

NHADA Workers' Compensation Holds The Line On Rates

Brian Duplessis, Loss Prevention Coordinator

The NHADA Workers' Compensation Trust Board of Trustees and staff are very pleased to announce there will be NO change in rates for the 2012 fund year!

In these challenging economic times, with WCT members experiencing cost increases at every turn, the WCT board felt it was imperative for workers' compensation rates to remain stable.

Rates for 2012 are actually 12 percent lower than in 1993! Indeed, the WCT has provided members consistently low rates for decades. All the while, the WCT has consistently returned sizable rebates to the membership – making it the best available workers' compensation program.

Rates – continued on page 17

Anti-Safety Bills on the Way! Inspections Sliced in Half, Motorcycle Training Diced

Peter J. McNamara, President

With the 2012 Legislative Session set to begin on January 4th, I can't help but think of the TV infomercials about that excellent set of steak knives. "They slice, they dice, and wait there's more!" The commercials would then badger you to call to order.

Sliced & Diced

Instead of a carrot, three bills at the State House will be chopping safety programs: car and motorcycle inspections, truck inspections, and motorcycle rider training. And with the slicing & dicing in mind, you need to call your state representative and senator and ask them to support safe roads and vehicles by voting against these bills. All businesses involved in inspections, cars, and motorcycles need to call and write their legislators.

As of this writing, we haven't seen the final versions of the inspection bills, but below is what we anticipate. Once we have the bills in hand, you will be getting specific talking points.

Car and motorcycle inspections to move from annual to biennial (every other year): Yes, the bill was declared "inexpedient to legislate" by the Senate but it can, and will, be re-filed in the House. The House passed it overwhelmingly last session. You need

Sliced – continued on page 18

NHAEF Partners with NADA University Providing Members Access to Cutting-Edge Resources

Jean Conlon, NHAEF Programs Administrator

The New Hampshire Automotive Education Foundation is pleased to announce an exciting strategic partnership with NADA University that will provide members with access to the industry's best training tools and data resources available on the web.

Each franchised *and* independent member of NHADA now has an account created in NADA University and the ability to log in and access the vast array of resources available.

Usernames and passwords are being emailed to principal contacts, and a form

is available for you to identify key personnel to have the ability to access NADA University's resources. Contact either Jean

Conlon or Lisa Lavoie at 800-852-3372 or at their respective emails, jconlon@

NADA U – continued on page 17



Learning of the NADA U Programs - Eileen Sleeper of EW Sleeper Co., Inc., a NHADA Director and Secretary, talks with Cynthia Cook of NADA U about the new offerings for NHADA members at November's business summit.

Photo by Nat Stout

**2011-2012 NHADA OFFICERS**

Chairman
Peggy Proko
1st Vice Chair
Donna Gaudet Hosmer
2nd Vice Chair
Andy Crews
Treasurer
Holly Carlson
Secretary
Eileen Sleeper
President
Peter J. McNamara

2011-2012 NHADA DIRECTORS

Roger Groux, Immediate Past Chairman
Joseph "Jay" R. Alosa, Jr., Heavy Duty Trucks
Marc Bourgeois, At-Large Franchised/Independent
Michael Cooney, Independent Used Car
Jim Fyles, Independent At-Large
William Gurney, Independent Repair/Service
Paul Holloway, Honorary
Scott Holloway, At-Large
George Mullin, Motorcycles
Ken Plante, At-Large
Chris Weiss, At-Large

NADA DIRECTOR

Jack Tulley

AIADA DIRECTOR

Peggy Proko

This publication is designed to provide accurate and authoritative information in regard to the subject matters covered. In publishing this newsletter, neither the authors nor the publisher are engaged in rendering legal, accounting, or other professional services. If legal advice or other expert assistance is required, the services of a competent professional should be sought.

Advertisements appearing in *Dateline: NH* do not indicate a specific endorsement by NHADA of the products or services unless the NHADA endorsement symbol appears with the advertisement.



Published monthly at Bow, New Hampshire, by the New Hampshire Automobile Dealers Association. Mailing address: P. O. Box 2337, Concord, NH 03302-2337, 603-224-2369/800-852-3372.

STAFF

Publisher Peggy Proko
Editorial Director Peter J. McNamara
Managing Editor Nathaniel Stout
Design and Layout
Advertising Coordinator Lisa Lavoie
Photographer Michael Rosenblum

ADVERTISING RATES

Full Page:	Color \$700	B&W \$575
1/2 Page:	Color \$450	B&W \$375
1/3 Page:	Color \$375	B&W \$300
1/6 Page:	Color \$300	B&W \$250

www.nhada.com**PLATINUM ASSOCIATION PARTNER****WMUR-TV/WMUR.com New Hampshire****WMUR-TV/WMUR.com**

Dave Parker

Feel free to contact
Dave Parker at
dparker@hearst.com
603-641-9094 or
Mike Taffaro at mtaffaro@
hearst.com
603-641-9096.



Mike Taffaro

Welcome New NHADA Members**Tulley Automotive Group, Inc.****dba Tulley BMW**

170 Autocenter Road
Manchester, NH 03103
644-2691

Owners: John E. Tulley, II,
Vincent F. Tulley, Mark M. Tulley,
Bryan F. Tulley

Larson's Automotive Service

22 Airport Road
Moultonboro, NH 03254
476-2591
Owner: Toure Larson

HMC Auto Sales

282 North Broadway
Salem, NH 03079
890-3875

Owners: Paul J. Holloway and
David B. Cushman

Coast Buick GMC Cadillac Inc.**dba Holloway Cadillac**

1 Gosling Road
Portsmouth, NH 03801
430-9700
Owner: Scott Holloway

Inside this Issue**Claims**

Injury Form Needs Updating..... page 11

Departments

From Your AIADA Director 4
From Your NADA Director 6
Benefits, Education corners..... 16 and 19

Education

Automotive Instructors Study at NHAEF-Sponsored Workshop..... 10

Features

Walter Johnson Celebrates 30th Year at NHADA 3
Grand Opening of Tulley BMW in Manchester..... 11
Informative Sessions Highlight Fall Business Meeting..... 12

Powersports

Group Looking to Provide Sound Solution To Excessive Motorcycle Sound 14



Walter Johnson Celebrates 30th Year at NHADA

Nathaniel Stout, Communications Director

With the change from daylight savings back to standard time, Walter Johnson was able for a little while to enjoy daylight as he arrived at work each day at NHADA in Bow. Now, for several months at least, it's pretty dark when he arrives and gets the building ready for later arrivals, that is, all the rest of us who work here.

