



**OHIO BOARD OF MOTOR VEHICLE REPAIR  
BOARD MEETING MINUTES**

**NOVEMBER 12, 2014 10:00 AM**

**Vern Riffe Tower  
77 South High Street  
19<sup>th</sup> Floor, Rm. 1932  
Columbus, Ohio 43215**

**1. MEETING CALLED TO ORDER.**

**BOARD MEMBERS IN ATTENDANCE:** Christopher Sterwerf, Matthew Penney, C J Paterniti, Earl Dohner, Jeff Wagner, Keeran Rajasekaran (AAG), Michael Greene, Daniel Gibson, Theresa Peppers, Kimberly Sherfield

**BOARD MEMBERS NOT IN ATTENDANCE:** Joseph Sanfillipo, Jr., William Ogg, Investigator Culburn Robinson

**GUESTS IN ATTENDANCE:** Andrew Huffman (GPG), Matt Dougher (ASA), Carmen Paterniti, Zachery Schaengold (AAG)

**2. REVIEW OF AUGUST 20, 2014 MEETING MINUTES:**

**MOTION TO ACCEPT MINUTES: EARL DOHNER  
SECOND: STERWERF  
VOTE: MOTION CARRIED**

**3. BOARD REVIEW AND DETERMINATION RE: PENDING REGISTRATION APPLICATIONS:**

A. Vote by Board on regular registrations pending from July 31, 2014 through October 31, 2014.

**MOTION TO ACCEPT: STERWERF  
SECOND: CJ PATERNITI  
VOTE: MOTION CARRIED**

**4. OTHER BUSINESS:**

A. Investigator's Reports – Invests. Dan Gibson / Craig Robinson / Theresa Peppers

**YEAR TO DATE TOTALS**

August 15, 2014

Investigator Daniel Gibson

<b>Shop Visits</b>	<b>621</b>
<b>Renewals</b>	<b>25</b>
<b>NOV</b>	<b>155</b>
<b>New Shop Applications</b>	<b>71</b>
<b>Complaints Investigated</b>	<b>44 (Involving 44 Shops)</b>
<b>Shops Located "Out of Business"</b>	<b>62</b>

GIBSON: So far this year, I have been in 50 out of 88 counties.

**YEAR TO DATE TOTALS**

Investigator Craig Robinson

<b>Shop Visits</b>	<b>1115</b>
<b>Renewals</b>	<b>121</b>
<b>NOV</b>	<b>345</b>
<b>New Shop Applications</b>	<b>202</b>
<b>Complaints Investigated</b>	<b>77 (Involving 77 Shops)</b>
<b>Shops Located "Out of Business"</b>	<b>58</b>

To Date: Visited 39 of the 44 northern counties

Four shops are being processed for A/G action, counties involved:

Erie County: 1  
Lake County: 1  
Lucas County: 2

DOUGHER: Mike, those complaints, they come in from outside and then you guys investigate them, is that correct? Just that I have a handle on it or understand the process.

GREENE: The complaints can come in from anywhere. The majority of the industry polices itself. Most of the time, when he finds a new shop he will get a couple of complaints while he's there.

DOUGHER: Are the complaints mostly the same when they come in?

GREENE: They're not registered.

DOUGHER: Not registered.

GREENE: Yes.

DOUGHER: Are they people that are usually doing business properly with the proper permits and all that stuff?

GREENE: No.

DOUGHER: No, and then you forward that to the appropriate people.

GREENE: Right.

DOUGHER: Ok, I just wanted to make sure I understand how it works so if I'm out and about, you know, I can let you guys know.

GREENE: Absolutely.

STERWERF: Are we starting into the follow-up to check as far as the paint booths to make sure they have the proper paint booths for the proper permits and they are working on the proper vehicles according to their permits?

GREENE: Yes. If they run across that they notify me and I notify Rick Carleski.

STERWERF: Perfect.

GREENE: I think we've had, I think in the last quarter we have had four, I'm not sure.

B. Attorney General's Report – AAG Rico Barrera (Zachary Schaengold)

SCHAENGOLD: I'm Zachary Schaengold, just taking Rico's place for today, he'll be back next month. Not a lot, basically of the seven injunctions that were filed last year, five been resolved. There are two outstanding, one of them has been dismissed, but they will likely refile and bring it again. The other one is awaiting a motion on summary judgment.

