about new car dealers and their value to their communities and the state of Connecticut while showcasing our member advertising in prime locations throughout the program insert in the magazine.

We urge you to take advantage of this CAR Association membership opportunity and help us make the Connecticut International Auto Show an even bigger success than it has been in past years.

Please call the Association office (860) 293-2500 with any questions or for additional information.

**4.
NEGLECTING LIFT
REQUIREMENTS CAN
LET YOU DOWN**

Lift violations can be dangerous for your shop employees – and they can cost your dealership thousands in fines. OSHA does not issue safety standards for automotive lifts. Instead, OSHA relies on their General Duty Clause when issuing violations related to training, maintenance or accidents involving the lifting of a vehicle. One of the best defenses to a violation is following the record-keeping, maintenance/repair and training guidelines in the owner's manual that comes with every automotive lift. Following the owner's manual specifications for 1990 and newer models most likely complies with American National Standard Institute (ANSI) as well as the Automotive Lift Institute (ALI) standards. Look for a gold sticker on the lift from ALI. OSHA uses both guidelines when looking for violations. In addition to relying on ANSI and ALI, OSHA looks to individual dealers' record-keeping regarding each lift. Dealers must review their owner's manual to determine what records must be kept. At a minimum, OSHA looks for daily, monthly and, **most importantly, a comprehensive annual report conducted by a certified inspector.** Daily and monthly logs can be completed by on-site staff, but it is considered not feasible to have a non-site person as a certified inspector.

Daily inspections should include, at a minimum, a look at proper operation of the lift controls, restraints and locking device along with inspection to determine if there is damage or excessive wear on any of the lift contact points which engage the vehicle during lifting. Broken swing arm locks and missing skid pad rubber are frequent violations. Dealers are also required to document training of all operators and show that operators are aware of the ALI's publication *Lifting It Right* and their quick reference guide *Vehicle Lifting Points For Frame Engaging Lifts*. These publications are included in all owners' materials that are delivered upon purchase and installation of an automotive lift. The ANSI standard is also included in owners' materials. If you do not have a copy of your owner's manual contact the manufacturer. If you do not have a copy of *Lifting It Right*, we suggest you contact ALI at www.autolift.org or call them at 607-756-7775.

**5.
SALVAGE FRAUD
GETS DEALER
53 YEARS**

A car dealers convicted in April 2010 of selling salvaged vehicles with “clean” titles received a sentence of 53 years in prison. A jury found the owner of Camden Motors in Grand Junction, Colorado guilty of 21 felony counts of defrauding customers by selling the salvaged vehicles to unsuspecting customers.

The prosecutor had asked for a sentence of 10 years in prison; that probably would have resulted in about four to five years behind bars in a minimum-security facility for the dealer, who is 68. The sentencing judge, Brian Flynn, referred to the dealer as a “rip-off artist” who put profits ahead of customers’ safety while selling people “rolling pieces of junk.” Judge Flynn imposed separate sentences for each of the 21 counts, to run consecutively, a total of 53 years.

Judge Flynn remarked that testimony given at the trial described the dealer as waving goodbye to a car buyer as she and her three children drove off in the car they had just bought, unaware they were driving away in a vehicle that had been totaled.

The dealer paid bribes of \$100 to \$500 to insurance adjusters so he could buy totaled vehicles and then sold them with clean titles.

The dealer will have to pay \$478,000 in restitution to the insurance company which bought back the vehicles from consumers, plus its cost of investigation and interest.

One former insurance adjuster pleaded guilty to second-degree forgery and was sentenced to one year of probation and ordered to pay \$3200 in restitution. Another former insurance adjuster pleaded guilty to commercial bribery and received a four-year deferred prison sentence and was ordered to pay \$12,300 in restitution.

**6.
YOUR QUESTIONS
ANSWERED**

Q. A number of our employees work outdoors in the summer months. With the hot weather approaching, we’re looking for some best practices for keeping these folks safe. Any suggestions?

A. Workers who are exposed to extreme heat or work in hot environments may be at risk for heat stress. Heat stress can manifest itself in various ways, including heat cramps, heat rash, fainting, heat exhaustion—and the most serious—heatstroke. (For information about symptoms, go to www.osha.gov/SLTC/heatstress/recognition.html.) Working in hot environments can also increase the risk of injuries resulting from sweaty palms, fogged-up safety glasses, and dizziness.