After 30 years at NHADA, everyone just expects that Walter will have things ready as the day begins. His quiet dependability belies an iron constitution born from old New England stock that goes back at least five generations in Weare.

"I'm a morning person," Walter says. "It's quiet in the morning and you get a lot of work done. My mind is fresher in the morning."

Having built it himself, Walter heats

his home exclusively with wood – he buys a "grapple load" every year and splits and stacks it by hand. He's the kind of man to make a 20-mile-plus bicycle trek to work when the cost of gas gets too high. He is perhaps the quintessential New Englander. But to see him, you probably would guess correctly the number of years he's worked here, nor would you know of his impressive progeny of three children and eight grandchildren, all of whom live a few minutes away from him.

A graduate of Weare schools and Hesser Business College, Walter joined the U.S. Army and served nearly four



In slightly warmer days, Walter was awarded for his service by Peter J. McNamara, NHADA president, during an employee luncheon.

years in the late '60s. He was called to serve in Key West, FL, and Ulm, Germany while working in supply. Transitioning to civilian life, Walter worked with his brother in carpentry and learned the skills that ultimately led to him building a home.

His diverse skill set is matched by his work at NHADA.

"It's just, even though I've worked in insurance, there are many other aspect that I get to do, and it's what keeps it interesting because you're not just doing the same old thing," he said.

Within the insurance department,

Walter - continued on page 5

www.aane.com

"Creating Liquidity in the Automobile Marketplace"



Every Thursday 9:15AM Londonderry, NH

- Six Lanes 1,200+ Vehicles
- Fleet/Lease 275+ Vehicles
- Sale Day Promotions!



Auto Auction of New England

Conveniently Located at Exit 4, Rt. 93
8 Action Blvd., Londonderry, NH 03053
10 min. south of Manchester, NH
Tel: (603) 437-5700 Fax: (603) 437-5800

General Manager

Dave Blake

Dealer Relations

Michele Pierog
Jim How
Ted Finn

Operations Manager

Rob Ross

Controller

Linda Griffin

Office Manager

Donna Olsen

Safety & Compliance

Manager
Sal Morando

Director Fleet/Lease

Bill Hoover

- Transportation
- Full Recondition
- Service Department
- Guaranteed Checks and Titles

Simulcast Auction Services





FROM YOUR AIADA DIRECTOR

American International Automobile Dealers®



Peggy Proko

Dear Friends,

With the New Year comes the opportunity for change and improvement. As business owners, I'm sure most of us have already determined how we can improve on our sales methods, create a better work environment for our employees, and increase our bottom lines in 2012.

However, in our well-intentioned haste to make our dealerships the best they can be in the coming year, many of

us have probably overlooked a key area: our advocacy work.

The recipe for AIADA's success is found in its dealer members. To that end, it has developed extensive programs to help dealers connect with their members of Congress. These include the Legislative Action Network (LAN), which you can join for the most up-to-date news from Capitol Hill and access to the LAN Resource Center – an online portal with the tools and information to engage your members – as well as the Dealer Visit Program, which facilitates meetings between members of Congress and dealerships in their districts.

So, when you make plans for 2012, make some time to get in touch with your senators and representatives and begin building positive relationships. Join the Legislative Action Network. When you're

ready, consider inviting your member of Congress to your dealership so they can see first-hand what you do. Attend AIADA's Auto Summit. No matter what you do, get involved!

Washington Update

UAW President Bob King has repeatedly indicated his intent to unionize an international automaker with manufacturing operations in the U.S., threatening to picket dealerships as part of his campaign. In December, the UAW announced its decision to not identify a single automaker with U.S. factories on which to center its organizing efforts.

Also in December, the National Labor Relations Board passed a proposal to expedite the union election process, a move that could impact dealers. As of this writing, the proposal awaits a final vote. However, AIADA does expect it to pass. If and when it does, it will then be published in the Federal Register and take effect 60 days after that.

The ongoing battle over the Consumer Financial Protection Bureau reached a high point in December as President Obama's nominee to lead the bureau, Richard Cordray, was blocked by Senate Republicans who have long opposed the agency and its powers against non-bank financial providers. Blocking his nomination will severely hinder the agency's effectiveness.

Finally, the House Ways and Means Trade Subcommittee held a hearing on the Trans-Pacific Partnership on December 14. The partnership would help President Obama maintain his promise to double U.S. exports by 2015 from 2009 levels. Several rounds of talks regarding the partnership have taken place, including one round in Hawaii this past fall. Of interest to international dealers is Japan's announcement that it will

**Thousands of Quality Foreign & Domestic Cars and Parts
Located in TAX FREE Candia, NH.**





NEW ARRIVALS DAILY

www.carworldused.com

**"YOUR
USED PARTS
SUPER MARKET"
SINCE
1970**



**TOLL FREE
Nationwide**

800-500-USED(8733)

**Affordable Repair Options
For Your Economy Minded Customers**



AIADA – continued from previous page

consider joining the talks, although Prime Minister Noda added that he would not join if it came at the cost of compromising his country's national interest.

AIADA's 42nd Annual Meeting and Luncheon in Las Vegas is coming up soon. If you haven't already, make plans to join us at the Las Vegas Hotel & Casino on

February 6. We'll focus on the **Legacy of Leadership** that is driving the future of our industry as we hear from Mark Templin, group vice president and general manager at Lexus. The 2012 David F. Mungenast Lifetime Achievement Award winner will be announced, and the AIADA chairman's gavel will be passed from current

Chairman Jim Smail of Pennsylvania to Ray Mungenast of Missouri. Don't miss your chance – register today by calling 800-GO-AIADA or visiting www.AIADA.org/events.

I wish you all a very happy and healthy New Year. I look forward to working with you throughout 2012. – Peggy 🇺🇸

Walter – continued from page 3

Walter performs a number of tasks including billing and reconciliation for all member groups and sets up all new groups and subscribers. He and everyone in NHADA Services – Insurance Division currently are especially busy with member renewals. It's a time-honored, annual tradition that the department puts in extra time near the end of the year to ensure NHADA members are signed up with the appropriate benefits packages before

the New Year begins. COBRA benefits, which constantly change throughout the year, also have to be tracked and carefully maintained. Walter dryly notes that "our customers don't have any sense of humor when you're wrong."