C. Legislation Updates – ASA Ohio Rep. Matt Dougher

DOUGHER: Andrew Huffman from GPG (Governmental Policy Group) is here, they are our government liaison representatives and he's involved in the legislative process. He is in the thick of things, he has always wanted to come out and sit in on a board meeting. I know that we're going to be busy over here in the next two months in this lame duck session. Before he gets started on the actual legislative report, I'm going to let him do that today; I met with a gentleman from the Ohio Air Quality Development Authority. They have a lot of money they are sitting on right now and he's going to be getting me some details where they're going to be able to go and help body shops install a proper paint booth and equipment. From my understanding, and again, I don't have anything in writing yet, still working on it but my understanding is its going to be 30% of the cost or \$30,000. That not only includes the paint booth but also equipment like spray guns and so forth. There's not going to be a lot of strings attached to it, from my understanding the strings are going to be pretty much you have to keep

current on the payment and you have to be operating six months after the fact that you installed it. I think that is a good thing for the industry. I know in the past there have been a lot of strings attached a little more difficult to do some of that stuff. Hopefully in the next 30 days I will have something out to our members about that.

WAGNER: Now, Matt, is this just to help shops that's maybe not in compliance to get into compliance or is this for anybody?

DOUGHER: Anybody

WAGNER: Ok

DOUGHER: The guy was a very nice gentleman, he reached out to us. They've done it with some of the other industries with equipment and so forth. When that comes about we would be more than happy to take calls.

WAGNER: That's not in place now?

DOUGHER: No, but it's coming.

STERWERF: Yes it is.

WAGNER: It is in place now?

DOUGHER: It is? He hasn't gotten me the details yet for what it actually is, all he told me was, "We've done this with other industries and now we want to move towards this industry."

STERWERF: We've used it.

HUFFMAN: They've been around for a while, but it was a different process and they also had a different director too. I think in the past ASA, I know, has taken advantage of some of the programs. I don't know if it's this paint booth program but I know they've been involved in helping shops before.

WAGNER: You guys have used something similar to that?

DOUGHER: It was similar to it but it was different this time. It's a little bit different, it's pretty much cash, right now. Before you had to run it through the department and then you got tax credits is how he explained it to me. Now it's pretty much 30% or \$30,000, whichever is less.

As far as the association, we're doing a class tonight on the Consumer Sales Practices Act in Cincinnati. I have a couple of attorneys coming. We've also done them in Cleveland and we've also held a nuts and bolts seminar on hiring and firing in both locations. I'm planning on holding one in Columbus next week as long as I get the numbers; and right now I don't have the numbers for Columbus meeting at Columbus State College. That's going to be on the Consumer Sales Practices Act.

Moving forward, we have the March 21<sup>st</sup> scheduled as the ASA Ohio Expo, same thing that we ran last year at the IX Center. We are working on those speakers right now in fact I have

talked to a couple them on the way down. I do know that I have scheduled Mike Anderson who will handle the body shop side of things for management.

We've also did a strategic plan recently; I did it with the board. We're coming out with a couple of new items in the coming year. Those will be announced in the next six months.

I'm going to let Andrew go over some legislative stuff.

HUFFMAN: Thanks for having me; again, I'm Andrew Huffman. As Matt kind of alluded to last board meeting, the legislature was on break. They broke in June, over the summer they broke to focus on elections; they just returned obviously after the elections last Tuesday. Today is actually their first day back so it's very busy over at the Statehouse. We know this period for the next month and a half, is very hectic; it's known as Lame Duck Session. During this time they try to pass as much legislation as possible because at the end of the year they have to start back at square one. They start a new session that next January; everything goes back to square one that doesn't get passed. They've been working on these issues for two years now and they try to get as much as done as possible.