**YOUR QUESTIONS
ANSWERED
CONTINUED . . .**

Factors leading to heat stress include high temperature and humidity, direct sun or heat, limited air movement, and physical exertion. Workers most at risk include those who are 65 or older, are overweight, have heart disease or high blood pressure, or take medications that inhibit perspiration or otherwise leave people more susceptible to heat stress.

Safety experts recommend that employers take these protective steps:

- Schedule especially hot jobs for the cooler part of the day.
- Reduce physical demands on workers.
- Provide cool water or other liquids to workers; avoid drinks with caffeine and large amounts of sugar.
- Provide extra breaks in extreme heat and cool areas for use during breaks.
- Use cooling fans.
- Monitor workers who are at risk of heat stress.
- Provide heat-stress training that includes information about worker risk, prevention, symptoms, treatment, and the importance of monitoring yourself and coworkers for symptoms.

Workers should avoid extreme heat when possible. If these exposures cannot be avoided, employees should:

- Wear light-colored, loose-fitting, breathable clothing such as cotton; avoid non-breathing synthetic clothing.
- Take breaks in the shade or a cool area when possible.
- Drink water frequently (a cup every 15 to 20 minutes is recommended).
- Avoid drinks with caffeine, alcohol, or large amounts of sugar.
- Be aware that personal protective clothing may increase the risk of heat stress.
- Monitor their own and coworkers' physical condition.

If a worker suffers heat stress, call 911 (or a local emergency number) immediately. While waiting for help to arrive, move the worker to a cool, shaded area; loosen or remove heavy clothing; provide cool drinking water; and fan and mist the worker with water. For more information, go to www.osha.gov/SLTC/heatstress.

WORKER'S COMP SAFETY CORNER

As the weather warms up, the fans will be coming back out in dealership work areas. Make sure the fans that your employees use are safe. Fans should have guards on all moving parts with no opening larger than ½ inch and should have electric cords that are in good condition, not spliced or repaired in any way. Old fans or damaged fans should be replaced and not used.

**YOUR QUESTIONS
ANSWERED
CONTINUED . . .**

Q. We are scheduled for an unemployment appeal hearing before an appeals referee. What should we do if we are unable to attend? What happens if one of the parties does not show up?

A. If you are unable to attend, notify the Labor Department’s Appeals Division as soon as possible and request a postponement. The phone number is printed on the Notice of Hearing. Postponements are granted only for very good reasons—for example, a witness or principal spokesperson is unavailable due to illness, hospitalization, death in the family, or other circumstances that could not have been anticipated when the hearing was scheduled.

If the party who appealed the initial decision does not attend, the appeal will probably be dismissed, and the initial decision will stand. If the claimant appealed and you fail to attend the hearing, the referee’s decision may be based solely on the claimant’s testimony. Therefore, it is extremely important that you attend unless the postponement is granted.

**7.
CAR ENDORSED
PARTNER DEVELOPS
NEW DIGITAL
MARKETING
SOLUTION FOR
MEMBERS**

We are pleased to inform our members that our endorsed partner Pixel Networkx has been able to develop a robust and extremely low cost digital marketing solution for CAR Members.

Pixel-Light utilizes LCD displays that have integrated media players which are Wi-Fi enabled.

Regardless of how you intend to bring more potential customers into your business, having a strategy to interact with them after they come through the door is essential. Statistics show that it costs 6 to 8 times more to attract a new customer than to engage an existing customer. Think of it this way – advertising brings them through the door, internal marketing maximizes the ROI of your advertising. Through point-of-decision marketing, influencing consumer behavior while in your business will create an incremental lift in sales. Pixel-Light is designed to easily showcase your products, services, events, specials and promotions.

The LCD displays are available in several sizes and content is easily updated from any computer. For more information see the enclosed flyer or contact the Association office (860) 293-2500, email: cara@ctcar.org or Pixel Networkx directly at (860) 658-6000, email: saleslift@pixelnetworkx.net.