Walter's first work at NHADA began when offices were in a ranch house on River Road. NHADA employed about nine people. Walter had worked at Fisher Stoves and for Genest Ford in Manchester.

And, over those many years, he's watched his hometown change: "We're really grown up and increased in size," Walter said. "There are so many new people, you don't know half of them now. But I still recognize a lot of faces."

What's kept Walter here at NHADA so long? Flexibility. "Management seems to be understanding," he said. "It's more like a big family. It's nice to be at a job that you really enjoy coming to." 🇺🇸

Call The Experts



JEWETT AUTOMOTIVE DESIGN & CONSTRUCTION

The Most Qualified Staff in New England

**New Dealerships, Renovations & Additions
Pre-Engineered Service Bays
Green Buildings**

With Over 40 Automotive Projects Under Our Belt



Check Us Out Online!

68A Route 27 • P.O. Box 405 • Raymond, NH 03077 • (603) 895-2412 • www.jewettautomotive.com



FROM YOUR NADA DIRECTOR



Jack Tulley



2012 Convention on Pace To Be Biggest Since 2008

There's a running joke among dealers that no matter what happens, we'll find something to be optimistic about. The good news is we have much to be optimistic about these days. The consumer confidence index jumped 15 points.

November auto sales will be the best since the "clunkers" program, and a new study predicts the auto industry will add 150,000 new jobs over the next four years. Things are looking up.

Expect that optimism to carry over this February too, when we head to Las Vegas for the NADA/ATD 2012 Convention & Expo. If the last few months of 2011 are any indication, we have a lot to look forward to in 2012. The Expo is sold out. Convention attendance is up, which means the 2012 convention is shaping up to be one of the biggest in recent memory.

This convention will mark the first time NADA and its American Truck Dealers (ATD) division will host a combined event for car dealers and heavy- and medium-duty truck dealers. And early interest is

off the charts. For the first time since the economic collapse of 2008, we're on pace to draw more than 20,000 attendees.

As always, we'll have a host of dynamic speakers, including Chrysler's Sergio Marchionne; Aron Ralston, the climber who inspired the Oscar-nominated film "127 Hours;" and our keynote speaker, former President George W. Bush. NADA University is offering more than 50 workshops, with two full workshop sessions beginning Friday, Feb. 3. And J.D. Power and Associates will again co-host Friday night's Welcome Reception. We'll also crown a new TIME Dealer of the Year and announce the winners of the ATD Commercial Truck of the Year and ATD/Heavy Duty Trucking Truck Dealer

NADA – continued on page 8



- ♦ DEAC is one of the top-20, all-time, financial supporters of U.S. House and Senate candidates.
- ♦ DEAC is one of the top-five association political action committees in the nation in terms of both total fundraising and candidate donations.
- ♦ DEAC contributed \$2.5 million to House and Senate candidates during the 2010 congressional election cycle.
- ♦ DEAC financially supported 364 candidates that ran for Congress in 2010.
- ♦ 86 percent of DEAC-supported candidates won their races in 2010.
- ♦ In 2010, New Hampshire raised \$25,580 for DEAC, finishing seventh overall in the DEAC state rankings.
- ♦ The \$25,580 was raised by 39 contributors; of those seven were DEAC Presidents Club members.

SILVER ASSOCIATION PARTNER

St. Mary's Bank Silver

Credit Union

Contact Matt Haydon, Indirect Lending Manager, at 603-629-1323 for more information.



St. Mary's Bank
stmarysbank.com



Pictured L-R Matt Haydon, Emma Major, David Ingraham & Jen Reckendorf.

DELTA DENTAL



Dental benefit administration isn't your top priority.

Oral health is so important to overall health, that's why we make it ours.

Call Laurie Churchill at the Association Office at 603-230-2167 or 800-852-3372 for information on the dental program customized for NHADA members by Northeast Delta Dental.





saa.com



East Windsor, CT
Est. 1947

- 20 Lanes • 2,500+ Buyers
- 4,000+ Cars Every Wednesday

For more information, contact
Beth, Lisa or Maribeth at 860-292-7530



NADA – continued from page 6

of the Year awards.

Hotel rooms are filling up quickly. In fact, seven hotels have already sold out. So if you haven't done so already, make your plans today to attend by visiting www.nadaconventionandexpo.org. There's no better place to take the pulse of our entire industry. And chances are the outlook will be optimistic!

Download the NADA 2012 mobile app for iPhone or Android to get updates on the convention and plan your visit!

In legislative and regulatory news...

NADA: Can Consumers Afford the Upfront Costs of Fuel Economy Hikes?
Last month the Obama administration formally announced its Corporate Average

Fuel Economy (CAFE) proposal for model years 2017-2025, nearly doubling current requirements to 54.5 mpg and adding about \$3,000 to the average cost of a car. In response, NADA said the proposal could price millions of Americans out of the new-vehicle market, "which could reduce fleet turnover and delay environmental gains.... This regulation gambles that millions of consumers will

be able to afford thousands more for generally smaller, more expensive vehicles that may not meet their needs," NADA said in a media statement. "We need fuel economy policies that encourage the sales of fuel efficient vehicles, instead of risky mandates that frustrate consumer demand and depress fleet turnover." For more on the fuel economy proposal, including a breakdown of the average vehicle price



TYLER, SIMMS & ST. SAUVEUR, P.C.
Certified Public Accountants & Business Consultants

Tyler, Simms & St. Sauveur is a CPA firm dedicated to providing accounting and consulting services to the automotive industry

Services Provided

In addition to traditional audit, review, compilation and tax services, we can help you with:

- Operational audits
- Employee benefits consulting
- Estate and succession planning
- Management evaluations
- Business valuation
- Due diligence purchase systems review
- LIFO calculations & compliance
- Internal controls review
- Budgeting and forecasting
- Business consulting

Automotive Dealership Group

Ernest R. Tyler, CPA

James N. Godfrey, CPA

Kenneth P. Goodrow, CPA

Virginia L. McGrody, CPA



19 Morgan Drive
Lebanon, NH 03766

www.tss-cpa.com

(Phone) 603-653-0044
(Fax) 603-653-0209



NADA – continued from page 8

increase under the Obama administration's rules, visit <http://bit.ly/uede0k>.