So really, anything that's been introduced is on the table up for vote, including and what's most important to The Board is SB 232. This is the bill that would register mechanical repair facilities with The Board; so right now you have the collision shops registered but not the mechanical shops. This is a battle that's been brought up almost every single session. There's a need in the industry to register mechanical repair shops; I mean, heck, even with the collision shops you've just heard of a bunch of shops that aren't in compliance and aren't registering. You have the same problems facing the mechanical side and it might even be worse because it doesn't have the benefit of The Board. Where that legislation stands right now it's received 5 or 6 hearings in the Senate Commerce and Labor Committee; Senator Joe Uecker of Loveland Ohio has been a great sponsor. He understands the need within the industry to register mechanical repair shops. It would be a similar registration process that of the collision shops but, again, only being applied to mechanical shops.

We have received some push back; we believe that we've resolved some of the concerns that were brought up I believe it's been mentioned previously that tire dealers had some serious concerns about registering with The Board, despite the fact that they do repairs, they feel like they don't need to register. They were able to create a lot of confusion in the Senate and put the brakes of the bill so we weren't able to get the bill passed before they broke in June. However, again, with the Lame Duck right around the corner there might be some opportunities to move this legislation forward. Again, we've worked with the tire dealers on a compromise. Now that they are neutral on the bill, I believe that we can move forward. The question is, "Can we get this bill done in the next month and a half?" It's going to be very difficult to do; keep in mind, even if we are able to get it through the Senate we then face the House, which we have to go through the committee process again and obviously that slows down the bill as well. We've been doing our best over the summer to educate people, legislators showing them the need for this legislation; but again we're up against the clock right now. But there's always next session. We've made more strides I think this session on this bill; now is it perfect? No, but we've made more strides on this bill than I think we've ever had in the past. There are a lot of opportunities, not only during Lame Duck but then moving in the next session.

DOUGHER: We have a hearing next week, don't we?

HUFFMAN: We're being told that there's going to be a hearing next week. They won't come out with the calendar until later this week. Hopefully we'll have it here in the next week and move forward with this at least in the Senate. Luckily, like I said, it's just a lot of opportunities during *Lame Duck* that we might be able to get this done.

DOUGHER: Can I add one thing? He had mentioned shop visits and educating the legislators, we have done a couple of visits with legislators in members' shops and they have been outstanding. They really get a feel for what you guys go through as opposed to listening to me or Andrew and it goes a long way especially the people in this room. If there is an opportunity to get your legislator into your shops, Andrew's available, he'll drive, he doesn't care and he sets it up and really does a lot of the work. It's just an awesome way to really get them to feel some of our pain sometimes so they'll really understand the issue. Keep that in the back of your head, if any of your shops are open to that, please let us know we'd be happy to try and set something up. We're not going to be doing it during *Lame Duck Session*, but maybe next year.

HUFFMAN: They can listen to us all day but when it actually go and visit a shop, you can point to the guy next to you, who has abandoned tires in their backyard that speaks to them a heck of a lot more than a one page piece of paper saying this is a problem (INAUDIBLE) concerns. So when they can see (INAUDIBLE) a heck of a lot more.

So going beyond SB 232, there are some towing bills out there right now I know there are those in the repair industry often are involved in towing. The bills are designed to address predatory towing practices primarily here, in the Columbus area with Ohio States campus. There has been a lot of towing issues where towing companies are taking advantage of consumers. There have been law suits; now there are two pieces of legislation pending in the Senate. As far as the core automotive repair industry we have been able to make some great strides with this legislation. There's been a lot of discussion around the unclaimed motor vehicle affidavit process. Back in 2012, I believe it was the Department of Public Safety changed how they go about using the unclaimed motor vehicle affidavit process. That really prevented shops from using this affidavit to get unclaimed vehicles off their property. Since that time we've heard just a ton of stories of, "Hey, I'm sitting on a vehicle for the last two years," or "I'm sitting on a vehicle for five years," or "I'm sitting on five vehicles." It made it very difficult for shop to get rid of these vehicles without going through the costly court system. We've been able to work with the Department of Public Safety; we've been able to amend that affidavit process; it'll allow repair shops to dump the cost they put into the vehicle and any cost that is needed to get that vehicle to running condition. That was the key to getting those deductions back into the affidavit process.

