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News, views & information for the Collision Industry Professional

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What's in it for me?

All too often we ask ourselves this question

Another month goes by, and once again it is one of the great delights of my role that I have the opportunity to connect with so many influential people across the industry.

We all understand the necessity to either carve out a living or generate an acceptable return for the shareholders; after all, it is a commercial world in which we live. However, in my travels this month I was drawn to reflect on some of the reasons people do what they do – and it's not all about maximising money. Some of the comments I heard included: "I just want to be the best I can be"; "I want to build the best car I can and exceed my customers' expectations"; and "We really are focused on ensuring the next generation inherits an industry that is in great shape".

I have spoken, and reported on, at length about the latest technological advancements and the inevitability of their impact on the industry. However, it is the very presence of the people behind the above comments and their selfless approach that makes them the real heroes of the industry. These are the people who do not ask "what's in it for me?"; these are the people who are more likely to ask, "what can I do for you?"

So why is this important? Well, fundamentally, history is punctuated by great women and men who have contributed to the growth of their societies and on a much more modest scale I see many similar attributes across our industry. These people are high energy, exciting to be around, and infectious in their optimism. In this issue we have several articles featuring the type of people I have just described.

We meet Carmine De Maria, Managing Director, C.A.D. Custom Elite Body and Paint in Tullamarine on page 12 who shares his background, his journey and his future objectives for his business in the custom segment in which he operates. We also interview Andy Green, an RAF fighter pilot and current holder of the world land speed record who is aiming to break the 1,000mph barrier (on page 16).

We also report on a number of industry events, including the IBIS Global Summit in Munich on page 34, courtesy of our publishing partner, the Automotive Refinisher magazine; the full report on our own Mobility, Technology and Safety Symposium on page 26, and a summary of Fix Auto's inaugural national conference, recently held in Adelaide, where the theme was "one family – one vision". Don't miss the Fix Auto report on page 33.



We induct Trudy Camilleri, first year teacher at Ultimo TAFE, as our most recent Future Leader of the Industry on page 40, Owen Webb takes a walk down memory lane in Minneapolis on page 36, John McCoy-Lancaster discusses the heartbeat of the nation on page 30 and on page 44, I-CAR's Mark Czvitkovits tells us about the most important tool in the collision repair workshop.

Once again, an issue full of passionate and committed people who are the backbone of our industry.

As always, happy to chat.



The National Collision Repairer magazine - Making a difference in our industry

THE NATIONAL Collision Repairer

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THE NATIONAL Collision Repairer

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Inaugural Capricorn Rising Stars Apprentice of the Year announced

After a comprehensive judging process, and from more than 500 Capricorn Rising Stars nominations received from Capricorn members across Australia and New Zealand, the Capricorn Rising Stars Apprentice of the Year has been selected.

Capricorn is delighted to announce that Mark Smith, an apprentice from The Battery Terminal in Belconnen, ACT has been named as the inaugural Capricorn Rising Stars winner.

Mark emerged on top after impressing the Capricorn Rising Stars judging panel with his outstanding work ethic, combined with his passion for the industry and commitment to making the most of the opportunity given to him by his employers at The Battery Terminal.

As the Capricorn Rising Stars Apprentice of the Year, Mark will take his boss and two friends on an all-expenses paid trip to the spectacular 2018 Vodafone Gold Coast 600 Supercar race, held on the streets of Surfers Paradise from October 19 to 21, thanks to Capricorn Rising Stars competition major sponsor, Castrol.

Mark was justifiably proud to have earned the inaugural Capricorn Rising Stars Apprentice of the Year accolade. "I'm very proud to be the first Capricorn

Rising Star and I would like to congratulate all of the other nominees and finalists, as it is so good to see other young people sharing the same enthusiasm for the industry," he stated.

"I hope that this initiative continues and that more apprentices gain the recognition that they deserve for their efforts day in, day out. Out of all the prizes, I am looking forward to the access that I will have with the industry leaders the most. The mentoring will be a great thing for my career as I am ready and willing to learn all the time," he added.

As part of the Capricorn Rising Stars competition winner's prize pack, The Battery Terminal has also won industry-renowned customer service training from The Workshop Whisperer.

The Capricorn Rising Stars competition was developed to assist Capricorn members in rewarding and retaining their high performing apprentices by recognising their important contribution, while highlighting the promising future that lies ahead of them within the industry.

Through the Capricorn Rising Stars Apprentice of the Year competition, Australasia's largest automotive parts buying group hopes to encourage more apprentices to join



and make their mark in the industry.

The Capricorn Rising Stars judging panel included David Fraser, CEO Automotive – Capricorn; Sean Rahaley, General Manager – Castrol; Stuart Charity, Executive Director – Australian Automotive Aftermarket Association (AAAA); Brendan Sorensen – TaT Biz; Rachael Sheldrick, Director – Workshop Whisperer; and Gavin Cribb, Education Manager – Automotive Centre of Excellence (ACE) Bendigo Kangan Institute.

All the judges agreed that deciding the winner was a difficult process due to the extremely high calibre of apprentices who were nominated by Capricorn members. Capricorn thanks all their members who took part by nominating their outstanding apprentices, the people who represent the future of the Australian and New Zealand automotive repair and servicing industry.

The Capricorn Rising Stars Apprentice of the Year competition was proudly supported by Repco, AutoMate, TaT Biz, The Workshop Whisperer and major sponsor Castrol.

POR-15 added to the SAPE portfolio

The SAPE Group is proud to announce that it is now the authorised distributor for POR-15 high performance coatings in Australia.

POR-15 is the trusted brand in the paint and coatings industry that stands for superior quality control, durability, and customer service. Best known for the unbeatable POR-15 rust preventive 3-step system, POR-15 also offers a wide variety of specialty products, including POR-15 top coat, high temp heat resistant paint, engine enamel, and brake caliper paint.

Paul McMartin, Director for the SAPE Group, said: "This is an exciting industry and we are constantly

looking to improve and establish a better position and one of the key ways to do so is working with companies like POR-15.

"There's no doubt that Australia has a love affair with the car, and restoring a classic car is the ultimate labour of love. POR-15 products are a must-have for any automotive restoration. No other paint is as permanent as POR-15. When others have chipped, scratched, flaked and peeled, POR-15 will still be preventing rust."

POR-15 products are now in stock at SAPE HQ Condell Park, Automotive Colour & Equipment Newcastle, Prestige Paints & Equipment Brisbane,



and The Paint Depot Gold Coast. POR-15 products can also be purchased through an extensive reseller network throughout Australia. **For further information, call SAPE on (02) 9772 9000.**

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The IAA expands to Queensland

The Institute of Accident Assessors was established in 1964 with the objective of promoting and protecting the interests of the profession by holding members to a strict code of conduct. This has provided valuable and professional services to both the public and the insurance industry.

IAA members have many years of experience, combining their practical trade knowledge with insurance skills. An emphasis on technical development and training has members at the leading edge of their field.

Initially the IAA only provided professional development events in Sydney, although they expanded several years ago into Melbourne where assessors have continued to organise events through a local committee.

Many former members have moved to Queensland and the board has received numerous enquiries to set up something in Queensland. In response, an initial event for all assessors was held at Advanced Motorcycles and Decals in May, with over 50 assessors attending.

As a follow-up, a second open evening was held at Recar Australia at Archerfield, again with a high level of interest from Queensland-based assessors. During this visit, Bob and Cam Jones provided the assessors with a tour of the expansive repair facilities, explaining the various repair processes that are required for heavy vehicles.

With this level of interest, a Brisbane-based committee has been set up with the following volunteering to take on the role of organising future educational events: Robert Ralph (AAMC), Brian McFadden (IAG) and Adam Kier (Youi).

Future professional development events will be offered to IAA members only, so any assessor wishing to undertake the program and be recognised accordingly can apply for membership at www.iaa.network

Tradiebot Industries backed by AMGC to automate panel repair

The Advanced Manufacturing Growth Centre (AMGC) is supporting a collaborative project with Tradiebot Industries to deliver the world's first automated vehicle panel repair system. As part of the project, Tradiebot Industries will collaborate with the University of New South Wales (UNSW) ARC Training Centre for Automated Manufacture of Advanced Composites (AMAC) on developing a robotic control system to carry out physical repairs on damaged vehicle panels.

Tradiebot's chief creator, Mario Dimovski, said the project seeks to achieve a shift from manual production jobs towards a more customised, smart and competitive manufacturing model, backed by highly skilled workers. According to Dimovski, the project addresses a current skills gap in the vehicle collision repair industry.

The AMGC is providing \$197,000 in co-funding for the first stage of the project, which is matched by equivalent funding from Tradiebot Industries. Further investments will follow as the project achieves set milestones. Apart from providing an internal solution for the automotive repair sector, Dimovski said the project also opens the path for creating new manufacturing jobs in Australia as the technology sets to disrupt the global automotive industry. Successful completion of the project will allow Tradiebot to create new revenue streams by leasing or selling digital assets and robotic systems to vehicle repairers.

Tradiebot has partnered with the

global automotive coating giant, PPG Industries, on developing and later distributing the robotic solution through its global customer base. Kevin Woolerton, Marketing Director, PPG Refinish ANZ said, "We are interested in the innovations within the industry and leading that innovation with Tradiebot. The repair processes have evolved considerably over the years. Using a robotic arm to do the physical repairs, such as the sanding process, can help avoid the occasional flaws that occur because of the human factor."

At the signing ceremony at the ARC Training Centre for AMAC at UNSW on 14 August 2018, AMGC state director, Michael Sharpe, added, "Tradiebot is setting an example of how we can advance Australia further – helping to upskill the next generation as well as generating jobs for today."

The two core activities involved in the project include digitalising the process of repairing damaged vehicle panels by developing virtual models of vehicle panels, as well as developing a robot control system that can conduct these physical repairs, including sanding, painting and polishing.

The participants will also collaborate to integrate data from various devices into a unique Internet of Things (IoT) solution for vehicle panel repair. A successful project outcome is likely to inspire similar solutions in areas beyond vehicle repair, such as commercial cleaning, painting and washing. Participating companies will also enhance their skills base by gaining first-hand experience in developing cyber-physical systems.



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PPG's CPC all-round performance

In the first of a four-part series, we take a look at PPG's CPC specialised paint system.

Over and above the refinish sector, PPG describes itself as a global coatings specialist, catering to sectors as diverse as architectural (homes and commercial buildings), marine, aeronautical, industrial and more. In early 2017, the local industrial range came in for a comprehensive update and name-change to "Commercial Performance Coatings". Chris Davis, PPG Business Director Commercial Performance Coatings, talks about the new range and the market reaction.

Where PPG's refinish systems tend to be focused on one task, the customer base for these products has a vast number of applications and outcomes they want to achieve. It could be anything from agricultural and construction equipment to trailers, business equipment, concrete floors and much more. As a result, the Commercial Performance Coatings range has to be super versatile, and that comes

from a variety of PPG product technologies including alkyd, acrylic, epoxy and urethane coatings. The tag line is "simplicity, consistency and capability" and it's designed to meet virtually any requirement. For example, if you want to coat a particular substrate, there is an option. If you want to get the job done more quickly, there is an option. If you want a high-end finish, there is an option. If you want to do it on a budget, there is an option.

Over the past few decades, the LIC business had evolved into a very broad range, but one where products overlapped each other. This made it quite complicated when customers came to choose the right one. Launching Commercial Performance Coatings gave us the opportunity to rationalise – it's still a broad range, but it's now less complex – and the name better reflects what the brand is all

about. Our local development team introduced the latest coatings technologies to create a more streamlined range of solutions that either match or better their predecessors. In addition, colour capability is outstanding across the range thanks to the world-class SELEMIX tinting system – it's a revolutionary step for this market!

In contrast to LIC, which had different tinting systems depending on the product being used, all the Commercial Performance Coatings' binder technologies are fully compatible with the one Selemix tinting system – that is a revolution! It's simple to mix exactly the same colour across different binder technologies and be confident the colours will match each other – this is really important for many customers. What's more, the Selemix system is capable of formulating around 10,000 colours in any gloss level, from full gloss to matt. It's also backed by excellent colour tools including a colour box, PPG's PAINTMANAGER XI software for colour formulation retrieval, and even a really cool, pocket-sized spectrophotometer, called the Selemix ColourPin II, which can be used to read the colour on virtually any object or surface and identify the nearest Selemix colour.

Regarding the market reaction, launching Commercial Performance Coatings was a nervous time because we were rationalising the entire product range. However, rather than cause issues, it has done exactly the opposite – in just 18 months, it has taken the market by storm. It gives users the ability to choose the ideal product technology for their job and then mix it in exactly the right colour and gloss level. The transition has been nothing but positive from our staff, our distributors and our customers, and it does not stop there. A constant flow of new product technologies continues to arrive as the Commercial Performance Coatings brand goes from strength to strength.

For more information, visit the new Commercial Performance Coatings website at www.ppgcpc.com.au





The Winning formula

The saying goes, “practice makes perfect”, and the preliminary rounds of the PPG Colour Matching Competition have already given spray painting apprentices from across the region the opportunity to take colour matching principles they have learned during training and put them into practice. With the preliminary competitions now complete, more than 60 apprentices have been inspired to test themselves against their peers as they sharpen their colour matching skills under competitive conditions.

Not only that, the long-running annual competition also gave each one of them a shot at winning through to the 2018 ANZ final, to be held on 12th October at PPG’s Morningside Training Centre in Brisbane. The total of nine finalists is made up of representatives from New Zealand and each Australian state and territory.