NADA Continues to Vigorously Defend Dealer-Assisted Financing Model at Final Dealer Roundtable

The Federal Trade Commission (FTC) conducted its third and final Motor Vehicle Dealer Roundtable on Nov. 17 in Washington, D.C. The FTC is examining what, if any, actions it should initiate to further protect consumers in the area of vehicle financing. The actions it may pursue include rulemaking, enforcement, and consumer and business education. As with the two prior FTC roundtables in Detroit and San Antonio, NADA repre-

sentatives provided a vigorous defense of the dealer-assisted financing model and provided extensive information to correct and rebut a series of misstatements made about various dealer practices. NADA also underscored that, despite repeated requests for empirical information from the FTC, the consumer group allegations of dealer misconduct were anecdotal and unsupported by current and reliable data demonstrating that they are widespread.

In other NADA news...

• NADA Issues Statement on UAW 'Dealership Campaign'

Late last month the United Auto Workers announced plans to wage a dealership campaign to unionize international automobile manufacturers. While details of the "dealership campaign" are not public, NADA expressed serious concern about any efforts that interfere with the car-buying process or that frustrate customer

NADA – continued on page 10

BRONZE ASSOCIATION PARTNER

BG Products/ Warehouse Distributors Of New England

**Automotive preventive
maintenance products/services**

For more information, please contact
Steve Kelloway or Bill Stanyan
at 800-543-6632.
Feel free to visit their Web site
at www.bgprod.com.



**We Have A
Great Auction
Every Wednesday
Up To 1,600 cars
@ 9:15 AM**

**We Have A Big
Thursday Night
Auction
@ 7:00 PM**

Why Does LYNNWAY AUTO AUCTION Belong On Your Calendar?

- We Average 1300+ New Car Trades Weekly
- We Average 800 Buyers Weekly
- We Average 80% Sales Ratio
- We Average 90% Dealer Consigned Cars
- We Have 8 Lanes of Action
- We Offer 12+ Floor Planning Companies
- We Are Open 7 Days & Nights With 24 Hour Security
- We Service Every Major Market & 6 New England States
- We Have A Full Reconditioning Department & Competitive Rates
- We Have a Post Sale Inspection Department
- We Have Car Carriers To Pick Up Cars Anywhere
- We Have Only Professional Auctioneers
- We Have Accommodations For Many Dealers
- We Have A Great Web Site For Information
- We Will Devote Our Whole Staff To Satisfy Your Needs

Jim Lamb

George Russo

Bob Brest

**Visit Us On Web @
WWW.LWAA.COM**

**Where You Get Inventory Lists Updated Constantly
And The Ability To Buy And Sell From Your Home Or Office**

400 CHARTER WAY N. BILLERICA MA 01862

* Phone: 781-596-8500 * 1-888-Lynnway * Fax: 781-581-5033



Automotive Instructors Study at NHAEF-Sponsored Workshop

December 1 and 2, 2011 courses were conducted under the sponsorship of the New Hampshire Automotive Education Foundation at Lakes Region Community College, Laconia, New Hampshire for New Hampshire automotive technology instructors.

Those participating were: *(not necessarily in the order of this picture)* Allan Wheeler, Berlin Vocational Center; Jonathan Meyer, Cheshire Center of Applied Science and Technology; Scott Mayotte and Phil Bill, Concord Regional Technology Center; Dan Brodien, Hugh Gallen Regional Vocational Center; Steve R. Snow, Huot Technical Center; Kurt I. Beaumont and Dan McNally, Manchester School of Technology; Vincent J. Fittante, Mascenic High School; James R. Harrington Jr., Mount Washington Valley Career Tech Center; Robert A. Babikian



and John Finocchiaro, Nashua High School North; Chris O'Brien, Pinkerton Academy; Kevin J. Stowell, Plymouth Regional High School; David Lilly, Portsmouth Senior High School; Steve Sanborn, Region 9 Vocational Center; Kevin Vachon, Richard W. Creteau Regional Vocational Center; Matt McCarthy and Chris Parsons, Salem High School; Fritz Arseneau and Robert C. Nienhouse, Seacoast School of Technology; James Niland, Somersworth Regional Vocational Center; and Todd Martin, Sugar River Valley Regional Tech. Training included stability control, air conditioning, and new standards of the National Automotive Technicians Education Foundation.

NADA – continued from page 9

satisfaction at dealerships. “Attempting to disrupt new-car sales by targeting small businesses whose employees and families are dependent on those sales could create a public backlash and be counterproductive for the entire industry,” NADA said in a statement to the media.

• Iraq War Veteran, Disabled Child Receive Canine Companions from NADA Foundation

The National Automobile Dealers Charitable Foundation has provided a \$20,000 grant to help fund the training of two assistance dogs from Canine Companions for Independence for a physically disabled child and an Iraq war veteran. Charles Chesnes, a 10-year-old from Delaware, OH, who uses a wheelchair, received his skilled companion dog, Katrina, on Saturday, Nov. 12. Adam

McCann, a former Marine from Oberlin, OH, who was injured in the Iraq war, received his dog, Holt, last February. Since 2002, the NADA Foundation – through its Frank E. McCarthy Memorial Fund – has contributed \$140,000 to Canine Companions for Independence, placing 14 skilled companion dogs. (See the website at <http://www.cci.org>.)

• New Tools Make it Easier than Ever To Plan Your NADA 2012 Experience

NADA has several new tools to make the most of your experience at the 2012 NADA/ATD Convention & Expo. Here are a few:

- Follow convention news and updates on our new blog at <http://nadaconvention.blog.com>.
- Follow convention activities on Twitter,

Facebook, and Linked In.

- Create an action plan with myNADApplanner, an online scheduler that allows you to connect with exhibitors, search workshops and speakers, and schedule franchise meetings.
- Download the NADA 2012 mobile app for iPhone or Android. Sync your app with myNADApplanner and carry your personalized schedule in the palm of your hand.

• AppraisalPRO Offers Transparent View of Used-Vehicle Marketplace

Research from consulting firm Deloitte shows that as early as next year, people aged 25-35 will account for 40 percent of the car-buying population. And 54 percent of them plan to replace their car in the next two years. That means many

NADA – continued on page 13



Grand Opening

The Tulley family celebrated on November 9 with the grand opening of their new Manchester BMW location at 170 Autocenter Road. The dealership starts out as a certified, pre-owned center primarily handling service and CPO sales.