With the towing bills, we are trying to increase the threshold for when repair shops can use the affidavit. Right now it's on a vehicle valued under \$2500. We're trying to increase that to \$5000. That value hasn't increased since the '90's so it's a much overdue change. And we think one of these towing bills will move forward, we're not sure which one. But we're pushing for this affidavit change in both bills. We hope to see that move through during *Lame Duck*.

DOUGHER: We just sent out a notice also on that, I think I sent it two nights ago. You probably got it yesterday. There's also a new form that you've got to use when you go and get unclaimed motor vehicles.

HUFFMAN: It's the same process you go through with the Department of Public Safety Bureau of Motor Vehicles. The easiest way to get it is you get it online, or we have it on ASA's website. The same process but it's a little bit different than what you've been using for two years. It resembles what you used almost 3 years ago now. That was important for us to get that change.

The last thing I wanted to bring up, and this is an issue for those of you who have been involved in the political side of things for a while; there's intent right now to open Ohio's salvage motor vehicle market. We have one of the most restrictive salvage motor vehicle markets in the nation. There's been a very big push to open this up so more folks can buy salvage vehicles. It really does impact repair shops in a number of ways; one, there's a lot of repair shops out there that want to be able to buy as many salvaged vehicles as they can to reuse parts and just have access to those vehicles. There's also some repair shops out there that are concerned about opening up the market because that would lead to maybe some more salvage vehicles trying to be repaired by a do-it-yourself folks; and there's a danger concern with that. The last thing you want is Joe Schmoe out there trying to repair a salvage vehicle going 70 miles per hour down the interstate; there's a safety concern with that. So we're trying to balance all of that; this bill has been introduced. I've been in politics for six years now and it's been introduced every single session since I've been here, and I know before I was ever involved in politics it was introduced as well. This is a very contentious issue. It has been passed by the House, and is now pending in the Senate. We're really monitoring that right now to see how that's going to impact repair shops; and again during Lamé Duck anything can happen, so we're going to be closely watching that one.

That's really all I have right now.

DOUGHER: And I know that, Mike, you've been very involved in that SB 232; has testified and I'm sure we'll be in contact again here shortly.

D. Director's Report – Mike Greene (SEE ATTACHED)

GREENE: On SB 232, Senator Uecker's called me last week and asked if I could testify November 19<sup>th</sup>, I said I will, there's no problem there.

The second thing I want to welcome Matt Penney here I hope everybody gets a chance to meet Matt. We've been very fortunate to get board members quick, and good board members. There are a lot of boards that have been waiting a couple of years for appointments and we've been very fortunate to get our vacancies filled right away, and I'm really glad Matt's here.

#### **FY15 TOTAL REVENUE:**

Our biggest concern right now are expenses; covering expenses of catching up with new employees and getting the tint people on board, that type of thing. We expect the arrears to go down because we're getting more shops legal.

## **FY16-17 BUDGET**

If SB 232 does pass, and it has an effective date, probably what I'll do is the same thing I did when HB 114 passed; I'll submit a supplemental budget to be added on to our 16-17 which will give us, or at least the plan is to give us more people.

HUFFMAN: Luckily the Governor likes to a budget every single year now so you might have some opportunities there.

GREENE: The last time we had legislation that passed, HB 114, they really worked with me great in getting the extra money and getting the extra people at the last minute after everything was submitted and done this past December, if you'll remember. I asked them what they wanted me to do, start from scratch, they said no, just submit an addition to it and it was so much easier. It really went smooth, and I've still got the same OBM Analyst I had then and he's up on this SB 232, he's been keeping track of it. He is aware of what's been going on. he's been real easy to work with.

## **2014 WORKFORCE PLAN**

What this is, it is something they started a couple of years ago. Every year we have to submit a workforce plan for what we see as far as anticipated retirements, hiring's, people leaving the agency; and in that workforce plan, a big part of it this year was SB 232. If it passes to bring on at least two more people. The last time that happen, we had it in our workforce plan exactly the same way; to bring on Theresa and Craig. The first thing that OBM asked was, "Did you put in your workforce plan?" And I said "Yes, to add two people," and they said, "Oh, ok as long as you had it in your workforce plan." Hopefully, this will be a repeat of last time; it's looking real good.