The 2018 PPG Colour Matching Competition final is all about “matching it with the best” as they are required to match two colours (typically, a solid colour followed by a metallic colour), which will be assessed by a judging panel. As well

as the honour of winning, contestants can also walk away with cool prizes including gift vouchers, SATA spray equipment and MIRKA tools. No matter whose name is engraved on the 2018 winner’s trophy, the skill of colour matching is already a winner!



MTA NSW and AHVRA support drought relief

The Motor Traders’ Association of NSW (MTA NSW), together with the Australian Heavy Vehicle Repairers Association (AHVRA), have committed to donating a total of \$15,000 to the Buy a Bale campaign in support of local farming communities who are struggling with severe drought conditions.

“On behalf of our executive board and members, the Motor Traders’ Association of NSW has committed to this donation in order to provide practical support to those farmers in need,” said MTA

NSW CEO, Stavros Yallouridis.

“With over half of our members’ businesses located within regional and rural NSW, the ongoing drought conditions are also having an adverse effect on their own businesses within the affected communities,” Yallouridis said. “By supporting the farmers, we are also indirectly helping the local automotive businesses that are dependent on farming and the agricultural industry.”

AHVRA Chairman, Richard Nathan, said, “Our members, who specialise in accident repairs to trucks and trailers, wanted to contribute after learning of the devastating effect the drought was having, especially those businesses



employing locals within the regional communities.”

The employer associations’ joint contributions will be directed towards buying bales of hay to be transported to affected farmers across the four affected NSW regions of the Hunter, New England, Southern NSW and Western NSW.



Axalta Services offers an I-CAR leadership course

Axalta Coating Systems is offering an I-CAR approved leadership course designed for body shop owners, managers and team leaders to develop the skillset to become successful leaders within a team and business. Participants will walk away with an in-depth understanding of how to differentiate leadership from management, motivate and develop staff, build a positive working culture and create the next generation of leaders, which will ultimately translate into happier, more effective staff and a strong business model.

Running a body shop requires leadership at all levels of management. Axalta Services understands the importance of this and the impact it

can have on a body shop's business sustainability. This led the team at Axalta to develop a leadership course that focuses on providing the right techniques to lead a team effectively and efficiently. The course targets:

- Understanding the differences between leadership and management.
- Developing and motivating body shop staff to improve performance, retention and conflict resolution whilst creating a positive and meaningful culture.
- Identifying the right management style for the business.

The program will show attendees how to effectively communicate, build and sustain better teams, create a positive culture in the business, and keep staff engaged for the long term. Strategies designed to keep and

develop staff have never been more critical as the pool of people from which to draw upon is dwindling at an alarming rate.

The I-CAR certified leadership course is taught using a highly interactive guided learning model to keep attendees engaged in the learning process. Numerous concepts will be available, including:

- Identifying the task or functions critical to becoming a successful leader.
- Increasing retention and reducing absenteeism.
- Providing opportunities to network with other business leaders.
- Providing techniques to establish and improve employee engagement.

Axalta's Training Alliance with I-CAR means that, upon completion of the leadership course, an attendee will be awarded credit hours that can be applied towards the I-CAR Gold Class Professionals, Platinum Individual designations, or be used to meet role-relevant annual training requirements.

The training dates for Leadership in 2018 have already been completed in South Australia and Queensland with the following still to come:

25 September New South Wales
10 October Western Australia
5 December Victoria

Full details on Axalta Services and the latest courses available can be found at

www.axalta.com.au/AxaltaServices.



Holden appoints Daniel Cotterill

Holden has announced the appointment of Daniel Cotterill as Senior Manager Product Communications. Cotterill has a broad range of experience that includes several years as a specialist defence industry journalist, working as chief of staff for a federal cabinet minister, time as a director with a large multi-national PR agency, managing PR for Ateco Automotive's Asian brands and as associate publisher of GoAuto Media.

"Holden has the best product line-up we've ever had, it's an exciting time for Daniel to be joining the Holden team," said Anna Betts,

Holden's Director of Communications. "His product knowledge is outstanding, matched by his passion for the Holden brand, which will be an asset as we continue to build our reputation as an SUV and LCV company, with the soon-to-be launched, all-new Holden Acadia just around the corner," she added.

"I am thrilled to be joining Holden at a time when the company is looking to strengthen its market position and is demonstrating the determination necessary to make that happen," said Cotterill. "As a long-term Holden enthusiast, and someone who races an old Holden



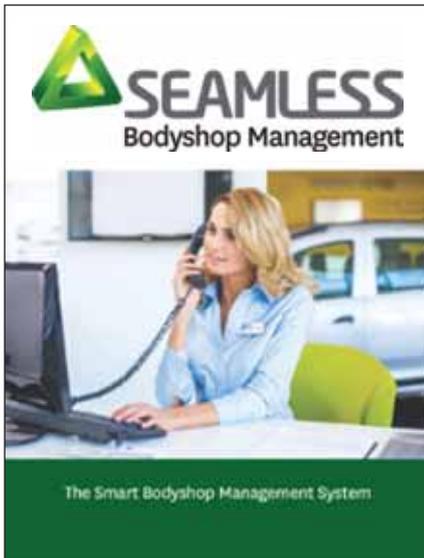
Daniel Cotterill.

touring car in his spare time, I'm looking forward to getting stuck into my new role."

Cotterill will work closely with press fleet coordinator Jessiie Rees-Dielenberg and is available for all product-related queries.

5 Minutes with ...

Seamless – by name and by nature



During the month of July, Axalta Coating Systems took Seamless, their body shop management program, on a national roadshow with the penultimate event staged in Melbourne at the Crown Promenade. The event was attended by a mix of distributor partners and body shop owners.

Hosted by Michael Kirchner, Victorian Territory Business Manager, and presented by Craig Tonkes, National B2B Manager, the event was designed not only as a presentation and interactive discussion, but also a live demonstration of the features and benefits of the system. Seamless was developed to facilitate the smooth and continuous flow of work through the body shop. "It has been designed as a simplified system that does not overly-complicate the process and makes the complete repair process visible," said Tonkes.

The 100 percent web-based Seamless system is built upon three fundamental modules: Body Shop Management, Shop Floor Data Collection and Vehicle Repair Tracking, and every employee in the business has individual access which, of course, is customised depending on their job role and the requirements of the business.

The body shop management module covers all aspects required to run an efficient and productive facility, such as: job allocation, booking management, recording cycle times, parts management, staff management

and business analytics. However, it is not a one-size-fits-all approach, as Seamless is fully customisable to suit the individual body shop. "We recognise that our customers have very different business models and Seamless has the capability to customise key features to suit the required model," said Tonkes.

The shop floor data collection module is, as the name suggests, designed to clearly identify and track all the vehicles in the system, including those scheduled to arrive – a type of pipeline management process. Interestingly, one of the functions allows the allocation of resources with the effect that it minimises bottlenecks in the business. The data is shared in real time, provides full transparency, and generates a range of operational reports designed to better manage the business.

The repair tracking module is the customer interface function that allows the vehicle owner access to real-time information about the progress of the repair. Online access is supplemented by an automated SMS function that proactively interacts with the customer. It also encourages the customer to provide feedback through the customer satisfaction survey.

In this current environment where multi-site operations are becoming more and more prevalent, Seamless is also designed to be scalable, enable management reporting from each site and consolidate the information into a whole-of-business system. In addition, Seamless integrates with most of the existing quoting systems and can even integrate with multiple quoting systems across a multi-site operation. "We at Axalta are proud to be able to extend our offering to include Seamless. It has been designed to assist the business owner to make the transition from working in the business to working on the business," concluded Tonkes.

For more information, contact Axalta Coating Systems on Tel: (02) 8818 4343 or visit www.seamlessbsm.com.au



Craig Tonkes
Axalta Coating Systems

When did you join the industry?
A long time ago - 1984

What was your first job in the industry?
Apprentice Spray Painter

What do you do now?
National Business to Business Manager

What do you like about the industry?
The challenge of adapting to the ever-changing pace of our industry

What don't you like about the industry?
Doomsdayers

What music do you like?
A mix of genres depending on my mood

Your Favourite Artist?
Van Morrison

Your favourite food?
Thai

Your favourite drink?
Beer

Your hobbies?
Surf Lifesaving

Who in the world would you most like to meet? Leonardo DaVinci

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WHEN YOU FIRST MEET CARMINE DE MARIA OF C.A.D. CUSTOM ELITE BODY AND PAINT, YOU CAN'T HELP BUT GET CAUGHT UP IN HIS ENTHUSIASM AND PASSION FOR LIFE AND FOR WHAT HE DOES FOR A LIVING – CREATE AND DELIVER GREAT CUSTOM CARS.

The formative years

Carmine De Maria speaks fondly of his late father, Cobram Valiant-Chrysler Dealer, Joe De Maria, as he reflects on growing up in the car game. The dealership included a smash repair shop and was a key service provider to commercial vehicles in the Riverina. In his early years, Joe gave young Carmine a sage piece of advice that he still lives by today: if you want to succeed in life, think and plan for the long term and align yourself with the best people.

From his early days, Carmine was driven by achievement and, as an apprentice at Barry Dickson Paint and Panel in Cobram, he was awarded Apprentice of the Year in each of his three years at Wangaratta TAFE. By his mid-twenties, he was an accomplished body builder and was not satisfied until he won the Mr Australia Contest in 1998 – in everything he does, he strives to be the best.

It is the same with his automotive career. On completion of his spray-painting apprenticeship, De Maria worked for several different businesses, both in Melbourne and in regional Victoria, before setting up De Maria Smash Repairs in Cobram in 1993. However, he discovered that being a great spray painter did not necessarily mean he would be a great business owner and he closed down the business in 1999.

Notwithstanding his roots and his



Carmine De Maria.

obvious affection for his home town, De Maria headed to Melbourne to further develop his skills and knowledge where, once again, he worked in various businesses including Lemax with an old friend of the National Collision Repairer, Max Chanter. “Carmine was one of the best spray painters I ever worked with. It is no surprise that he has gone on to become one of the best in the country,” said Chanter.

Building the brand

However, De Maria was looking for an edge, and in 2009 he headed to the SEMA Show and discovered the custom car scene and was hooked – C.A.D. Custom was born! He was determined to make his mark on the industry and so he set out on his journey. Following his father’s advice, he set an objective to “win every show

in the country” – quite a challenge when you start out in a rented property and a second hand Lowbake spray booth. However, as he built his business and built his network, his reputation grew, and he has now fulfilled this goal with the various cars that he has built over the years.

Owen Webb, MotorActive said, “I first met Carmine when he was planning to open his custom shop and I immediately liked his attitude. I told him it would be a long road and you must turn out great work with a high service level – which he has done. It has been his investment back into his business and continual hard work that makes him one of Australia’s top custom shops.”

In 2014 C.A.D. Custom displayed no less than eight cars at MotorEx, including “Toxic Q”, the big block HQ Holden that featured on the cover of

Street Machine magazine. De Maria was getting noticed.

True to his father's mantra, he aligned himself with the best in the custom car scene, and in the US that meant people like Chip Foose and Charlie Hutton. In 2015, De Maria won a competition to have a car (an XB Falcon) painted by Hutton at the Sydney Hot Rod and Custom Show and was blown away when Hutton insisted that they paint the car together. De Maria still recalls that day and has stayed in touch ever since.

On his annual trips to SEMA, De Maria would drop in to Foose Design in Huntington Beach and began to build a relationship with Chip Foose and his team. However, it was in 2016, when he was selected by a panel of industry leaders to represent Australia in the 3M PPS World Cup at the 2017 Woodward Dream Cruise week, that he really cemented his relationship with Foose and the team at 3M. "The experience was unbelievable as all the contestants had the chance to learn from each other, using the very best of products – I can't thank 3M enough for the opportunity," he said.

Where are we now?

De Maria has since taken on an ambassadorial role for 3M PPS and has worked alongside the 3M team at several events in the past 12 months. "Carmine has been a great ambassador for the 3M brand and the Australian custom car scene. His excitable passion for cars is infectious, his workmanship is top class and we really enjoy working with him," said Andrew King, 3M Automotive Aftermarket & Marine Division Business Manager – Australia & New Zealand.

There is no doubt that Carmine De Maria is now a major force in the custom car scene in Australia and this was never more evident than at Meguiar's MotorEx in Melbourne in May this year, where he had three of his creations on display. The '32 Ford (Chooda), the '57 Chev Bel-Air and the HK Monaro all picked up awards in their categories. Interestingly, although De Maria runs the business and manages a great team, he does all the painting himself. "This is what my customers expect, it's my area of



Open day at C.A.D. Custom.



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Award winning HK Monaro.

expertise and I love it."

In addition to becoming one of the pre-eminent custom car builders in Australia, C.A.D. Customs has been appointed the Australian distributor for NotchHead Fasteners and Sockets and is yet another example of De

Maria aligning himself with the best in the business.

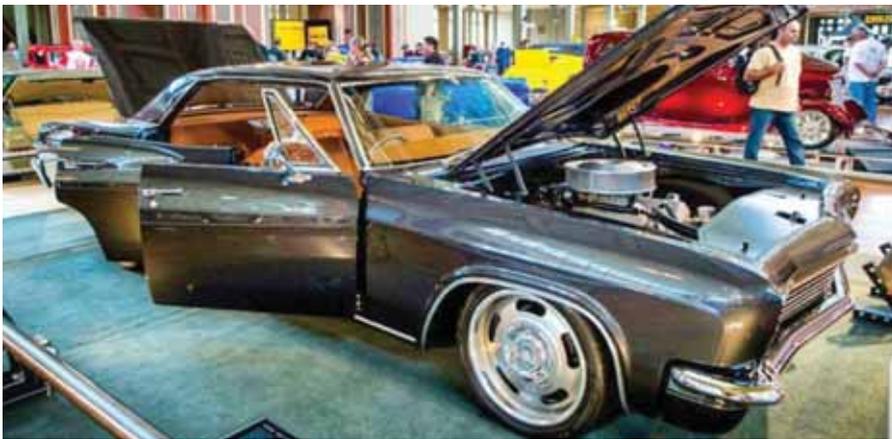
As I stood on the shop floor in his Tullamarine facility, I watched his team at work and it's clear they too have a passion for what they do. I was stunned to see none other than Tom Peach,



Carmine with Chip Foose and Andrew King.