Pictured (left to right) Manchester Mayor Ted Gatsas; Vincent Tulley Jr.; Vincent Tulley Sr.; Jack Tulley, an NADA and NHADA director; Mark Tulley, president of the NHADA's affiliate, NH Automotive Education Foundation; and Bryan Tulley.

Photo by Michael Rosenblum

Injury Form Needs Updating

At the request of the NH Department of Labor (NHDOL) the claims department requests that members review and update your Employers' First Report of Injury. When completing the Employers First Report of Injury, question #47 should be filled in with, "comp mc/CCMSI". If you have old forms, which are already filled in with Team Care as the managed care provider, please discard them. A form-fillable Employers' First Report of Injury can be accessed on our website under NHADA-Workers' Compensation-claims-forms or by using this link: <http://bit.ly/rVsgB0>.

The Employers' First Report of Injury needs to be faxed – 224-8126 – and mailed to us within five days of the date that the employer had notice of the injury. We will electronically forward it to the NHDOL; NHADA members do not need to forward a copy to the NHDOL. Please contact Pete Sheffer if you have any questions by email at psheffer@nhada.com or call 800-852-3372.

The Service Contract Provider Diamond Award Winner

2011 Dealers' Choice Awards
By Auto Dealer Monthly

**Are you ready
to work with an
industry leader?**

Call us today to find out how our service contracts can increase your dealer profits and customer satisfaction.



We Listen • We Care • We Have Solutions

Vehicle Service Contracts | GAP Coverage | Credit Insurance
Lifetime Engine Warranty | Limited Warranty | Dealer Participation Programs
F&I Training | Advanced F&I Technology

To find out how our service contracts can increase your dealer profits and customer satisfaction, contact Protective's New Hampshire representative, **George Spatt**.

Protective
Asset Protection Division

866.478.9242
www.protectiveassetprotection.com

A "National Corporate Partner" has met stringent NIADA criteria demonstrating that it can provide valuable products and services to NIADA members. No legal partnership has been created by the granting of this status, but NIADA does receive compensation from Protective. Lifetime Engine Warranty, Vehicle Service Contracts (VSCs) and GAP are backed by Lyndon Property Insurance Company in all states except NY. In NY, VSCs are backed by Old Republic Insurance Company. GAP and Lifetime Engine Warranty are not available in NY. Credit Insurance is backed by Protective Life Insurance Company in all states except NY, where it is backed by Protective Life and Annuity Insurance Company.



Informative Sessions Highlight Fall Business Meeting

The Fall Business Summit in November included a popular general session with Keynote Speaker Arnold Sanow and informative seminars. NHADA 1st Vice Chair Donna Gaudet Hosmer of AutoServ Dealerships explains it best:

The business topics and speakers were excellent. I attended the two “legal” breakout sessions. Attorney Eric Chase has a wealth of knowledge about franchise law, and offered good suggestions for improving our own Dealer Bill of Rights as well as how to combat factory facility pressures, below-market factory parts reimbursements, and unfair factory incentive policies. As well he offered his comprehensive dealer compliance checklist. It was time well spent with a national franchise law expert.

The employment law panel comprised of attorneys Meredith Cook, Jennifer Shea-Moeckel, and Mark Broth is always interesting; I was surprised to learn of a legislative change that just recently went into effect making it easier for employers to take employee payroll deductions. That was a timely and informative update.

It helped to bring others from the dealership to the summit because it allowed us to catch more of the various breakout sessions, and the feedback I heard from the others was very positive as well.

Photos from top to bottom: Peter B. Proko of Peters of Nashua, and Greg Holmes, Esq. of Holmes Law office; the lobby during a break between sessions; Mike Taffaro of WMUR-TV and Jeff Platek of Betley Chevrolet Buick, Inc. and a member of the NHADA's affiliate NHAD Services, Inc. Board of Directors; and Arnold Sanow at the beginning of his general session keynote (inset) and below.



Photos by Nat Stout





NADA – continued from page 10

members of the media-savvy “Generation Y” will be arriving at their dealership with a trade, says Jonathan Banks, senior analyst with the NADA Used Car Guide. “Count on these customers to do their research online before even contacting the dealer,” says Banks. “Transparency will be a key factor in winning their business.” One way to easily interact with younger customers is with NADA AppraisalPRO, the tool that gives dealers access to third-party data, providing an unbiased view of the marketplace. NADA AppraisalPRO is simple, easy to use, and affordable. For more information, go to www.nada.com/appraisal or call 866-974-6232.

• **Take a Look at What’s New on NADA University, Which Now Partners with NHADA (see page 1)**

Have you browsed through Learning Hub and Resource Toolbox lately? NADA University is constantly enriching both centers with new content. Newly added online courses in Learning Hub include “Creating a Special Finance Operation” in the “Sales/Leasing/Finance” category, and “Overcoming Obsolescence” and “Unlocking Frozen Capital” in the “Parts” category. “Phone Fundamentals: Use Them or Lose Customers” is coming this month to NADA U’s new “Fundamentals” category. In Resource Toolbox, there’s a wealth of new entries under “Industry Information,” including NADA 20 Group’s Dealership Performance 2011 vs. 2010 and a SEMA study on “Influence of Accessories on New Vehicle Sales.” There’s also a new “Tip of the Week” category focusing on building strong customer and workplace relationships. Our new Driven Management Guide, A Dealer Guide to Federal Excise Tax Compliance, is also coming soon.

• **Watch New ‘Dealer Pain Points’ on**

NADAuniversityblog.com

NADA University continues to add to the popular “Dealer Pain Points” series. Look for these new videos and accompanying information: “Supersize Service Sales,” “Process Makes Perfect,” “Are You the Best-Kept Secret in Town?” and “Magic of Disappearing Profits.” All of these videos are in the “Service” category. In “Parts,” find “The High-Wire Act in Parts,” “Hide and Seek: A Costly Game,” and “Bermuda Triangle Swallows Parts Profits.”

• **NADA U Announces 2012 Academy Schedule**

NADA University has announced the following Academy classes for 2012:

- Dealer Candidate Academy: starting January 23; February 20; May 7; June

25; September 10; and October 22.

- General Dealership Management Academy: starting January 9; February 13; May 21; September 17; and October 8.
- ATD Truck Dealer Academy: starting June 11.