### **5. OLD BUSINESS:**

#### **A. Consumer Rights to Auto Repair – Draft tabled at last meeting.**

GREENE: The last time this was tabled, I think CJ asked if there was a place that we could go to look this stuff up and see if it's actually fact, and there is. It's not all in one place, it's not a real easy thing to search for, but I found it! Well, most of it. In ORC 1345.81 (B)(2) it says "*If the person requesting the repair chooses to receive an oral estimate or no estimate at all...*" basically what they are saying there is where it says "Do I need more than one estimate?" No, you don't unless it's something that's in; if there's fine print in your insurance policy then that changes everything. You signed a contract, now you might have to get three estimates. What we're saying is in the law there's no requirement. In fact the law states it doesn't even have to be a written estimate. The law states it could be a verbal estimate. If you go to the Ohio Insurance Guide Automobile Insurance, this is put out by the Department of Insurance; you'll find the answer to some of the other things. It says in here that, "You have the right to choose which shop will repair your car, unless that right is limited by your policy." So it's the same thing. If it's in the fine print of the contract that you signed with your insurance agent, or your insurance company then you may have given up that right. The same thing goes with aftermarket parts and OEM parts. The manual goes on to say with the repairing of your car,



you can still have OEM parts if you are willing to pay the difference in the parts price. If your insurance company requires you to use a specific shop, the insurance company must guarantee the shops work, and access no extra cost to you. If it's in the contract with your insurance company that says, for instance, "You will use a DRP shop," or whatever, then the insurance company is required to guarantee the repairs. You still have the right to choose your own shop. It just depends on what kind of contract you signed with your insurance company. Most people, to be honest with you, probably don't read that fine print, unfortunately. Putting this out there, or something similar to this, may put in their heads the next time they do that they may want to read that fine print.

The next one, the common questions and answers in the same report, "The insurance adjuster recommended a certain shop but I prefer a different shop. What are my rights?" And this is the Department of Insurance, "It's your car. You can have it repaired wherever you choose unless your policy language specifically states otherwise." I don't know if that's a disclaimer that we should put in their rights, or if that's something they should already know.

This was something that was originally, when it was put out 3 or 4 years ago, it was short, sweet and to the point. You know, hand it to them and they get the idea that they have these rights. It's however The Board wants to do, it's fine with me. We don't even have to put it out, it's up to you guys however you want to do it, however you want to word it, it's fine with me. There's a lot of other laws in here that talk about, and I think I sent this out statewide about a year ago; the motor vehicle repairs or services OAC 109:4-3-13; it breaks down the writing of an estimate; what has to be in an estimate and that type of thing. And there again it tells you or the consumer, anyway, that they are not required three estimates, and they can go with an oral estimate if that's what they want. Of course, the insurance company may not allow that.

In (ORC) 3901.21; *Unfair and Deceptive Acts and Practices of Insurance*; it talks mostly about insurance companies pressuring consumers to use particular repair facilities and particular repair methods like OEM parts or aftermarket parts. The biggest thing I've seen, and you guys see it probably a lot more than I do, their insurance policy will say that the insurance company has the right to put aftermarket parts on a car unless the owner of the car wants to pay extra money (pay the difference) for OEM parts or new parts. There are some people that keep cars a long time, and keep them in really nice shape, and they don't even want a used OEM part, they want new parts so the insurance company makes them pay extra.

There's another section (OAC) 3901-54; *Unfair Property/Casualty Claims Settlement Practices*. It basically talks about the insurer doing something unfair. The problem with these ORCs and OACs is they cover everything. If it's a roofing damage on your house; it's not just specifically about cars. I've talked to the Attorney General's Office Consumer Protection Unit and asked them if they had a flyer that they put out because you have all of these different rights, consumer rights. I wanted something that dealt directly with repair, and they sent me what they had. Basically it deals with buying cars, not repairing cars. It deals with your rights as a purchaser; so they didn't have anything specific. At the end of that they have a check list on getting your car repaired, and it refers the consumer to our Board. When we get the call or if I get the call, this is what I'm going to tell them, "It's in the law you can do this; unless it's in the contract you signed otherwise."

That's pretty much what I've found. There's unfair labor practices, there's a lot of laws, but they don't come down word for word for what we're looking at. The information that the Department of Insurance puts out is probably the best looking thing to refer to, and that's on our website.