Peter Lamb, Carmine and Norm Stewart.



SUPERNATURAL.

whenever I'm recruiting. Trying to get a great fit at the beginning improves my likelihood of success. With access to people like Tom Peach, it only enhances our ability to recruit and retain the best staff."

I just had to ask what his favourite creation has been over the years, and without hesitation he said, "The '65 Chevy Impala, 'Supernatural', because it greatly exceeded the customer's expectations. This is why I do what I do."

Where to from here?

Asking this question, I expected an answer more in line with "who knows what the future holds". However, De Maria is a very focused individual and he works on up to eight projects at any one time. A typical build is a two-year project, and he has another eight in the queue already. He shares with me that when he began his "custom career", one of his dreams was to build a car to a standard that was worthy of entering the Ridler Award. It was no surprise to hear that he has now been commissioned to do just that, and I was privileged to see the early progress on this confidential project. Look out for the finished car at the SEMA Show in 2020.

As I leave the facility, I reflect on the advice Joe De Maria passed on to a young up-and-coming Carmine: "think and plan for the long term and align yourself with the best people". It is clear that Joe's advice has been well and truly put into practice.



Tom Peach sharing the knowledge.

renowned master of metal shaping, imparting his knowledge to young Adam Vella as he rebuilds the '28 Ford Coupe. "It's just so great to have someone of Tom's experience come into the shop - he is a great supporter

of what we do," said De Maria.

Not unlike collision repairers, attracting and retaining experienced custom builders is a perennial challenge. "I look to recruit on character, charisma and competency



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JET FIGHTER PILOT BY DAY, LAND SPEED RECORD-HOLDER BY NIGHT. WHEN IT COMES TO PUSHING MODERN MOTORING TECHNOLOGY TO ITS LIMITS, NO-ONE DOES IT QUITE LIKE ANDY GREEN.

Being blasted in a straight line via rocket propulsion at speeds of well over 1,000mph may well be enough to persuade even the staunchest of speed demons that life is better served in the slow lane. For Andy Green, however, the thought of being fired across an expanse of desert brings nothing more than a quiet reminder that life should be lived at the very limit of human, and mechanical, potential.

"That's the thing I get up for in the morning," he begins, speaking exclusively to National Collision Repairer. "In the serenity of getting out of bed, there's a stillness, but that doesn't last long. No sooner are we at the track or the test unit do the engines start, the revs increase and the vigorous, violent process gets underway."

Green, 55, presents himself with an admirable nonchalance that's born out of his prestigious position as the world's current land speed record-holder, having achieved a velocity of 1,228kph in 1997 with Thrust SSC.

"It's not the same sort of high-endurance sport that most motor racing is because it's relatively short," Green says of his penchant for supersonic driving. "Ultimately, for the fastest run we do, we're expecting to get from standstill to 1,000mph, and back to a standstill again 12 miles away. That will only take two minutes.

"Two minutes could be quite hard work, but it's not exactly like turning around in circles going around Silverstone for over an hour-and-a-half, as Lewis Hamilton does – it's a completely different set of skills, but there is still a lot to do in that two minutes. A Formula One driver looks



Andy Green.

in the cockpit as little as possible, whereas I will be looking in the cockpit a lot to check temperatures, pressures, speeds and jet engine power settings – I'm monitoring all of that.

"It's a very different level of physical requirement and nearly all of that challenge is mental," he says. "It's all to do with the distractions of the noise, the disorientation, the somatic graphic illusion..."

The somatic what? A "mathematician by training", reeling off these sorts of complex scientific concepts mid-conversation appears no more difficult for Green than shattering the sound barrier.

"It's a disorientation of the inner ear," he laughs, raising a hand as if to apologise. "Somatic graphic illusion is where your sense of up and down becomes so distorted that you feel like you're going vertically up into the sky while you're accelerating – it's most strange. And if that's not bad enough, there's also the feeling of going vertically down into the earth when decelerating," he explains. "It feels like the whole world is tilted 90° up when you're going straight up and then 90° down when you're going straight down.

"That is something that I will simply have to cope with," Green says in another example of glorious understatement, referencing his next speed challenge, when he tries to break his own record in the near future with Bloodhound, a machine designed solely with the purpose of hitting the 1,600km/hr mark and beyond. The RAF Wing Commander struggles to contain his excitement at the technical prowess of what he labels "the world's most advanced straight-line racing car". But this isn't a project that has come easily, even for someone who has the level of experience that Green possesses.

"Little did we know that it was going to take us five-and-a-half years to solve the incredibly complex aerodynamic problems that would allow us to provide the right degree of stability, control and load distribution on the car," he muses. "But the fact is, we have. We've solved problems that no-one has even addressed before because nobody has tried to build a car doing these speeds at ground level.

"Just to put that into perspective, the world's fastest jet fighters max out

at about 900mph down at ground level in thick air. They can go twice as fast up in the thin air at 50,000ft, but down at ground level we are aiming to build a car that is faster than any jet fighter. The task is that ambitious.”

However ambitious, good research makes the job achievable, and Australia has certainly played its part in terms of scoping out a potential location for the new world record attempt.

“We scoped out four potential sites in Australia – Lake Gairdner, Lake Eyre, Island Lagoon and Lake Frome. Immediately, we ruled out Island Lagoon and Lake Frome. They were great locations but too ‘soft’, so the trip then focused on Gairdner and Eyre.”

Both lakes have “previous” – Donald Campbell set a world record of 403mph on Lake Eyre in 1964, while Australian record-breaker Rosco McGlashan launched his Aussie Invader jet car onto the barren Lake Gairdner in 1996.

“Both lakes are completely unique. Very dry, very smooth surfaces with what I have described before as ‘pressure ridges’. There is a crystal-like sheen to the top where salt spins into weaves with several 1–2cm bumps. There is a hardness which, while beneficial for sitting the car on, can also be unforgiving if any bumps appear.”

He continues: “We concluded that both sites have real potential, and it would be great to do this in Australia, but we have concerns about how often the surfaces dry. It’s said that Donald Campbell might have made 450mph on a better surface, while McGlashan’s team were on the lake for a year waiting for the right conditions, which never came. It could be a long way to go to sit around frustrated.”

At least Green will have company – not only is he being aided by Richard Noble, a former Land Speed record-holder who held the position between 1983 and 1997, but the project has become a mecca of sorts for any aeronautical or automotive engineer worth their salt.

“To a certain extent, the engineering team is almost self-selecting,” Green says. “We work with a



The official launch.

huge variety of individuals, organisations and engineering institutions – people come and find us. They are the sorts of characters who have the expertise, the drive and the inspiration to do something that no-one has even attempted before. These are the mechanical minds who try to solve problems that don’t yet have solutions.”

Of course, when they do find Green and the Bloodhound team, these lucky souls are met with one of the most – if not the most – visionary engineering challenges in automotive history. And the answers to Bloodhound’s many potential problems span every aspect of modern engineering, from space to the sea.

“The wheels at high speed will not function like rubber tyres – they are solid aluminium discs rotating 10,000

times a minute,” he explains. “The actual underside of the wheel at high speed is the same as a high-speed boat. We have to try to predict how the wheels are going to function at such incredible rotational velocity when the dry mud surface underneath the wheel starts to act more like a fluid than it does a solid, because we are now travelling at supersonic speed.

“Then we have to look at how to join the front half of the car to the back,” he continues. “The cockpit is a carbon fibre monocoque structure – much like a Formula One car, except ours weighs 200kg and is the strongest monocoque cockpit in the history of motorsport.

“How do you join that to the back half of a car that is taking these huge loads and accelerating at fantastic



Stripped down.

speeds? That's not the sort of thing Formula 1 can tell you, because their car weighs a few hundred kilos and ours weighs 10 times as much. We're talking about the sorts of loads that Volvo Ocean racers see when they try to join stainless steel fittings to carbon fibre hulls. So, you can see the level of expertise we need on board – it's top-level mechanical engineering."

What Green admires most about the personnel, though, is the varied backgrounds on show, and an acceptance that despite the need for pinpoint precision of speed and science, at the heart of any land speed record is the time spent in the garage.

"Everything starts and ends with the mechanic, with the body shop experts and with ensuring the car is in the most streamlined condition," he says. "We need this thing to be a bullet, and any dents or loose parts can have a catastrophic effect, not only on a record attempt, but driver safety too.

"The care, attention and love that goes into every surface of the car is something to behold, and the real stars of the show are those who get the exterior of this car in a position where it can break records."

Later this year, Green will begin to really put the Bloodhound through its paces with a series of runs aiming to hit speeds of 500mph on the Hakskeen Pan track in South Africa. With well over half a decade of dedication, funding, and cutting-edge expertise having gone into the project already, the racer is under no illusions

as to the historic significance of what Bloodhound could achieve.

"To bring my skills as a mathematician to this fantastic, very highly-skilled, multi-disciplined science and engineering team is an incredible honour. It's a huge privilege to be part of that and to help them to solve the countless problems that come into this," he nods. "Of course, by employment I'm a Royal Air Force fighter pilot, so I've got the world's best day job: flying or indeed supporting Royal Air Force operations around the world.

"I can bring that skillset to the project in terms of understanding jet engines and supersonics and the controls, precisions and dynamics of accelerating at 2G before slowing down at 3G. If you want to think about 3G, that's 60mph per second. So, in terms of that deceleration, that's driving along the road at 60mph and coming to a complete stop in one second – that's how quickly the car will slow down. That is something that will be a normal process every time I drive the car."

It appears the pressures of the task in terms of physical exertion and individual responsibility would make most men turn and run. So, could it be possible that Green, who lives an almost comic-book hero existence of speed, is feeling any pre-race jitters already?

"I'm human like everyone else," he offers. "I talk a good game and I have to, because unless I believed I would emerge unscathed, then I wouldn't get in the car. But emerging unscathed isn't enough – you have to emerge

victorious, and it's at that point where you push a bit more ... past the point of any return.

"I guess I'm nervous more because I'm working with one of the world's best multi-disciplined engineering teams," he says. "I'm sitting in the most advanced and sophisticated high-quality, straight-line racing cars ever created. My driving standard needs to be up to the quality of their engineering design and build, every single time. I need to drive the car as precisely as possible and bring back as much feedback as possible: how the suspension is working, steering, stability, the dynamics of the vehicle. With all the modelling in the world, the real-world testing will show up all the differences because they're always there between even the most advanced modelling in the world and what actually happens out there on a dry lake bed, with crosswinds and slight undulations and the hardness and the smoothness of the surface.

"That is what we need to work out in detail, so we can get the car step-by-step up to supersonic speed and, ultimately, to 1,600kph, because we understand everything that's happening as accurately and as completely as possible. So, my driving skills need to live up to the quality of their engineering and design skills. The pressure is on me to actually live up to that."

But if this unique vehicle and the team behind it do realise their goal, it's entirely possible that Green's current position at the top of the speed leader board will remain unmatched for some time.

"Well, it's been over 20 years since the last one and it's difficult to see where somebody would get the next idea to go that much faster from," he agrees. "But I would be so sad if the sport just finishes with Bloodhound. There is a unique thrill in doing speeds that are just not imaginable.

"I think these are challenges and opportunities that come along pretty much once in a generation, so it would be a great shame if that didn't happen any further. I hope it isn't, but if this is it, the last record, then let's make it a really good one."

This interview was conducted by Ian Faulconbridge on behalf of The National Collision Repairer.

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Terrence Hahn to join Axalta as CEO

Axalta Coating Systems recently announced that its board of directors has appointed Terrence Hahn as Chief Executive Officer (CEO), effective 4 September 2018. Hahn will succeed Charlie Shaver, who has served as Axalta's chairman and CEO since 2013. Hahn will also serve on Axalta's board, expanding the board's size from eight to nine directors.

Hahn was most recently President and CEO of Honeywell International Home and Building Technologies group. Shaver, who has chosen to step down as CEO to pursue a unique professional opportunity, will remain on Axalta's board and serve as non-executive chairman, working closely with Hahn to ensure a seamless leadership transition.

Shaver said, "On behalf of Axalta's board, I want to welcome Terrence Hahn to the company. We are confident that Terrence is a great choice to lead Axalta going forward. His accomplishments as an executive with over a decade of domestic and international experience across multiple business groups at Honeywell, along with his nearly two decades of previous experience in a variety of leadership roles at Air Products and Chemicals, make him a terrific fit for Axalta.

"Since I became CEO more than five years ago, we have prudently managed

Axalta's business and balance sheet, positioning the company to capitalise on opportunities as they arise and generate long-term shareholder value. I am very proud of our achievements as well as our excellent prospects for the future. I recently informed the board that I was considering stepping down as CEO and, consistent with our long-term succession planning, the board commenced a search for a potential successor CEO to build on Axalta's accomplishments and lead the company forward," said Shaver. "We identified Terrence as having a proven track record of success, and the right expertise, experience, and personality for Axalta. I look forward to a successful transition of the chief executive officer role to Terrence and a wonderful partnership with him in my role as chairman."

Shaver continued, "Serving as CEO of Axalta has been an honour and a privilege. It was an extremely difficult decision to step away from an executive role at Axalta, but I am confident that Terrence has the right skillset to take Axalta to the next level of growth and development."