Call 800-557-6232 for more information and visit www.NADA.org/nadauniversity/academy to download an application.

• **NADA 20 Groups for Fixed Ops Managers Meeting in a City Near You – Controllers/CFO Groups Forming Now**

Call Diane Carnovsky, 20 Group sales manager, at 703-749-4744, to reserve a spot in any upcoming meetings. 📞

Manheim
Your Advantage

As New England's premiere auto auction, we provide you with MORE opportunities to buy and sell every week.

- 12 Lane sale Tuesdays at 9:30am
- 4 Lane sale Thursdays at 6:30pm
- 2,000 Dealers weekly
- 43,000 square foot body shop
- 3 Lane Reconditioning Facility
- Indoor Condition Report Facility
- Simulcast in all sale lanes

Conveniently located between Boston, MA and Providence, RI

123 Williams Street North Dighton, MA 02764
P: 508.823.6600 F: 508.823.0006

Manheim
New England

Proud to be Your Advantage.

MORE
BETTER
EASIER



Group Looking to Provide Sound Solution To Excessive Motorcycle Sound

This is a joint release from NHMRO and NHADA - on behalf of a working group whose mission is to find a realistic solution to excessive motorcycle sound.

At a recent meeting, motorcycle enthusiasts and sellers, law enforcement, legislative and government officials, and a national expert recently began the process of crafting a real solution to resolving concerns about excessive vehicle sounds. The intended goal of the group is to avoid a band-aid approach which looks good on paper but doesn't resolve the core issues. The first meeting involved testing multiple types of motorcycles and lengthy discussions regarding solutions.

"It is important for everyone to realize that this is a complex problem with many contributing factors" said Candy Alexander, vice president of the New Hampshire Motorcyclist Rights Organization (NHMRO), "in order to really fix this problem, we need to look at it from a factual standpoint and as a whole community. There is more to it than just motorcyclists. We need to look at the problem from all angles".

Anticipated proposed legislation coming in 2012 is likely to impose mandatory use of EPA labeled pipes; however, the label is not guaranteed to meet the federal

standard after only a few thousand miles. Further, the anticipated legislation won't affect older motorcycles, riders that modify the exhaust systems but which are still labeled; nor will it address other noise sources like passenger cars and stereos.

Eileen Sleeper of Heritage Harley-Davidson, secretary of the NHADA board of directors, and a meeting participant had this to say: "Motorcycle noise is an important issue which deserves our careful attention because it impacts many members of our statewide community, from dealers to riders to law enforcement and the non-riding public. I believe in the process of working together to find a solution which will accommodate all stakeholders and help both dealers and law enforcement to educate riders about the law and the need for them to abide by it. I feel our ultimate goal should be to ensure the continued enjoyment of the sport of motorcycle riding in New Hampshire while respecting the rights of the non-riding public."

Representative Sherman Packard (R-Londonderry), chair of the House

Transportation Committee, called together the NHADA, state and local law enforcement officials, motorcycle dealerships, the NHMRO, the NH Division of Motor Vehicles, and the American Motorcyclist Association, to discuss the sound problem and to identify a practical solution.

"This is something that the NHADA, takes seriously – we want to ensure that we contribute to finding a common sense solution" stated Dan Bennett, NHADA vice president of government relations and environmental affairs specialist.

Imre Szauder, government affairs manager for the American Motorcyclist Association, a national organization for motorcyclists, stated that it was exciting to be a part of the discussion. "This is the first meeting of its kind in the nation." He continued, "it is great to see all the representatives from New Hampshire's communities sitting down to discuss the problem and working together to find a solution. New Hampshire has once again taken the lead of addressing motorcycle issues with a knowledgeable and practical approach." Mr. Szauder brought a national perspective to the discussion, advising what has been attempted in other states and failed – as well as a deep understanding of the complexity of motorcycle sound emissions and testing.

After the group's conclusion that the proposed legislation would not address "noise," the group began discussing several factors contributing to the issue such as; state inspection stations' process for inspections, ensuring proper testing is performed by both the inspection stations and law enforcement, and how to make motorcyclists aware of the state requirements and

BRONZE ASSOCIATION PARTNER

CompPartners

(BOAC, MVOH, SOAC, St. Joseph's B & H)



Occupational healthcare & drug testing

For more information, please contact Dianne Annon
at 603-848-0177 or dpannon@comcast.net.



Dianne Annon



Slip/Fall Prevention Awareness Contest

Win special prizes for demonstrating your safety consciousness by submitting within 36 hours of any accumulating snow event evidence of your safety measures. Merely fill out our Lot Inspection Report and return it to us. The form is available to you at <http://bit.ly/ufCIPA>. So snap those photos, or send in your creative ideas to WIN! Submit photos by either faxing 603-224-8126 or emailing Loss Prevention Coordinator Brian Duplessis at bduplessis@nhada.com. One entry per-person, per-storm please. Congratulations to our first winner, Ron Leblanc of E.W. Sleeper Co., Inc., who received a \$20 gift card.

National Auto Body Council Appointment

Michael Jordan of AutoFair & Manchester Collision Center, a member of the New Hampshire Collision Repair Advisory Group, has been elected to the National Auto Body Council, a nationwide, non-profit representing all segments of – and dedicated to enhancing the image of – the collision repair industry. Mike is 29-year veteran in the collision repair business, will serve on the Recycled Rides Subcommittee. This valuable program is one in which body shops rebuild and donate a vehicle to local families in need. To learn more or participate contact him at: mjordan@autofair.com. Congratulations Mike, keep up the great work!

Sound – continued from previous page

consequences for not complying.

Rep. Packard believes “Whatever solution that we use to resolve this problem, we need to ensure that it is practical and

that there is awareness that all involved understand as to how they contribute to the solution.” We are off to a good start and the group is committed to continue

working together until we find a practical solution to excessive sound that will keep all stakeholders, including those concerned about excessive sound, happy.” 🇺🇸

We want to be your

Sub-Prime Retail Lender!

Floorplan Company!



Featuring:

- ▶ Easy Self Approval
- ▶ Strong Retail Advances
- ▶ Quick and Reliable Funding
- ▶ All Retail Advances are Non-Recourse

AUTO-USE
40 years of auto financing.

floorplansales@autouse.com
800-873-2907

Featuring:

- ▶ 100% Auction Advance
- ▶ 120 Day Extendable Term
- ▶ Lien Payoff Programs
- ▶ Checkbook Program for Non-Auction Purchases
- ▶ On-line Auction Purchases



BENEFITS CORNER

NHADA Offers Quality, Association-Based Group Insurance Plans

Laurie Churchill, Account Producer

NHADA is proud to offer group medical insurance through Anthem Blue Cross and Blue Shield to our eligible members on a guaranteed issue and renewable basis.