STERWERF: One of my points of concern or things I would like to consider adding to it is under the section "Know Your Shop" I would like to see some kind of verbiage in there where in the past 10 or 15 years ago a lot the expertise was on the shop on how to repair the vehicle. The repairer had a lot of discretion on how to properly repair the vehicle but now with the amount of OEM recommended repair procedures that are out there, there's things that you must do, and many shops aren't doing them properly. I think it's important for the consumer to know that they need to look for a shop that is accessing proper repair procedures from the OEM. Some kind of verbiage in there that would say or ask the shop how they obtain the factory OEM repair procedures. It's very important that consumers know that their shop is getting the proper information on how to repair that vehicle correctly.

WAGNER: Adhering to the current proper repair procedures that are outlined by the OEM.

STERWERF: Any good shop should be able to say, because you can get all of that information for free off the internet at bare minimal; but they should be able to go and say, "Hey, we're replacing your frame around here, these are the sections and procedures recommended by GM, by Ford...." The customer should know that the shop is at least referencing them.

GREENE: How about "Ask your shop how they obtain OEM repair procedures" put that in there?

STERWERF: I think that will be good.

WAGNER: That's pretty blanketed, that should cover it.

STERWERF: I think a good shop should provide those if asked; the documentation.

PATERNITI: A good shop is going to have their certification on their wall or their certificates; but people are still going to do their Google searches on your repair facilities to see what kind of.....

GREENE: You want to put something in there about certifications?

PATERNITI: Yeah, because you have to have something in there about certifications.

STERWERF: Some manufacturers want the body shop to be a certified shop, some don't. It can run the gamut all the way from the car all the way to the heavy duty trucks. A lot of the heavy duty trucks don't have a lot of repair information that's accessible. On the motor vehicle car side, the right to repair act really helped to access to some of that; but that doesn't pertain to the heavy duty trucks unfortunately.

GREENE: Should it be manufacturer certification, or should it be a different type of certification? Does that sound right or not?

PATERNITI: You're towing a tight line there because if you just want go back to ICAR (Industry Conference on Auto Repair), ICAR is just recently partnered with all of the OEMs.

STERWERF: OEM recommended procedure is the first thing the shops should look at if there's no recommended procedure; then the next step is going by ICAR standards is your fallback.

DOUGHER: Do you want to mention or not?

ALL: Industry certifications

STERWERF: Industry certifications and that their accessing the proper OEM repair procedures.

DOUGHER: Industry recognized certification or something of that nature.

GREENE: Is there anything in here you want taken out?

PATERNITI: The only thing that was brought to my attention was take a test drive. If the customer, obviously if you're on a high speed road, you're not going to park your car on the side of the road. If that vehicle is on the property – you haven't paid your deductible and you haven't paid for the repairs; there's that line where it's not on your property anymore so remove liability for payment so that's tough.

GREENE: So you want to remove that "Take a Test Drive"?

STERWERF: Or take a test drive with somebody from the repair facility.

PATERNITI: Possession is 9/10ths of the law, so once you lose position of it then you've some guy who's going to come here screaming at us because we put it in there.

GREENE: How about take test drive with a shop

PATERNITI: Authorized personnel

STERWERF: But then again the shop can allow a test drive or not they can take out that on their own. It's a matter of getting the consumer to ask for it.

PENNEY: I don't think it's necessary for a test drive; most shops are guaranteeing their work. When they pay their bill, you give them a copy of the guarantee if there are any problems, you bring it back and we'll take care of it. I'm not real happy about that test drive thing anyway.

GREENE: It's up to you guys.

PATERNITI: Should we yank it out?

PENNEY: I think so.

PATERNITI: I know that I'm going to do an overnight test drive if I'm putting an \$8000 repair on a car.

PENNEY: As long as they know they're getting a written guarantee.

GREENE: What do you think Earl?

WAGNER: We already do test drives.

DOHNER: It's definite on the mechanical side but on you guys, I'll let you decide. But I'm sure the consumer will find noises that were there before is going to blame you.

WAGNER: That happens every day.

DOHNER: Yeah.