Hahn commented, "I am honoured to join Axalta at this dynamic time for the company and the coatings industry. Axalta has leading positions, a terrific executive team, strong global presence, and top brands. I am excited about the tremendous opportunity at Axalta to drive organic growth through innovative and value-added offerings that will deepen existing customer



Terrence Hahn.

relationships and attract new customers, as well as add inorganic growth through strategic acquisitions. I appreciate the board's confidence in me and look forward to working with Charlie and the Axalta leadership team to help drive the next phase of Axalta's growth and build shareholder value."

Mark Garrett, Presiding Director of Axalta's board, added, "On behalf of the board, I would like to thank Charlie for his outstanding service to Axalta. As CEO, he led the company's separation from its former parent and oversaw Axalta's initial public offering and listing on the New York Stock Exchange. Under his leadership, Axalta has made tremendous strides, driven by a resolute commitment to customer service and innovation. We are very pleased that he will continue to serve as chairman. We are confident of a seamless transition of leadership to Terrence Hahn. With his experience and impressive track record, he is well-suited to lead Axalta's continued growth in the coatings industry."

Safety Association report examines traffic safety issues

Automated vehicles will bring new and perhaps unanticipated traffic safety issues to the United States. The Governors Highway Safety Association's (GHSA) Preparing for Automated Vehicles: Traffic Safety Issues for States report outlines these issues and discusses how law enforcement and State Highway Safety Offices (SHSOs) should prepare for them.

Funded by State Farm, the report analyses market trends and finds that, for the foreseeable future, most autonomous vehicles (AVs) will

share driving responsibility with humans and are likely to do so for many decades. There will continue to be crashes, injuries and fatalities involving AVs, especially during this time when AVs share the road with vehicles driven by humans.

Former senior NHTSA official Dr Jim Hedlund authored the report, which was developed with input from an advisory panel of experts. Because human error is the cause of the large majority of car crashes, AVs have the potential to greatly improve safety.

"Many people are unconvinced of the safety benefits of AVs and unwilling to share the road or to ride in them," said Ryan Gammalgard, Counsel at State Farm. "However, research suggests that public enthusiasm and support will grow as people learn more about AVs and are able to experience them first-hand, and if there is objective proof that the technology operates better than humans."

This article courtesy of Russell Thrall III, publisher CollisionWeek. Check out their website at: www.collisionweek.com



Paris and Groupe Renault to share electric mobility expertise

This unprecedented approach between a metropolis and Europe's leading electric vehicle manufacturer testifies to a shared vision of the future of mobility in the face of challenges such as public health, climate change, easier travel, accessibility and economic attractiveness. It will result in short, medium and long-term actions in favour of the development of connected and autonomous electric vehicles.

As a first step, Groupe Renault has decided to gradually roll out a commercial offer of electric mobility for Parisians, Ile-de-France residents and visitors, starting in September 2018:

- an electric VTC offer via Marcel from Groupe Renault;
- an offer of self-service car-sharing electric vehicles accessible 24/7 and without stations;
- an offer of self-service electric vehicles in a carsharing loop, for longer journeys, accessible 24/7 from Renault or partner car parks.

This offer will be based on Groupe Renault's 100 percent electric range: ZOE, Twizy, Kangoo Z.E and Master Z.E. By the end of 2019, they will represent a fleet of 2,000 electric vehicles.

In a second phase, the City of Paris and Groupe Renault wish to initiate an open working group, associating major cities and companies, whose aim will be to think collectively about the integration of changes in mobility in the city.

This global initiative for sustainable mobility will be a space for dialogue, expertise, experimentation and

acceleration of the development of new mobility services, as close as possible to citizens' expectations and uses. It will draw on the expertise of the C40 network, which brings together some 100 cities around the world and is currently chaired by Anne Hidalgo, Mayor of Paris and President of C40.

"Cities and car manufacturers have a vocation to join forces for the future of mobility. Paris and Groupe Renault are now leading the way by converging their action in the areas of car sharing and electric motors. This will make it possible to offer Parisians and Ile-de-France residents a healthier, less polluted living environment where everyone can move more easily. This constructive agreement is also an opportunity to promote major technological and industrial advances that contribute to the implementation of the Paris Climate Agreement and create sustainable jobs and activities," stressed Hidalgo.

"As the European leader in electric vehicles, Groupe Renault has also been a player in mobility services for several years, notably through Renault Mobility and the Zity car-sharing system in Madrid. Today, we are delighted to be part of the City of Paris' desire to develop safe and environmentally respectful electric mobility for all. This shared vision launches an ambitious model that can inspire many cities in France and around the world," said Thierry Bolloré, Executive Vice President of Groupe Renault.

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Daimler subsidiary moovel: Mobility-as-a-Service pioneer has five million users

The term Mobility-as-a-Service (MaaS) refers to the bundling of various types of public transportation, such as buses, subway, car sharing, bike sharing, and taxis, to form a multimodal transportation solution. Customers book and pay for services using an integrated account accessed via one app. This combines public transportation options with the sharing economy to form a seamless, flexible service. moovel Group introduced its first MaaS platform with integrated booking and payment functions in 2015.

With its multimodal mobility platform, moovel offers cities and transit authorities a toolbox they can use to help integrate various mobility providers. The MaaS platform can also be used to optimise a city's traffic flow. moovel refers to this as an "operating system for urban mobility". One of the most important components of this operating system is the mobility app – an interface between cities, transit authorities, and end users. This allows users to book and pay for public transportation tickets as well as other mobility



options such as car sharing and rental bikes. For example, users in Stuttgart have been able to book and pay for rides by bus and subway, car2go, mytaxi and Deutsche Bahn directly via the moovel mobility app since 2015. moovel also offers apps for Hamburg, Karlsruhe, and Aschaffenburg.

moovel North America, based in Portland, Oregon is the USA's leading provider of mobile-ticketing apps that enable customers to book and pay for tickets using their smartphone. moovel products are used by five million people – an increase of 71 percent, adding two million users over the past 12 months.

"We are, of course, pleased that five

million people are excited about our moovel products. As a Mobility-as-a-Service pioneer, we will continue to work to simplify mobility in cities and improve people's quality of life," says moovel Group CEO Daniela Gerd tom Markotten, commenting on reaching the five-million mark. A study published in July 2018 by The Insight Partners indicates that the global MaaS market has strong growth prospects. According to the study, the market will see annual growth of 34 percent between 2018 and 2025 and is anticipated to be a USD360 billion market in 2025.

For further information visit:
www.moovel-group.com

UK's National Body Repair Association launching investigation into insurer treatment of collision repair industry



The UK-based National Body Repair Association (NBRA) recently announced it is launching an investigation into insurer treatment of the body repair industry. The aim of the investigation is to understand which insurers act responsibly in true partnership with the industry and those that may be taking advantage of their power.

Chris Weeks, Director of the NBRA said, "In the last 20 years, the working relationship between insurers and body repairers has changed drastically. Originally, consumers selected their own car body shop, which estimated the time to complete the repair and charged what they thought was a fair rate following negotiations with a motor

engineer. Over time, most repairers joined insurer networks with fixed contracts and regular work volumes, which worked well for both parties. Eventually, as insurer supply chain management became more advanced and repairers became so reliant on the work, the overall balance of power between the two entities has arguably shifted firmly towards the insurers.

"As a first step, NBRA is initially asking for members and non-member repairers to complete a detailed and confidential insurer attitude survey, which began in August, with the results to be collated by the end of September, depending on how quickly the NBRA gets a significant response back," Weeks continued. "We have been liaising

with representatives from the top insurers and our aim is to lobby and collaborate with them individually and work together in the interests of repairers to increase their long term prosperity, standards, and importantly, the ongoing relationship between the two entities. By working in a positive way and building on best practice already out there, we have already seen insurer willingness to engage, listen and change in a controlled way when presented with honest opinion. This is an important piece of work and we are calling on the whole repair industry to get involved."

This article courtesy of Russell Thrall III, publisher CollisionWeek. Check out their website at:
www.collisionweek.com

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SEMA success

Educational programs

THE EDUCATION PROGRAM AT THE EXCLUSIVE 2018 SEMA SHOW, SCHEDULED FOR 30TH OCTOBER TO THE 2ND NOVEMBER IN LAS VEGAS, NEVADA, WILL OFFER SHOW GOERS MORE THAN 100 SEMINARS FOCUSED ON HELPING AUTO-RELATED BUSINESS PROFESSIONALS SELL MORE PRODUCTS AND BE MORE PRODUCTIVE.

Most sessions are available free of charge to those with SEMA Show credentials and cover a variety of topics, including:

- Thriving in your career while staying true to your beliefs with Megan Alexander
- Defending against the data breach
- Addressing forbidden topics to get to back to work
- Advanced vehicle technology: practice, policy and challenges
- Motorsports media workshop

“What separates SEMA Show Education from other learning conferences is the diversity of programming that is offered. Whether your interest rests in data security, marketing, finance, technology, leadership or collision, the SEMA Show has created sessions to help your business succeed,” said SEMA Senior Education Director Zane Clark. “With over 20 distinct learning tracks available, the SEMA Show is an extremely valuable, efficient and resourceful event where companies can send their employees to benefit from the education program and the Show’s overall experience.”

Created through a partnership



with the Society of Collision Repair Specialists (SCRS), the Inter-Industry Conference on Auto Collision Repair (I-CAR) and the Tyre Industry Association (TIA), the SEMA Show Education sessions are taught by industry leaders and business experts from all over the world. To make it easy and convenient for show goers to attend the seminars, sessions begin the day before the official opening of the SEMA Show and continue at

various times throughout the event.

“The Education Program offers a comprehensive learning experience that shows how to compete in today’s marketplace,” said Peter MacGillivray, SEMA Vice President of Events and Business Development. “The seminars teach everything from how to better promote products and grow a business to how to use industry tools for professional development and career advancement.”

 A large banner featuring the SCRS 2018 Repairer Driven Education logo on the left, the text "To view the entire 2018 SEMA Show Education program, visit www.semashow.com/education." in the center, and the SEMA Show logo on the right.

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Symposium 2018

Exceeding all expectations

WE REPORT ON THE MOBILITY, TECHNOLOGY AND SAFETY SYMPOSIUM RECENTLY HELD IN MELBOURNE. WE WERE THRILLED BY THE LEVEL OF INTEREST AND ENGAGEMENT IN THIS CUTTING-EDGE EVENT.



Ian Christensen addresses the delegates.

The symposium kicked off in style as delegates from around the country gathered for the what was a first of its kind in Australia. Initially mingling with each other and absorbing the impressive displays, demonstrations and information from our sponsors, delegates could sense that something special was in the wind.

In the morning session, key note speaker, Ian Christensen, Managing Director - iMOVE Australia, got the ball rolling by painting the big picture as he outlined the major transport and mobility trends that are impacting our industry. Initially, many in the audience wondered where Ian was going, but as the presentation unfolded, it was clear he was setting the scene for what was to become a riveting day.

iMOVE is working on three distinct, but inter-related projects:

- Stakeholders involved in the



Giles Wallis.

movement of people, predominately the public transport sector and their suppliers, with a focus on improving the journey experience.

- Stakeholders involved in the movement of goods, such as freight companies, large retailers and

delivery services, focussing on the efficiency and reliability of their operations and their supply chains.

- Stakeholders who manage the road and rail networks that are used by the first two groups, whose challenge is to cope with the demand for mobility from a strongly growing population.

Christensen stated that the biggest single mobility challenge is the growing congestion issue in our major cities. He highlighted the cost to our economy and indicated that iMOVE has been given a ten-year mandate to work on solutions to this critical issue. As he said, there are no quick-fixes or easy answers, and building more roads is not the answer, particularly with the rate of population growth in Australia.

Some of the solutions may include: car sharing, ride sharing and multi-modal options, many of which

have become possible on the back the latest technology. However, one of the major impediments is the acceptance of shared mobility solutions, although we are seeing a generational shift towards greater acceptance of “mobility as a service”, or MaaS, as it is more commonly known.

The presentation was the precursor to the first discussion panel, where Christensen was joined by Geoff Gwilym, Executive Director VACC, Mario Dimovski, Managing Director, Tradiebot Industries and Samantha Cockfield, Lead Director Road Safety Transport Accident Commission of Victoria.

The discussion commenced with a reflection on the congestion issue and there was universal agreement that it is the biggest single issue impacting our mobility and the efficiency of our transport systems. However, there was much debate about how the technology and greater levels of automated and autonomous vehicles will improve the situation. As Gwilym pointed out, “Even if I had a fully autonomous vehicle tomorrow, I’d still be stuck on the Monash at 10kph.”

Whilst there was no real argument on this point, it was agreed that it is important to separate the congestion issue from the vehicle technology in the short to medium term. It is the advent of the ever-evolving technology that will allow us to find smarter solutions in the longer term.

Dimovski, a pioneer of the use of robotic technology in body shops, implored the audience to embrace the technology and the changes they bring as they will be inevitable. “Our industry will never be the same again,” he said. An interesting twist on the congestion issue is that it has a positive effect on the road toll and Cockfield has no doubt that the recent improvements that have resulted from the TAC’s initiatives will continue with the Towards Zero campaign

It was generally accepted that problems on our roads will continue for some time to come and, in fact, are likely to get worse, or even much worse, before they get better. However, there are some very smart



The Technology Panellists.



The Mobility Panellists.