The bottom line – with our members' participation, NHADA can offer quality association-based group insurance plans, which can be a big asset to employees and their families.

Did you know that there is a law in New Hampshire that states that any employer that voluntarily discontinues participation in the group health insurance through an association is prohibited from rejoining for a period of at least 24 months? This law is intended as a protection against what health insurers refer to as "adverse selection." In other words, it is meant to create a stable environment for the companies that participate in the NHADA group health insurance benefits from year to year; it takes working together as a unified and cohesive group.

NHADA strives to provide the very best benefits at the most affordable price, and together, we'll be successful at continuing to offer this valuable benefit not only today but also for years to come. 📌

BRONZE ASSOCIATION PARTNER

Cook, Little, Rosenblatt & Manson, p.l.l.c.

Please contact Matt Benson, Scott Ellison, or Jen Moeckel at 603-621-7100 or www.clrm.com.



Matt Benson



Scott Ellison



Jen Moeckel





L&B Construction Management, LLC

Automotive Division

**171 Londonderry Turnpike
Hooksett, NH 03106-1977**

Concord Nissan recently completed
26,000 square-foot new construction

Betley Chevrolet beginning in
December 2011 – addition/renovation

Dave's Auto Body - In progress

Contact:
Paul Lemire, 603-234-1326
Peter Bouffard, 603-630-5517



NADA U – continued from page 1

nhada.com or llavoie@nhada.com with any questions or to obtain your username and password.

The next step will be to start taking advantage of the valuable educational and informative resources available to you!

NADA University resources that are free to NADA members will also be free to *all* NHADA members, and they will pay the same fee as NADA members for charged products and services. In addition, NHAEEF, our education foundation, will receive a 10 percent revenue share from NADA products and services purchased through the NADA U store when NHADA members enter the referrer ID “NHADA” in the checkout process.

NADA University is brought to you by the most trusted name in the industry. The online training center is composed of two primary “centers of excellence” – the Resource Toolbox and the Learning Hub.

Resource Toolbox contains the industry’s most valuable data and management assets including:

Driven Management Guides – including *A Dealer Guide to the Risk-Based Pricing Rule*, *A Dealer Guide to Adverse Action Notices*, *A Dealer Guide to the FTC Red Flags and Address Discrepancy Rules*, and more!

Industry Information – this section contains the latest data and analysis

summaries, including *NADA DATA*, the industry’s most authoritative report on industry trends

State Association Resources – content housed in this section comes to you directly from NHADA. Resources include the *Dateline: NH* monthly newsletter, with additional content added as we grow this online partnership.

The next step will be to start taking advantage of the valuable educational and informative resources available to you!

NADA University’s **Learning Hub** showcases educational solutions that will give you and your staff the knowledge and tools to set the standard in this highly competitive market. Learning Hub’s courses are developed through the collaborative efforts of the industry’s most respected subject matter experts and NADA University’s esteemed instructional design experts.

Also featured within Learning Hub are webinars, seminars, and workshops covering a multitude of topics that give the learner the tools to strengthen core competencies, grasp new strategies to enhance business acumen, and finally improve efficiencies and be more successful.

Learning Hub courses and resources are broken out into the following categories: Dealer/Executive; Management; Sales/Leasing Finance; Legal/Regulatory; Fundamentals; Internet; Business Management; Service; Parts; Body Shop; Human Resources; and NADA U Partners.

Finally, check out one of the most talked-about new additions to NADA University – **Dealer Pain Points** – accessible from www.nadauniversityblog.com. Dealer Pain Points are brief video segments that give owners and managers insight to resolve specific business challenges and create new opportunities for success.

“What makes NADA University unique is that it’s the single resource in the industry today that combines proven dealer-operations expertise covering all areas of the business with the convenience of web access to provide real-world, up-to-date training and education,” said John Lyboldt, Vice President of Dealership Operations.

NADA University provides all industry professionals with convenient online training and education tools, full of rich and ever-increasing content. Logon and learn more about this exciting collaboration and how tapping into NADA University’s resources will enable you and your staff to be more efficient, better serve customers, improve your business practices and be champions! 🏆

Rates – continued from page 1

For the first time in many years, the New Hampshire Insurance Department did approve a 6.7 percent rate increase in the voluntary workers’ compensation market. But NHADA-WCT members will be unaffected by this approved rate

increase, being isolated from the workers’ compensation insurance market.

Individual WCT members may see increases in their billing based on increases in their experience modification factors, which is directly attributable to each

member’s claims experience.

Best wishes for a healthy, happy, and prosperous New Year!

For a list of board members of NHADA’s affiliate Workers’ Compensation Trust, visit <http://bit.ly/tZY0OI>. 📄



Sliced – continued from page 1

to be calling all of your representatives and senators to explain why they should vote against this bill.

Truck inspections to move from twice a year to once a year. This applies to trucks over 18,000 pounds (GVW).

The impact that these bills would have on the safety of our highways and byways is immeasurable. Consider that close to 80,000 cars arrive for inspections with bad brakes (less than 2/32-inch of a pad left) and another 78,000 show up failing for steering or front-end issues. Consider also how much additional expense this saves customers when minor repairs are caught early (brake pads versus pads & rotors). Finally, consider how many lives these inspections save each year.

On the motorcycle front, we expect two negative bills to be filed. One will likely eliminate the state-run motorcycle rider education programs. The second deals with motorcycle sound levels and will likely require that all motorcycles after a certain date be equipped with EPA-stamped pipes only.

I can't emphasize enough how important it is that owners and employees call their state representatives and senators on these bills. Call, call, call for this limited time offer!

And Wait There's More!

Filling out the State House dance card will be a variety of other bills. There are always bills dealing with labor laws, employment laws, environmental issues, and, last but not least, financial issues. Over 790 Legislative Service Requests (LSRs) have been filed. LSRs are one-line descriptions of potential bills, most of which are put into the legislative hopper. Anticipating another 700 hitting the floor, the State House will be dealing with over 1,500 bills. One LSR requires stores to give full refunds

on returned merchandise. Another affects the power of the State to enter and examine automotive recycling dealers.