WAGNER: We do the best we can if we're replacing a (INAUDIBLE) assembly or something; I mean it's already getting test driven twice any ways before we even call the owner. At that point they are going to find anything like Earl said it's going to be something. We've never driven the vehicle; that's the first time we've driven it we don't know if that's a new or old noise that they are hearing. We have to address it.

STERWERF: There's a liability issue if the customer wrecks the car while in the middle of a test drive. It might be better if you take it out.

GREENE: Scratch it?

PATERNITI: Scratch it.

STERWERF: I do have one more addition for that section. Under the "Inspect the Repairs" maybe put in there, "Consider having a post repair inspection from another body shop". I don't think a lot of people realize they can do that; they may have to pay out of pocket. It helps to keep the shops honest to make sure they're repairing the cars properly.

GREENE: Consider having a post repair inspection from another shop?

STERWERF: From another shop or another specialist out there that do post repair inspections.

PENNEY: I would say if was someone is doing a post inspection strictly because if you have another body shop look at it, especially one on the other side of town, they're going to find something wrong with it no matter what just to give you a bad name.

STERWERF: There are so many bad repairs out there I think the industry needs to check itself.

WAGNER: (INAUDIBLE) a lot of what we see when we disassemble; they're not going to see it unless they disassemble and they're not going to do that and risk scratching or doing some damage. A lot of stuff that's not done right is hidden.

STERWERF: You look up the OEM information to see where they should have sectioned the frame at and go back and see where. There is some pretty easy stuff that we see that was done completely wrong, that's easily noticeable without tearing the car apart.

WAGNER: "Do I Need More Than One Estimate?" Do we want to inject in there then the line "Unless your policy states otherwise?" I know that came up a couple of times in one place that if you want to bring notice to the consumer that, "Oh, let me read my policy maybe it does say that."

GREENE: How do you want to word that? "Check your insurance contract."

WAGNER: Yes.

STERWERF: Or just, "Consult your insurance contract."

GREENE: Do you want that under the estimate?

WAGNER: That was one of the areas that you mentioned it, and some of the codes.

STERWERF: I haven't seen a policy yet that says that.

WAGNER: Of course I haven't reviewed one.

PATERNITI: I haven't read my own policy.

STERWERF: I mean that law is just standard; they get it off the Ohio policy any way and make few adjustments here and there.

WAGNER: Do we just want to add one line then about the aftermarket parts? Do we even want to interject that or not since that is the thing that comes up. It seems like we're getting more and more consumers coming in now asking about it.

STERWERF: If you go to the OEM repair procedures those answers are already a lot of times taken care of because it voids the warranty; depending on the age of the vehicle if there's an appropriate time.

DOUGHER: So any newer car is going to have, "You're going to need to replace with OEM parts?"

STERWERF: In some cases, yes.

WAGNER: Some companies if it's 2015, if there's something available they're going to put it on.

DOUGHER: I don't understand that; but then the warranty.

STERWERF: It's a case by case basis just checking OEM repair documentation.

DISCUSSION CONTINUES REGARDING CHANGES TO THE CONSUMER RIGHTS TO AUTO REPAIR HANDOUT. A VOTE WAS TAKEN ON THE CHANGES AND A FINAL VOTE ON THE COMPLETED FINAL COPY WILL BE TAKEN AT THE FEBRUARY 18, 2015 MEETING.

**MOTION TO ACCEPT: STERWERF  
SECOND: DOHNER  
VOTE: MOTION CARRIED**

**6. NEW BUSINESS:**

- A. 2015 Board Meeting Dates – Due to Veterans Day being on November 11, 2015, the board meeting schedule for that day has been changed to November 18, 2015.

**MOTION TO ACCEPT CHANGES AND DATES: PATERNITI  
SECOND: PENNEY  
VOTE: MOTION CARRIED**

**7. ADJOURNMENT: NEXT BOARD MTG. – FEBRUARY 18, 2015, LOCATION:  
Vern Riffe Tower, 77 South High Street, 19<sup>th</sup> Floor, Room 1932, Columbus, 43215.**

**MOTION TO ADJOURN: STERWERF  
SECOND: PATERNITI  
VOTE: MOTION CARRIED**