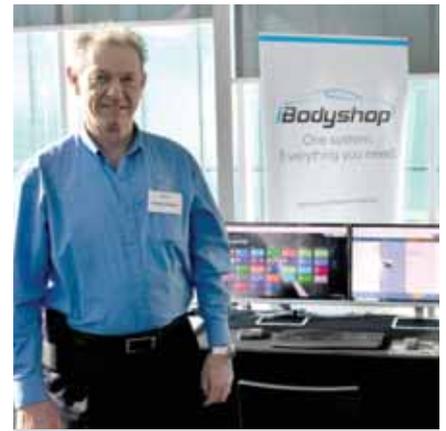
people across Australia grappling with the problem.

Immediately after the lunch break, delegates were “exposed” to Stu Atkins, an internationally-renowned presenter and self-declared digital entrepreneur who delivered an insightful view of how the connected world in which we live presents us with so many opportunities to market our businesses and enhance our

brands. Atkins informed us about digital trends, such as peer-to-peer disruptors, industry aggregators and the pros and cons of “big data”, together with the importance of social media as a means of connecting with customers. One of the more telling comments was the significance of “word-of-mouth” – the information on the internet about your business. Atkins kept the audience entertained with his



The Bosch Team



Steve O'Brien - iBodyshop



The Capricorn Display

own relaxed and engaging style and summarised the topic by giving the audience a “to-do” list that included understanding the changing demands and being first to move with the new direction of the industry. These, he suggested, would add immediate value.

And, just as the delegates were absorbing this exposé, Giles Wallis, National Marketing Manager – Bosch Automotive Aftermarket Australia, demonstrated why their tagline is “Invented for Life”. The presentation began with an overview of the megatrends, such as an aging population, growing urbanisation, higher energy demands and accelerating connectivity. Wallis illustrated how Bosch was at the forefront of technological advancements in the automotive industry with their collaboration with at least ten global OEMs in the development of their technology.

The main thrust of the presentation was:

- The connected environment, which included an overview of auto

emergency calls, “over-the-air” software updates and predictive diagnostics.

- Electrification, which included the transformation of the powertrain, regenerative braking and thermal efficiency.
- Automation and the importance of calibration to ensure all the systems are functioning correctly, and the use of crash data retrieval.

This really set the scene for the final panel discussion.

Barry Edney – Integrated Commercial Excellence, dialled in from Amsterdam and joined Rob Bartlett – Suncorp, Mark Czvitkovits – I-CAR, Bernadette Gigliotti – Career Education Association of Victoria, and Darren Todd – Bosch, to discuss both today’s and tomorrow’s technology and how it will impact our industry. It was clear that the technology is advancing at such a rate that we can barely keep up, although, according to Todd, compared to what is coming, what we have now is relatively straightforward. Edney provided an

overview of the latest European technology and how it is changing the collision repair industry – surely a sign of things to come.

However, the discussion turned to the challenge of how best to ensure our future technicians have the required skillsets, with Gigliotti making the salient point that the industry is now complex and high-tech, attributes that are highly attractive to the next generation of tradespeople – we, as an industry, need to find a better way to market these benefits. This became a key tenet of the discussion as it is well-recognised that the dearth of new technicians is one of the more difficult challenges faced by our industry. Czvitkovits reinforced that, as the motor vehicle is one of the most “high-tech” pieces of equipment on the planet, training the next generation and re-training the current pool of technicians will be a key success factor for all the industry’s stakeholders. From an insurer’s perspective, Bartlett spoke of their commitment to a safer world and reinforced the importance of suitably-trained technicians using the correct repair procedures.

As the event came to a close, it was clear that it was the sponsors who got behind the initiative, the speakers and panellists who contributed, and the delegates who were in the room who were the real beneficiaries, and these are the people who will make the difference and lead the way in the coming years.

We were really excited to bring this event to the industry and were thrilled by the level of engagement – the conversation has now begun, and we look to build on it as we move forward.

THE NATIONAL Collision Repairer

SYMPOSIUM 2018

Mobility, Technology & Safety

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www.nationalcollisionrepairer.com.au/industry-forum

The heartbeat of the nation

WITH ALL THE GREAT DISCUSSIONS HAPPENING IN RELATION TO THE FUTURE OF THE CAR SCENE IN RECENT MONTHS, IT WAS GREAT TO SEE THE TRUE PASSION COME OUT TO SUNSHINE AND TWO VERY BIG EVENTS IN SYDNEY IN JULY AND AUGUST. THE ALL FORD DAY AND ALL HOLDEN DAY SHOWS WERE HELD A WEEK APART IN SYDNEY. BOTH THE SHOWS ARE PUT ON BY COMMITTEES REPRESENTING A RANGE OF CLUBS FOR EACH MARQUE.

The 41st All Ford Day

There were just over 1,300 entrants for the event, which was held at the Sydney Dragway. The entrants, along with close to 10,000 spectators, were treated to an amazing display of very rare Fords from the early 1900s all the way up to the very recent Mustangs. Cars from around the state and around the country were on display. Of particular note were the race cars. For 2018, there were some truly delectable racing Fords on display from various private collections. These

cars represented the best that Ford have delivered to motorsport in this country from the 60s, 70s, 80s and 90s. The drool-worthy Moffat Trans-Am Mustang was on display, as were Brock and Johnson Sierras. There was also a factory-backed Galaxy, as well as a range of very special Bathurst racing Phase 2 and 3 Falcons. Moffat's 1971 Hardie Ferodo 500 Bathurst-winning XY GTHO Phase III was on display, and next to it was the still-born Phase IV XA GT Falcon. What a picture to see these two cars together

again. In 1971, five of the top 10 cars at the conclusion of the race were XY GT Phase IIIs. But it wasn't just the notorious touring cars on display. The brutally fast Big O XW GT Falcon of Larry Ormsby was also there after a recent restoration and with the appropriate period stickers on every panel. These cars represent a time when Ford backed many different forms of motorsport in Australia. Ormsby was very successful in drag racing right across the country and the recent restoration is a tribute to all involved. The current owner also managed to track down the exact Ford D series transporter for the car.

The range of road cars that participated included Fords of all ages, sizes and performance. This day is a celebration of the cars that Ford has made all around the world. There were vehicles representing the manufacturing that Ford did for World War 2. A fully restored Ford Blitz truck was driven to and from the event. I can just imagine the joy of riding high into the event in the fully sprung driver's seat. It should be noted that this is only for the driver and not for any passengers – they have to sit on a solid wooden bench! One early car that caught the eyes of many who passed had strange bronze-coloured striping that lit up in the sunlight. Upon closer inspection, the 1950s Ford



Ford Blitz.



Ford Prefect 2C Car.



GT Phase 3 and 4.

Prefect was tastefully covered with Australian 2 cent pieces down the sides, on stripes across the roof, and over the entire bonnet. There were also 2 cent pieces decorating the hubcaps. This car even has special number plates that detail the owner's combined passions for his Prefect and for Australian money.

The Mustangs turned up in big numbers and, seeing as these cars are now available at the local Ford dealers, there were modern examples mixed in with classic ones of all shapes and engine configurations. There was even a tease of a Supercheap Auto liveried version, which is what we will see coming very soon to a track near you for the Virgin Supercars in 2019.



GT40.

The 34th All Holden Day

The sheer size of the location in Sydney's north-west, the Hawkesbury Showgrounds in Clarendon, allowed for a swap meet to coincide with the event, and there were all sorts of car parts, memorabilia and garage collectibles available for those who walked around the site to take home. It was interesting to see people picking up spare headlights, guards, wheels, and even stainless-steel trim to support their next restoration. The event committee now limits the entrant numbers to about 800 cars (for 2018 it was 817). Even so, the car parks around the event are filled with other Holdens of all ages and become part of the spectacle. There were just over 8,000 people who travelled to see the event. All up, they raised over \$42,000 on the day for a range of charities, with an even \$10,000 being donated to the farmers suffering in the drought.

As it is the 50th anniversary for Monaro, there was a good range of different body styles from the HK-T-G through to HX, and then a good range of late model Monaros on display as well. One of the most detailed recent restorations was an HQ Monaro coupe in splendid orange. This car is correct in every detail and is one of the best HQ coupes in the country. It was proudly on display at the front of the



Monaros old and new.



1984 VK Big Banger Group C.

long line of Monaros there on the day. The Toranas were also there in large numbers, and it was great to see some of the late 70s A9X racing cars on display. The Bob Morris and Graham Smelt A9X cars sat proudly



1978-79 HDT A9X.

next to each other, with many taking photos and hearing stories of these amazing cars. Not far away, though, was a group of cars from the previous collection of Peter Champion, who collected a number of Peter Brock's

5 Minutes with ...



Kim O'Neill
3M Australia

When did you join the industry?
5 years ago!

What was your first job in the industry?
Marketing Co-ordinator, 3M Collision Repair Solutions

What do you do now?
Product Manager, 3M Collision Repair Solutions.

What do you like about the industry?
Working in an industry where people are passionate about their work and care for the industry's future. We also get to give away some great prizes, such as our current 'win a trip to SEMA' supercharge specials promo. Also, introducing painters to Chip Foose makes for a pretty enjoyable day's work!

What don't you like about the industry?
I think the rate of change can be hard to keep up with, particularly as product development and commercialisation isn't always as quick as you'd like it to be.

Your Favourite Artist?
Last concert I went to was Meg Mac and she's still on high - rotation

Your favourite drink?
AM = Coffee, PM = Wine

Your hobbies? Reading, swimming, eating – if I had endless \$\$, travelling.

Who in the world would you most like to meet?
I'd join Amy Poehler and Jerry Seinfeld in one of his 'comedians in cars getting coffee' episodes.



Morris' SS Torana A9X.

race cars. They are now coming up for auction after the Bathurst 1000 event this year. The cars on display included the 1981 VC Brock Race car, the A9X from 1978-1979, and the 1984 05 "Last of the Big Bangers" VK Brock Commodore (with eye piercing day-glo orange paint). Peter Brock confirmed this is the actual 05 car that crossed the finish line at Bathurst in 1984, followed closely by the 25 car driven by John Harvey. Champion was actually sitting down with members of the HDT Owners Club on the day and enjoying the opportunity to hang out with like-minded souls. Apart from the Brock race cars, there were also a number of Holden Dealer Team (HDT) road cars on display. These cars were made by Brock from 1980 to 1987 and many are kept standard to his modifications and represent some of the best driving Holdens made in Australia in those years.

Speaking of Toranas, there was even a special SS Torana hatchback on display, complete with the Hatch Hutch. This was a 1970s tent made specifically for the Torana hatch and was an option from the dealers. It helped make the car attractive to the Australian youth of the time for camping and enjoying the great outdoors. Also on display was a range of Holden Sandman vans. Some of these were original and

some represented the fully customised vans of the late 1970s and early 1980s with fully decked out interiors. Some even had the appropriate bumper stickers.

A sign of the times is that one of the largest clubs on the day was the SS Owners Club with a full range of Commodores from 1980 through to 2017 on display. Most of these were either SS models or high-performance variants. There were so many other Holden highlights on the day and so many great people to meet.

Both the All Ford Day and All Holden Day are annual events and highlight the continued passion for Australian-built cars. Both events were well attended by spectators on beautiful sunny days. May we continue to celebrate all the great cars and stars of our history of automotive manufacturing in this country. Being able to attend or be part of these events shows how we continue to learn, once again, that our cars are so much more than just metal, glass and rubber.



John's love of custom and restored cars has seen him become an industry leader in the activities of car clubs and automotive enthusiasts across Australia and around the world.

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FixAuto Australia

One Family - One Vision

THE FIX AUTO AUSTRALIA NETWORK AND STAFF CAME TOGETHER FOR THEIR INAUGURAL CONFERENCE UNDER THE THEME: ONE FAMILY, ONE VISION.

The Fix Auto Australia family came together in Adelaide from 3rd to 5th August for their first national conference as One Family, with One Vision. Over 40 franchisees, valued suppliers, partners, and team members from Fix Auto experienced interactive sessions, informative presentations, and compelling speakers in the Majestic Roof Garden Hotel.

Delegates were treated to several inspiring and spirited keynote speakers, including Paul Martin, National Manager Assessing Strategy at Allianz. Paul provided key insights into the industry from an insurer's perspective, discussing the challenges and opportunities provided by consolidators such as Fix Auto.

Key speaker Stephen O'Brien, Managing Director, DNS Technology, gave insights into the power of the iBodyshop platform and how it can assist Fix Auto in achieving predictable consistency in operating systems. Finally, Jeff Williams, chairman of the Australian Motor Body Repairers Association (AMBRA), gave an interactive Q&A session covering the value of industry standards and the need to ensure a professional, competitive, compliant and sustainable motor body repair sector.

Updates from the Fix Auto marketing and operations teams gave the conference delegates a look into the agenda for this year and beyond, while a presentation from Ralph Marks, Regional Manager, NOVUS glass, gave strategic insights into the synergy offered by combining the Fix Auto and NOVUS brands. As well as a platform to discuss and share best practices, and illustrate the next steps for Fix Auto Australia, the event provided an opportunity for a wine tasting and team building activity



integrated with a charity fundraiser. Through the efforts and donations of Fix Auto delegates, \$2,500 was raised for the Ronald McDonald House in Randwick, Sydney, NSW.

"Fix Auto Australia has recently celebrated its second anniversary, and it is more important than ever for us to come together, reflect and discuss our achievements as a network, and where we plan to be in the future," said Terry Feehan, Head of Business, Fix Auto Australia. "All of our attendees at this conference are the pioneers and the foundation of our Fix Auto network. Our mission is to continue delivering the quality repairs and premium service customers and work providers expect. With the industry constantly evolving, Fix Auto in Australia is now seen as the local solution for accident repairs, and part of the global solution to the aftermarket industry as a whole. Having established the pioneers, we are now poised to expand the Fix Auto model in Australia."