This year we will provide members with current, up-to-date information in our State House Report, which will be sent directly to you via e-mail, and will also be available at www.nhada.com. I encourage you to take a few minutes to review what is happening in Concord.

As in past years, we do our very best to represent your interests before the Legislature. As you can see, there will be the need to rally the NHADA troops, and I hope you respond in force.

If you have questions on this upcoming legislative session or any bills contact me or Dan Bennett at 800-852-3372 or by email at pmcnamara@nhada.com or dbennett@nhada.com respectively. 📞

2011 Unemployment Rates by Area			
	Aug	Sep	Oct
United States	9.1%	8.8%	8.5%
New England	7.4%	7.4%	7.1%
Connecticut	9.0%	8.4%	8.2%
Maine	6.5%	6.7%	6.6%
Massachusetts	7.0%	7.2%	6.8%
New Hampshire	5.2%	5.0%	4.9%
Rhode Island	10.2%	10.0%	10.2%
Vermont	5.4%	5.3%	4.6%

Safety/OBD II Inspections Statistics				
Safety Inspection Results	Nov'11	% of Total	YTD '11	% of Total
Total *	110,367	100.00%	1,296,933	100.00%
Passed	86,597	78.50%	1,004,925	77.50%
Corrected	13,442	12.20%	161,855	12.50%
Rejected	6,406	5.80%	75,629	5.80%
Untested	3,922	3.60%	54,524	4.20%
OBD II Inspection Results (1996 and newer)				
Total	98,097	100.00%	1,134,161	100.00%
Passed	84,579	86.20%	973,357	85.80%
Rejected	9,283	9.50%	112,592	9.90%
Untested	4,235	4.30%	48,212	4.30%
* Total numbers include OBD II Inspections				
Statistics provided by Gordon-Darby				



EDUCATION CORNER

NHADA's Online Auction

Pitch In for Automotive Education

John Lambert, Lambert Auto Sales, Inc., NHADA Online Auction Chair

Over the years, as an NHADA member and a New Hampshire Automotive Education Foundation (NHAEF) board member, I have appreciated the support the education foundation has provided to NHADA members through its mission to help develop better-educated and well-trained employees.

Such education takes the form of:

- compliance workshops and seminars on topics for existing employees,
- working with the high school automotive-related programs to ensure that they meet national standards and keep up with an ever-changing technology,
- training the secondary school instructors

tors in those latest technologies,

- supporting the New Hampshire Community College System programs, and
- providing scholarships to deserving students.

We are once again asking NHADA members and employees to donate an item or two to the NHADA online auction benefitting the New Hampshire Automotive Education Foundation (NHAEF), NHADA's not-for-profit affiliate.

The auction will be held from March 12 – 23, 2012. A mini-auction of winter-related items (ski and winter sports items) may be held earlier.

We need you to put on your thinking caps and come up with an item to donate. Members and their employees are all

asked to consider a donation. We are willing to bet that everyone has something that will be of interest to someone. Sports tickets seem to be the most popular!

All donors will be recognized in *Dateline: NH*, on the NHADA website, and on NHADA's BiddingForGood website, which is seen by thousands of people across New Hampshire and beyond.

NHADA staff will contact association members in January. But why wait? Contact Jean Conlon at 800-852-3372 with your donation or via email at jconlon@nhada.com. She will need the name of the item, a description, and an estimated value. If you want to put a reserve on the item, please let Jean know.

Let's all pitch in here to make a difference! 📌

buy from yourself

www.nhada.com/store

Title Statistics Report Ending November 30, 2011

New Hampshire Department of Safety, Division of Motor Vehicles

	Nov '11	Nov '10	'11 YTD	'10 YTD
Titles Issued for New and Demo Vehicles:	6,933	6,047	88,973	82,946
Titles Issued for Used Vehicles:	15,671	15,338	197,082	195,399
TOTAL TITLES ISSUED:	22,604	21,385	286,055	278,345
Titles Issued with a Lien:	10,139	8,670	122,553	111,240
Titles Issued with no Lien:	12,465	12,715	163,502	167,105
Salvage Titles Issued:	815	666	9,478	8,977
Salvage Tags Issued:	162	171	2,123	2,457
Titles Issued for Heavy Trucks More than 15 Years Old:	32	20	337	344
Titles Issued for Heavy Trucks 15 Years Old or Less:	132	71	1,274	1,238
Titles Issued for Trailers:	542	454	8,317	8,340
Titles Issued for Motorcycles:	445	468	14,088	13,882
Titles Issued for Motor Homes:	48	55	605	722

2012 NHADA Association Partners

(as of December 21, 2011)

PLATINUM

NHAD Services, Inc. - Insurance
NHAD Services, Inc. - Products Division
NHADA Workers' Compensation Trust
WBIN-TV
WMUR-TV/WMUR.com New Hampshire

GOLD

New Hampshire Union Leader

SILVER

American Fidelity Assurance Company
Anthem Blue Cross and Blue Shield
in New Hampshire
AutoTrader.com
Cars.com
Devine Millimet

Enterprise Rent-A-Car
Northeast Delta Dental
Southern Auto Auction
St. Mary's Bank
Wells Fargo Dealer Services
Windward Petroleum/Exxon Mobile

BRONZE

Aftermarket/Royal Administration
Albin, Randall & Bennett
AmSan New England
Auto Auction of New England
Auto Use
Bellwether Community Credit Union
BG Products/Warehouse Distributors of New England
Clean Harbors Environmental Services
cm&b
CompPartners (BOAC, MVOH, SOAC, St. Joseph's B & H)
Cook, Little, Rosenblatt & Manson, p.l.l.c.
DealerTrack Inc.
F & I Resources
G&K Services

Holmes Law Offices PLLC
Huntington Auto Finance
Jewett Automotive Design & Construction
JPMorgan Chase Bank
Lynnway Auto Auction
MacDonald Page & Co. LLC
Morgan Stanley Smith Barney
Nancy Phillips Associates, Inc.
Protective
Rath, Young and Pignatelli, P.C.
Sanel Auto Parts Co.
Strategic Benefits Advisors, Inc.
TR2 Corp/LSI Industries
Trivantus, Inc.

To become a 2012 NHADA Partner, please call Jean at 800-852-3372.