Fix Auto strategic franchise partners left the conference united as a family, and ready to work together towards a common goal. "Great to see like-minded individuals together and

united by one brand and one vision," commented Fix Auto Lake Macquarie owner, Jason Whittaker. "The conference showed the strength of the Fix Auto family and our power as an aftermarket repair network."

"It was great to get together with the Fix family and see some of the tools being developed by the team to help better our business," agreed conference delegate Lana Pagiamtzis, of Fix Auto Mulgrave.

"Following Australia's first Fix Auto national conference, we were able to recap on our achievements so far and see how much we have grown as a network," added Travis Arnold from Fix Auto Morley. "As a team, we were able to set structured goals that will enable us to drive our business forward in 2019."

Feehan concluded: "This conference not only gave our team the opportunity to network and share experiences with other members of the Fix Auto family, but also provided the industry insights, tools and thought-provoking leadership to help better their business. It was fantastic to spend the time with our incredible franchise partners and team, and to reaffirm that we are all on the same path, heading for the same destination as One Family, with One Vision."

IBIS 2018

Challenging Perspectives Global Summit

OUR SOUTH AFRICA PUBLISHING PARTNER REPORTS FROM MUNICH AS THE WORLD'S 'MOVERS AND SHAKERS' COME TOGETHER TO DISCUSS THE GLOBAL TRENDS SWEEPING ACROSS THE COLLISION REPAIR INDUSTRY.

The bell rings at 9:00am and the world's industry movers and shakers take their place for the grand opening of the summit inside a huge convention centre at the Hilton Munich Park Hotel in Germany. With a who's who of the world's key players in many diverse areas of the business in attendance, this two-day intensive think tank on key areas of activity will see a host of specialist speakers strut their stuff.

Setting the scene

IBIS CEO, Jason Mosely, takes care of the welcome and house rules as the delegates settle down for the first presentation while Paul Steele, sales director – DACH, TrustPilot, hovers in the wings.

The first presentation of the day is "Can the customer make a difference?" Steele started out by saying that in the world today, over a third of the car-buying public now do it online in order to get a better deal. It is happening more than ever before, and dealers are looking to increase conversion rates on the internet for the online buyers by using elements of trust and keeping their eye on the content to build credibility for their services. The car-buying public will visit less and less dealerships for their proposed purchase and the worry is what will happen to the front-line staff at dealerships inside their million-a-month rented showrooms across the world as we know it today.



Paul Steele.

What's behind the numbers?

Steve Young, managing director of ICDP, a cross-industry consulting company, delivered his presentation entitled, "What's behind the numbers?" He took a look as far as 2030, where Europe will see around €45billion being generated by collision repair concerns while the projected turnover of mechanical repair shops would be more than double that at €130billion. Motor parts turnover will be around €75billion as car parc numbers increase across Europe, particularly in Italy.

Accident rates are predicted to drop by some 27% in the future as driver safety legislation powers ahead. This has also been the primary cause of increased technology in cameras and body construction, which add to early



Steve Young.

graves for the modern car. A sort of weird bright spot for accident counters in body shop businesses is the fact that drivers using their mobile phones and distracting infotainment devices are a major cause of accidents right now. So, the decline in crash rates are not yet at levels where the safety-conscious brigade would like them to be.

Along with all of this is a clear indication that vehicles were lasting longer, but the well-documented award of a \$42 million payout for a poor Honda repair in the US was a clear indicator of how a poor-quality repair may impact on a body shop's activities.

Chaos theory

Andrew Marsh, director, Auto Industry Insider, is no stranger to the industry. He set out his theories on the chaos that exists from manufacturers as well



Andrew Marsh.

as the implementation of camera safety technologies as he described each motor makers' idea of the perfect car, including 3D cameras, night vision cameras, ultrasound, dead reckoning sensors, short range radar, long range radar and other Lidar sensors that are now embedded in new vehicles. Marsh, in his charismatic, dotty professor approach, then told a fairly baffled audience how the VW VAS approach was used to realign all this stuff to pre-accident condition with the correct wheel alignment equipment.

He then moved on to the Nissan Micra CMOS camera calibration function, which was completely different in every way, with its own targets, wall-mounted while static, and explained that downloading the app was vital in putting the car together properly, stage by stage.

With giant steps forward predicted in new methodologies in collision avoidance systems and governing bodies powering ahead, with lane departure warnings soon to be mandated in Europe for heavy duty vehicles, and the introduction of auto brake standards for bus makers inside the EU by September this year, it seems that future trends are arriving ever sooner. Marsh says that, by around 2030, self-calibration will become the order of the day within the three distinct technology groups. Having said that, there are plenty of unknowns that lie

ahead as the tsunami of new electronic technology washes over the traditional standards of repair that we know today.

So, the message is quite clear: repairers must now embrace new electronics, software systems, networks and big data, and strive to meet new commercial partners and invest in staff and training accordingly.

The future of mobility

After the Hilton chefs had weaved a bit more magic for lunch, everyone headed back for the important afternoon session, when the future of mobility came under the spotlight with a strategic view of the next decade in all things automotive was presented by Dirk Utman (senior manager consultant, risk advisory, automotive Deloitte) and Philipp Enderle (consultant, strategy and operations, Deloitte Germany).

Deloitte's specialised sector spans 150 countries in the Americas, EMEA and Asia-Pacific and offers an end-to-end package for their corporate customers from business growth, operational excellence, finance, digital and technology to people.

The problem now is that a number of disruptive forces are challenging the traditional business model because of the speed of change, with major differences coming in urban mobility. Some companies are offering full service leasing and multi-brand fleet portfolios, with a number

of new players emerging. Key enablers for electric and autonomous vehicles were revealed, with drivers moving to increased vehicle sharing and motor makers moving down the value chain to keep their place with the customer.

Panel discussion

A panel discussion with Frank Liu, CEO of Fix Auto China, and Michael Wilmshurst, chief executive of Nationwide Accident Repair Services, took centre stage to discuss various growth scenarios in their respective markets in the body shop repair operational side.

They all have to push hard in every area to maintain their profits with Fix Auto now having over 40 operations up and running in China, according to Liu. Wilmshurst said that repairs had to be carried out and completed at reasonable costs.

In China, with 4,000 body shops currently trading, Liu said there is always a big need to keep up to speed on delivery times quoted, while Wilmshurst said that the average cost of repair in the UK was approximately £1,600.



This article courtesy of Claire Macfie of Automotive Refinisher magazine - the voice of the African collision repair industry. Check out their website at www.autoref.co.za

Back to the '50s Minneapolis 2018

I REGULARLY START THIS COLUMN WITH A “WOW” OR SIMILAR EXPRESSION, AND THIS ONE IS NO DIFFERENT. ALL THE EVENTS I ATTEND IN THE US ARE “WOW”, BUT ALL FOR DIFFERENT REASONS.



Opening Day.



The Foose-built Madam X.

Some are the number of Muscle cars, others are exceptional vehicles, some are about the race tradition, but “Back to the 50s” in Minneapolis on 22nd to 24th June was the sheer size of the event. It is held at the Minnesota state fairgrounds, covering over 200 acres with 12,000 vehicles and over 200 vendors. When you add the 150,000 spectators and buddies, it really was a city for the three days. I had heard that this is the largest car event in the US, which I found hard to believe, but now that I’ve seen it, I think this event and the Street Rod Nationals in Louisville are by far the largest events in the US outside of SEMA.

Back to the '50s is a pre-1964 event, which makes it even more amazing. I believe the reason for the size of this show is that it’s the first real



You can have this for only \$10k.



Jon Kandy's Brandywine Olds.



Typical old Gasser.



The great Jon Kosmoski.



The Dave Kindig set up.

opportunity the locals get to drive their cars after winter storage. Something else I never really understood was that the majority of car owners from right across the north store their cars in sheds, barns, aircraft hangers and wherever else they can remove the wheels, drain the fluids and cover them up over winter. It's a big deal to get them out and drive them as they really only get six months at the most to enjoy their cars up here. Another feature of this event is that it's all outdoor, driving around the fairgrounds, parking in the fairground streets and outside cruising the city. Like all the other US events, the police don't hassle the entrants who own some really outrageous cars, as long as they're not doing anything stupid.

There were quite a few show cars, but the majority were nice drives

along with heaps of rat style vehicles. This is still a huge movement in the US with some crazy mechanicals in chopped up bodies, including a lot of patina paint with good engineering.

All the top name vendors were there with their rigs - Meguiars, Edelbrock, PPG, Lokar, 3M, Ford and Chevrolet Performance, many builders including Rad Rides, Dave Kindig and heaps of smaller builders chasing jobs. House of Kolor had a great line-up of cars painted by Bo from Vesico custom shop in Minneapolis and Jon Kosmoski had his personal cars there and was firing as good as ever. There were also two huge pavilions with over 30 vendors in each.

There were quite a few cars for sale; no real bargains over the first few days, but Sunday was swap meet day and some cheaper cars, great

memorabilia and parts available there. Swap meets are big in the US, with this one covering the full 20 acres on the Sunday.

It had been wet for the month leading in, but the weather was hot and humid and great for the cars and cruising. If you like pre-64 cars and almost all types of vehicles, this is an event you should try and get to. Back to the 50's, which has been going for over 45 years, is looking strong for quite a while yet.



Owen is the Business Development Manager of Motoractive. He is also a leading figure within the auto re-styling and vehicle modification industry.

Super Cruise

Cadillac's Self-drive Technology

CADILLAC RECENTLY ANNOUNCED IT WOULD ROLL OUT THE HIGHWAY SELF-DRIVING FEATURE SUPER CRUISE AS AN OPTION TO ALL ITS US MODELS STARTING IN 2020, FOLLOWED BY "OTHER GM BRANDS".

Unlike Tesla's Autopilot, which demands drivers keep their hands on the wheel, Cadillac calls Super Cruise "the world's first true hands-free driver assistance feature". The system, currently available for the CT6, lets the car drive itself on more than 130,000 miles of freeway.

However, there's a catch: the driver must still pay attention and can't really do anything too interesting with their hands, merely "common tasks, such as using the navigation system, adjusting the audio system or taking a phone call," according to Cadillac. "Even while using Super Cruise, drivers must always pay attention and not use a handheld device," the OEM cautions. Super Cruise software will monitor the human with an interior camera and alert them if it deems the driver too distracted. If a driver seems incapacitated, the car will stop itself and alert authorities with OnStar.

The cheapest version of Super Cruise is a \$US5,000 upgrade to the \$US65,295 Premium Luxury CT6 trim. The option has been available on all Premium Luxury trims made after September 2017 and is standard on the 2018 Platinum trim.

A Cadillac spokesman did not respond to an inquiry asking if the OEM will restrict repair capabilities given the proximity of Super Cruise sensory technology to "cosmetic" repairable surfaces such as the windshield and front end.



Kye Yeung.

"The Super Cruise driver assistance feature is made possible by precision LiDAR map data, high precision GPS, a state-of-the-art driver attention system and a network of camera and radar sensors," Cadillac wrote. "It requires an active OnStar service plan with emergency services to function." Currently, GM restricts CT6 structural parts and measurements to its certified network but permits cosmetic repairs. No other Cadillacs or GM vehicles are so restricted.

Either way, some combination of dealerships, collision repairers and glass shops will need to be ready for this technology and follow OEM repair procedures or risk customer lives and shop reputations. Witness the scrutiny whenever a Tesla crashes on Autopilot (a system that arguably gives the vehicle less responsibility than Super Cruise) and imagine media and federal investigators tearing into your work.

Just because the driver is supposed to watch the road doesn't mean the shop will duck responsibility (or bad PR) for screwing up some aspect of the system.

Consider the recent example in which a shop had to cover the bill after its failure to properly restore and calibrate a backup camera system using OEM procedures led to a customer banging a 2014 Impala into an Audi. The fact that the OEM tells owners not to rely solely on the camera and to pay attention clearly wasn't enough to get the shop off the hook, and arguably, nor should it have been.

As Society of Collision Repair Specialists Chairman Kye Yeung (European Motor Car Works) observed at the April Collision Industry Conference, there will be a time, probably right now, when a hybrid body-mechanical technician able to scan, calibrate and restore ADAS and SRS systems would be "the most important technician in your shop." Yeung recalled a recent high-profile Tesla Autopilot crash and asked the audience to consider the liability if the vehicle had last been calibrated at their shop. So many vehicles have such technology, "it is our duty" to return them repaired to the best of the shop's ability with properly trained employees, Yeung said.

Cadillac also said it would offer V2X communications within a "high-volume crossover by 2023 and eventually expand the technology across Cadillac's portfolio." The "V2X"

abbreviation refers to a combination of “vehicle-to-vehicle” (V2V) and “vehicle-to-infrastructure” (V2I) technology in which the car can “talk” to other devices on the road, in theory allowing safety and efficiency activity like vehicles warning each other off from an impact and coordinating their movements with traffic signals.

“National Highway Traffic Safety Administration estimates that safety applications enabled by V2V and V2I could eliminate or mitigate the severity of up to 80 percent of non-impaired crashes, including crashes at intersections or while changing lanes.”

According to Cadillac, “Using the basic safety message as a base, V2V can be extended to the roadway infrastructure and other roadway users (such as cyclists and pedestrians), establishing a V2X ecosystem. Using V2X, compatible vehicles can be notified of hazardous road conditions, traffic light status, changing work zones and more. With a range of nearly 1,000 feet, drivers can be alerted to possible threats in time to avoid a crash.”

The trick is having enough other devices able to listen to the “Caddy” and talk back. General Motors started by installing 5.9 GHz dedicated short-range communications (DSRC) V2V standard on the 2017 Cadillac CTS and the system could “handle 1,000 messages per second from vehicles up to about 1,000 feet away”, but OEMs with similar tech were hard to come by and Cadillac didn’t respond to an inquiry about the compatibility of its



Cadillac CT6 SuperCruise.

V2X with other OEMs.

However, Toyota recently announced it would start producing V2V-equipped vehicles starting in 2021, “with the goal of adoption across most of its line-up by the mid-2020s.” Toyota’s format uses seven channels on the 5.9GHz spectrum for its DSRC, and safety and quality communications manager Brian Lyons said the system could communicate with GM’s vehicles. “I know we talk to them a lot,” Lyons said of General Motors. He said GM, Nissan and Honda were all “really high on DSRC”. Toyota’s system also sounded like what the NHTSA proposed in 2016. However, it couldn’t communicate with a different technology Ford plans to use for its V2X starting in 2019, according to Lyons.

Rapid adoption of a consistent V2X across the auto industry seems likely to eat into collision frequency,

which is great for society but bad for shop business, and the Cadillac and Toyota announcements suggest this trend could start early next decade. “The expansion of Super Cruise and V2X communications technology demonstrates Cadillac’s commitment to innovation, and to making customers’ lives better,” GM global product development, purchasing and supply chain Executive Vice President Mark Reuss said in a statement. “GM is just as committed to ushering in a new era of personal transportation, and technologies like these will enable it.”

RDN REPAIRER DRIVEN NEWS

This article courtesy of John Huetter of Repairer Driven Education (RDE). Check out their website at: <http://www.repairerdrivennews.com/> for this and many other informative and educational articles on the collision repair industry

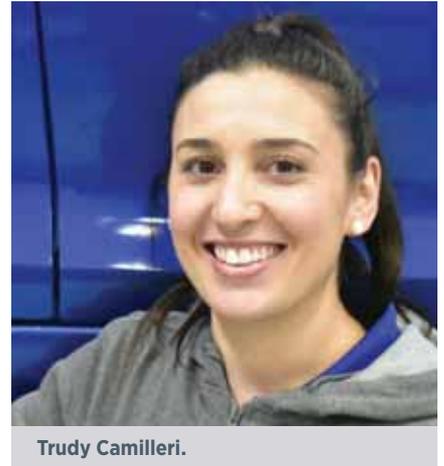
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Future Leaders of the industry



Trudy Camilleri.

THE LATEST FUTURE LEADER PRESENTATION WAS MADE AT THE NEW IAG CORPORATE OFFICE IN SUSSEX STREET, SYDNEY TO TRUDY CAMILLERI, FIRST YEAR TEACHER AT TAFENSW, ULTIMO.

Troy Johns, Industry Risk and Governance Manager for IAG, was the MC for the occasion, which was attended by several representatives of IAG Insurance and TAFENSW, the National Collision Repairer and, most importantly, Trudy's parents, Angelo and Maria.

Following the acknowledgement of country, Johns commented that

Trudy, not unlike many who enter our industry, found she did not really associate with the formal education system. Trudy was only too happy to work in her father's shop, Cool Custom Restorations in Leumeah. Johns went on to say that when Trudy left school after Year 10, she planned to be an engine builder but was convinced by her father that her future was in collision repair.

Trudy's first thought was that she could be the spray painter; however, the business really needed an auto body technician and it has been in her blood ever since. Trudy did her apprenticeship through Campbelltown TAFE where she met her teacher, Frank Goodlad, who guided her through her years there. Building a great relationship with Goodlad, Trudy often joked that one day she would come back and take his job. When Frank retired, she did just that.

Garry Clear, Head Teacher at Ultimo TAFE, said that since joining his team earlier this year, Trudy has found the experience interesting and challenging: "Trudy has gained the respect of the students and just goes from strength to strength. She has all the skills, determination, professionalism and is so future-focussed - watch this space."

Steve Fitzpatrick, Executive General Manager, Short Tail Claims

reflected on Trudy's Regional Gold Medal at WorldSkills, mentoring the 33 competitors at the recent 2018 National WorldSkills competition and becoming a teacher so early in her career. He congratulated Garry Clear and Rainer Malkki for their ongoing support as he presented the award and the two I-CAR training courses. "IAG is proud to support the Future Leaders of the Industry initiative and to support the next generation of auto body technicians. Trudy is a great role model for women considering a career in the industry with her dynamic, can-do attitude," he said.

In receiving her award, Trudy said, "I am forever grateful to Garry and Rainer for their support over the years. I especially want to thank Mum and Dad for everything they have done for me over the journey. I know at times it's been tough, but you both stuck by me."

Editor: IAG's ongoing support and sponsorship of these awards is greatly appreciated. We all wish Trudy every success. I am quite sure we will see more of her in the future.



Steve Fitzpatrick presents the award.



Acknowledging a lifetime of contribution

Criteria for induction into the National Collision Repairer Lifetime Achievement Honour Roll

1. A minimum of 10 years in the collision repair industry
2. Contributions to the collision repair industry beyond the scope of their local area
3. Contributions to the collision repair industry beyond the scope of their direct employment
4. Nominations shall come from within the collision repair industry on the nomination form with supporting rationale.

A nomination form can be obtained from:

The National Collision Repairer

PO Box 3183, Dendy, Victoria 3186
 Email: joe@nationalcollisionrepairer.com.au
 Tel: +61 458 588 333

The National Collision Repairer thanks and acknowledges the ongoing support of our sponsors



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David Weatherall

Terry Flanagan

Marshall Duncan

Graham Winter

Jeff Hendler (Int)

Max Chanter

John Howes

Robert Renwick (Int)

David Newton-Ross

Wayne Phipps

Richard Pratt

Bob Rees

Lance Weiss

Mark Brady

Don Wait OAM

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Bob Christie

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Colin Edwards

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Tony Warrenner OAM

Brenton Abbott

Michael Killen

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Michael Wilkinson

Garry Clear

Cec Simpson

Focussing your Resources

FROM EQUIPMENT TO MARKETING AND CALL CENTRES, BODY SHOPS SHARE HOW THEY FOCUS THEIR RESOURCES.

Most shop owners have no trouble rattling off a laundry list of items they'd like to invest their time and money into in order to improve their business. From marketing to new equipment, from OEM certifications to an upgrade of the shop's office or "street appeal", it can be hard to know what's the best use of your limited resources.

Here's what shop owners across the United States say they've chosen to invest in this year and next. Their decisions may not jibe with what's best for your business, but their thought process may help you narrow down your choices.

Ron Nagy of Nagy's Collision Repair, which operates 10 shops in Ohio, said some of those more recently acquired locations needed equipment to be brought up-to-date, leading to some significant capital expenditures this year. "The other big move we made was a central call centre," Nagy said. "All assignments go to the call centre and then are dispersed out to the ten locations depending on scheduling and the address of the customer's work or home. We can already see the huge benefits of that."

Does he foresee a return on that investment? "My CFO and controller both ran the numbers on it. We were looking for two things. Firstly, faster follow-up on DRP assignments, which we wanted to happen within 20 minutes. The workload in our shops'



Elissa Larremore.

offices is pretty heavy, and they weren't getting it done for hours. The second part of it is follow-up calls on customer service, accounts receivable, that type of thing. We're trying to see if we can do the work of three shop location office staff with one person at corporate. So far, we're real pleased with it."

Like a lot of shops, this year American Auto Body in Montana has been focusing on getting the training and equipment needed for OEM shop certifications, and making sure its technicians have ready access to OEM repair procedures. "Moving into 2019, one of our biggest focuses is going to



Jim Guthrie.

be marketing," the shop's Mariah Sampson said. "We're seeing the industry starting to slow down, both in collision repair and car sales in general, so we want to make sure that we're maintaining our front-of-mind awareness with our customers."

Jim Guthrie of the Car Crafters MSO in New Mexico said he is spending less money this year and next on equipment for his multiple shops. "Our equipment investment has slowed for 2018 and will be slower in 2019," he said. "Over the last four years, we have bought all kinds of booths, frame machines and welders, all due to the OEM certifications that



we chased. I can see us adding a few more OEM certifications at some stores as far as steel repairs go, but aluminium will continue to be more specialised for a while.”

Paul Sgro of Lee’s Garage in West Long Branch, New Jersey, is also spending resources on marketing. “Social media is the big avenue that we’re focusing on this year and next,” he said. “We feel you can get more for your money doing things of that nature than the old traditional ways.”

“The big thing for us recently has been making sure our front office staff is properly trained, making sure they’re writing estimates properly and using the sources available to them: the I-CAR portal, ALLDATA and so on,” said Troy Lindquist of Premier Auto Body in Oregon. “OEM certifications are next on our list. There are a couple of them we’d like to have by the end of the year.”

Scott Benavidez, owner of Mr. B’s Paint & Body Shop in New Mexico, said he, too, has been going after the OEM shop certifications “for the cars that I prefer that we work on”, and is also trying some new approaches to marketing. “We’re doing some weekend events, like a women’s weekend, where we invite them in to learn how to change a tyre, how to use the systems on their vehicles, or a back-to-school night where new drivers can learn these things. That community involvement is really helping our business.”

For Elissa Larremore, who owns and operates CBS Collision, a 3-shop business in Louisiana, equipment and acquisitions are on her radar. “We have spent a lot on equipment over the past 18 months, and we still have some equipment to add,” she said. “There’s also another location that I’d like to add – actually a couple of them, but one in particular. So we’re exploring that opportunity right now.”

“We’re always in an acquisition mode,” echoed Sam Carubba, CEO of Carubba Collision, which has 20 locations in upstate New York. “We put a retired attorney on-staff who tracks down people who have shown some type of interest in looking to move on



Ron Nagy.

or semi-retire. What we’re finding are a lot of businesses totally unequipped to deal with what’s coming down the road. That’s added dollars to the retooling of a facility we acquire, but on the other hand, it’s reduced the purchase price. If you have to go in and spend a half-million dollars on equipment, it certainly makes their business worth that much less.”

Carubba said the company is doing more marketing, particularly through social media. “We’re developing an app for your phone that will put you in contact with our call centre and explain what to do in case of an accident,” he said. “We are also going back to grass-roots marketing. We have a couple of sales and marketing reps paying close attention to civic groups, and we’re going back to hand-shaking, door-to-door, via insurance agents.”

Aaron Schulenburg talks with shops all over the country as part of his work as executive director of the Society of Collision Repair Specialists, a US-based trade association. “I think the OEM certifications absolutely are the way a lot of shops are going,” he said when asked where shops are investing time and money. “Focusing on the brands of vehicles they see a lot of is a good piece of advice for shops choosing which certifications to



Troy Lindquist.

pursue. But the reality is that, even in a market where there may not be a ton of Porsches or Audis or Mercedes, there are some of those vehicles and someone must serve those customers. So, looking at ones where you can specialise is a way that you can still get a meaningful return in cases where you are the one who can repair those vehicles.”

Whereas dedicated aluminium repair space was a big focus for shops three or four years ago, he said, “I think we’re just at the cusp right now of conversation around investing in dedicated calibration space.” He said he also sees shops investing more on training, including “increased training to develop specialty, top-end technicians, as well as building a bench of entry-level team members that can be developed internally.”

It’s clear there are a myriad of things you can do to invest in your business – it’s just determining which is right for you.



John is a freelance writer based in the United States who has been writing about the automotive industry since 1988, he is also the editor of the weekly Crash Network www.CrashNetwork.com



The most Valuable tool

AS TECHNICIANS AND BUSINESS OWNERS, THE MONEY INVESTED IN TOOLS AND EQUIPMENT IS OFTEN MINDBOGGLING TO THOSE NOT INVOLVED IN THE COLLISION INDUSTRY. OVER THE YEARS, THE EQUIPMENT HAS BECOME MORE TECHNOLOGICALLY ADVANCED AS WE CONTINUE TO SEE HAND TOOLS THAT PROVIDE TECHNICIANS WITH ANOTHER LEVEL OF EFFICIENCY BEING DEVELOPED AND REFINED.

Recently I had the enjoyment of looking inside a Snap-On tool truck whilst I was in Newcastle. The memories came flooding back as I remembered sometimes giving half of my pay away to buy certain tools that I needed to do my job. As I reminisced about this with the Snap-On representative, I informed him that I still have those tools, even after consistent use every day. Some of these tools were purchased when I was eighteen years old!

There have been, and always will be, demands on a business to ensure efficiency and the ability to repair vehicles correctly. Today, nothing has changed when investing in tools, although the selection is obviously greater due to the need to understand the high technology in vehicles today. We are seeing riveting, aluminium welding, more powerful spot welders, equipment that provides faster curing for refinishes, more efficient measuring tools, a vast range of benches for every style of vehicle and the list goes on and on. Not to mention systems that manage workflow and customer relations: every facet of your business is affected.

So, the question is: "What is the most valuable tool in your toolbox or business?"

Every one of your tools or equipment is purchased to deliver improvements in efficiencies across a business, no matter how big or small. They are, at times, very expensive and

a return on investment is expected as they depreciate over time. They do, however, have a finite life and, as new technologies are introduced, some equipment will need to be renewed to conform to new repair requirements.

Many collision experts from across the globe are calling this era of our industry "the technological tsunami" or the perfect storm that is relentlessly attacking us from all sides. What we seem to lack at times are the knowledge and skills to navigate our way through! That's right – knowledge and skills!

The most valuable tools in everyone's toolbox are their knowledge and skills. Unfortunately, quite often these are ignored or not developed enough to master and understand the current technology in vehicles. We spend thousands and thousands of dollars on equipment that it is not used every minute or even hour of every day, but they are a necessity to deliver better repairs. But what of the technician who must work every minute of every day repairing cars and at times not necessarily understanding why it must be done in a certain way? There are no uniform industry procedures and vehicles are built differently, using any number of variations in the materials in the structure.

This is where training will ensure that everyone who works on a vehicle understands what is required in a repair. The reality is that the technology continues to throw up new waves, and

as an industry we are only trading water when it comes to upskilling. Without training, it is difficult to acquire the knowledge that in turn increases your skill level to understand the complexity of cars today.

Many businesses do not have training budgets; they only commit to training when they are forced or told to. The benefits of training that increases a technician's knowledge and better their skills will be a return on investment every minute of every day, by delivering better efficiencies through understanding the complete repair. The question often comes back as repairers ask, "who will pay for the training?" It will be the person who paid for the spray booth you are required to have, the spot welder you are required to have, the electronic measuring, everything that is required in a modern collision repair facility today.

All of these tools provide a return on investment when they are used. There is no difference with training; the technician will use their knowledge every day and provide a return on investment with it. Better quality, more efficient and safer repairs and a valued workforce.



Mark is the CEO of I-CAR Australia. His mission is to ensure that the collision repair industry understands the importance of having fully trained personnel and knowledgeable technicians



Calendar of events

KNOWING WHEN IT'S ON AND WHAT'S COMING UP

Automechanika

11th - 15th September 2018 - Frankfurt

Automechanika

27th November - 1st December 2018 - Shanghai

The SEMA Show

31st October - 3rd November 2018 - Las Vegas

Motor Show Bologna

6th - 9th December 2018 - Bologna

Suncorp Program

New partnership turbo charges car buying

Purchasing a vehicle just became much easier, thanks to a new partnership between Suncorp and specialist car buying service Georgie, an Eclixp Group business. Georgie, matches competitively priced vehicles tailored to an individual's lifestyle, arranges test drives, manages trading-in their old car and coordinates the delivery of a new car.

The partnership follows new Suncorp research that revealed buying a car is one of the most common 'big moments in life' for Australians and is often a bigger investment in time and money than many people anticipate.

Their car buying specialists have a deep understanding of the thousands of cars on the market. They match a customer's needs with available cars to ensure buyers get the right vehicle the first time and then Georgie takes out the stress of the negotiation process to get the best price.

Customers receive great service and can achieve exactly what they want, regardless of where they are in the country, and dealers get to expand their customer base by selling outside of their regions.

Buying a car unseen can be a bit daunting, but the team at Georgie put customers at ease by guiding them through the process and quickly answering their questions every step of the way.

Training contacts

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Car-O-Tronic Vision2 X3

High-tech, precision electronic measuring system for upper and lower body measuring, now with support for EVO anchoring and holding

Experience Car-O-Tronic Vision2 X3 – the fastest, most accurate and easiest to use electronic measuring system on the market today! The sensor-equipped measuring slide with a built-in versatile remote control and protective rubber “bumper-zones” delivers real-time data three times per second to the advanced and easy-to-use software. Photo-based, and backed up by Car-O-Data, the world’s most comprehensive vehicle database, it allows you to accurately and quickly target measuring points.

Measuring slide with remote control

The measuring slide communicates wirelessly with the Car-O-Tronic Vision2 X3 software: no cords or cables to get in your way! The built-in, versatile remote control lets the operator manage the entire measuring process without having to be at the computer. The unit is easy to use, with one button to enter commands such as automatic measurement of the entire vehicle and another select button to browse through monitor menus. The entire repair process can be documented in pictures with text and e-mail files to customers and insurance companies directly from within the software.

The Car-O-Tronic Vision2 X3 measuring system also offers multimedia instructions and support for our EVO 1-2-3 anchoring and holding systems.



Car-O-Data

- Vehicle database with measurement info on over 16,000 vehicles
- First year included
- Available by subscription
- Updates continuously via Internet

Measuring is fast and easy

- Register the work order and enter car make and model.
- Conduct measurement aided by the unique ASP function (automatic search point). Advanced automation allows the system to always select the right point.
- Print out the results and you are done!

Features and benefits

- Compatible with nearly any frame system
- Wireless – no targets, sensors or lasers
- Real-time data delivered three times/second
- Precise measurements for all under- and upper-body locations
- Photo-based images offer easy



identification

- Compatible with the Car-O-Data measurement database
- Contains information on EVO 1-2-3 anchoring and holding systems
- InfoCenter for online software and data updates, news, support and interactive training
- Import/export of work order
- Suspension check diagnosis.

For more information, contact www.car-o-liner.com.au or call Car-O-Liner Australia on Tel: (02) 4271 6287.

The Roberlo bed liner

Roberlo recently announced the release of Robliner, a 2K acrylic polyurethane coating with a mix ratio of 3:1. Both its high mechanical and chemical resistance make it an ideal product for coating the visible parts of trailers, utes, or other surfaces that may be exposed to more extreme conditions, both physical and environmental.

Its main features include high mechanical resistance to abrasion, scratches and impact; high chemical resistance to water, oil and petrol; corrosion protection; and weather resistance and UV protection.

In addition, it has high hardness and flexibility,

excellent adherence on a range of different surfaces and a textured appearance that is easy to personalise.

The applied coating has a temperature resistance of up to 85°C and is recoatable with Dicrom, Uchrom, Disolac and basecoat and 2K topcoat systems.

Roberlo products are distributed by Le'Mix Pty Ltd. For more information about Roberlo or other Le'Mix products, visit www.lemix.com.au or contact Le'Mix on Tel: (02) 9708 4959.



5 Minutes with ...



Fine grade Cubitron II abrasive discs from 3M

3M is excited to announce that the new, finer-grade Cubitron II abrasive discs and sheets were released in August. They provide superior performance in primer prep, primer sanding, e-coat sanding and bumper bar sanding. Panel beaters have been enjoying the benefits associated with 3M Cubitron II products for a few years now; however, the painters will start seeing these benefits with the introduction of the new fine grades: 240+ and 320+. 3M offers Cubitron II products for auto body repair jobs from cutting and grinding and finish sanding.

The 3M Cubitron II abrasives family of PSG abrasive discs, wheels and belts feature our precision-shaped grain (PSG), the most advanced abrasive technology in the collision repair industry. 3M employs microreplication technology to create a uniformly sized and precisely shaped

ceramic mineral into triangular structures. These grains are electrostatically oriented at exact intervals on the abrasive surface. The result is an abrasive that cuts 30 percent faster and lasts twice as long as conventional ceramic abrasives. They also run cooler, while producing superior results on the surface.

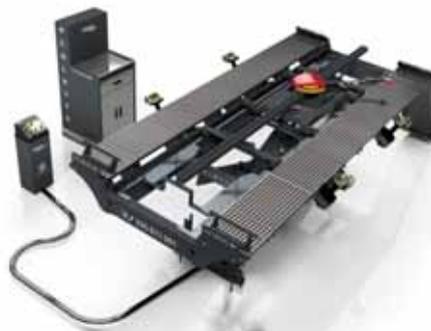
The discs also incorporate the clean sanding hole construction, which provides superior dust extraction while maintaining the abrasive performance demanded by the technician. All these features combined provide significant labour savings to the repairer which, when compared to traditional ceramic abrasive discs, aids in reducing your total cost for the repair, resulting in more profit per repair.

To see these benefits for yourself contact 3M on: 136 136.

CELETTE Naja 3D electronic measuring system approved by Volkswagen AG

CELETTE has announced the most valuable approval of its Naja 3D Electronic Measuring System by Volkswagen AG, which is available under VAS811001/8 or in composition with Griffon VAS811001.

CELETTE'S Naja Evolution 3D software directly takes measurements from OEM-provided 3-D CAD drawings and provides technicians with unique views of the control points in relation to length, width and height, allowing for an efficient damage analysis on a database of more than 14,000 items.



So, if you're in the market for an electronic measuring system, buy the best from the best - SAPE. Call our office on Tel: (02) 9772 9000.



Kasey Douglas
3M Australia

When did you join the industry?
I started working at 3M 11 years ago and joined the 3M Automotive Aftermarket Division (AAD) in 2010

What was your first job in the industry?
Marketing Co-ordinator, 3M AAD

What do you do now?
Marketing Manager, 3M AAD

What do you like about the industry?
I love being able to launch new products that enhance body shop efficiencies. I have recently launched 3M Perfect-It Fast Cut Plus Extreme and 3M Flexible Foam Abrasives. Lastly, check out the front cover for 3M Cubitron II 240+ and 320+.

What don't you like about the industry?
We are all so busy all the time so it's difficult to get out and see customers as much as I'd like to.

What music do you like?
Anything I can sing along to in the car

Your Favourite Artist?
It changes all the time but at the moment, I'm really into Angus and Julia Stone

Your favourite food?
Dessert - I always flip to the end of the menu first!

Your favourite drink?
Champagne

Your hobbies?
It used to be snowboarding & horse riding but now I'm a mother of twins, so I don't have much time for hobbies

Who in the world would you most like to meet?
I'd love to have dinner with Snoop Dogg

PROUDLY SPONSORED BY



Green (or any other colour) with EN-V

Featuring a crisp, clear factory appearance, PPG's new generation EN-V Performance Clearcoat is designed to give any refinish colour a luxurious gloss finish.

Technological developments continue to drive improvements in the refinish paint shop and PPG's new LVC-136 EN-V Performance Clearcoat is a perfect example of a production-friendly solution for modern repairers. Formulated using PPG's advanced resin technology, this next generation clearcoat arrives as part of the ENVIROBASE High Performance paint system. Featuring easy mixing and application characteristics, as well as fabulous flow and levelling qualities, it's ideal for reproducing a crisp, clear factory appearance. What's more, although it will reliably deliver superb gloss straight off the gun, it's also easy to polish, should it be required. As an added bonus, EN-V Performance Clearcoat hardeners and thinners are common to most of PPG's low-VOC clearcoat range, making for simpler mixing and less chance of errors, as well as reduced stock holding.

The next generation formulation,

which produces a crisp, clear gloss finish, does not limit the versatility of EN-V Performance Clearcoat. Indeed, it has the flexibility to fill virtually any role, from one panel to a full respray, and still generate a premium gloss finish. A newly developed LVT-444 Clearcoat Accelerator Thinner also ensures it answers the need for speed by giving a handy option to dramatically improve cycle time on smaller jobs. Accelerated mode is very straightforward (simply mix LVT-444 Clearcoat Accelerator Thinner at 100%) and results in a bake time slashed to just 15 minutes! Indeed, combine a 15-minute bake with single visit application mode (a light, closed coat over the whole job before immediately returning to the start and applying a full wet coat) and the productivity benefits of using EN-V Performance Clearcoat are significant.

This next-gen clearcoat also continues PPG's commitment to local manufacturing. Along with the majority of products in the Envirobase High Performance low-VOC range, EN-V Performance Clearcoat is manufactured at PPG's Clayton, Melbourne production plant. Thanks to its unique blend of eco-friendly credentials and no-fuss ease of use, combined with outright speed and exceptional colour capability and



accuracy, PPG's Envirobase High Performance paint system (which now includes EN-V Performance Clearcoat) has cemented its place as the region's most popular refinish system – bar none!

Features of LVC-136 EN-V Performance Clearcoat:

- Advanced clearcoat resin technology
- Crisp, clear, premium gloss matches "factory" finish
- Simple mixing and easy application
- Excellent flow and levelling straight off the gun
- Easy to polish, if required
- Accelerated mode
- Shares hardeners and thinners
- Locally manufactured.

For more information visit www.ppgrefinish.com

Pilot Air compressed air systems

Compressed air systems are at the heart of the collision repair industry. They require periodic maintenance to ensure the safety, efficiency, reliability and lifetime of the compressed air equipment. An inadequate service routine can have a significant impact on energy consumption, creating lower compression efficiency, air leakage, or pressure variability. Poorly maintained equipment can lead to high operating temperatures, poor moisture control, and excessive contamination. Most problems are minor and can be corrected by simple adjustments, cleaning, part replacement, or the elimination of adverse conditions. Just like premium cars, premium air compressors also require servicing and maintenance. Scheduling regular

maintenance of your compressed air system is vital in ensuring its operational efficiency and longevity. It will also save you money in the long term and help to avoid costly breakdowns and loss of productivity.

The national network of over 50 experienced technicians perform on-site maintenance and repairs or provide service in our workshops. We understand that you rely on your air compressor to perform its function and when breakdowns happen, you need it fixed – fast. We have service technicians operating from workshops in Sydney and Brisbane, plus a fleet of mobile technicians ensuring quick response times. In addition to these, we have a service agent network of over 50 service technicians available Australia-wide who are on hand to assist you. We



not only service Pilot Air brand air compressors, we can also service and repair most other leading brands of air compressors.

Our comprehensive service offering includes:

- Scheduled maintenance and preventative checks
- On-site breakdown repairs
- In workshop repairs
- Installation services

Book a service by emailing service@pilotair.com.au or call 1300 667 579.



changing color values



robliner

Bed Liner and Protective Coating

2K Polyurethane Coating



Le'Mix

Roberlo products are distributed by Le'Mix Pty Ltd.

For more information about Roberlo or other Le'Mix products, visit www.lemix.com.au or contact Le'Mix on tel: (02) 9708 4959

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COUNTING DOWN TO THE FINAL

The 2018 running of the PPG Colour Matching Competition is building to an exciting finale.

Preliminary competitions are now completed and it has been wonderful to see so many apprentices from across the region take the opportunity to test their colour matching skills – well done to everyone who took part!

For those who won through to the final, we look forward to seeing you at the final in Brisbane on October 12th to determine who will be crowned as 2018 champion!



www.ppgrefinish.com.au

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