



January, 2010

# Dateline: NH

www.nhada.com

a publication of the New Hampshire Automobile Dealers Association

## Richard Lovering Named New Hampshire TIME Magazine Dealer of the Year

Richard Lovering, president of Lovering Volvo of Concord, has been named New Hampshire TIME Magazine Dealer of the Year. He will be honored next month in ceremonies in Orlando, FL. during the NADA conference.

The TIME Magazine Dealer of the Year award is one of the automobile industry's most prestigious and highly coveted awards for new-car dealers. Recipients are among the nation's most successful auto dealers, but they also must have demonstrated a long-standing commit-



Rich Lovering

ment to effective community service.

Lovering, 52, was chosen to represent the New Hampshire Automobile Dealers Association in the national competition – one of only 47 automobile dealers, from 17,000 nationwide, nominated for the 41st annual award. The award is sponsored by TIME Magazine in association with Goodyear, and in cooperation with NADA.

“Congrats to our own Rich Lovering for winning Dealer of The Year in New Hampshire for Time Magazine!” So reads the tweet at 6:09 p.m.,

December 1, on Lovering Volvo's Twitter page, which had 168 followers at last count. And they're also on Facebook.

That kind of social media presence is little surprise given Lovering's diverse background. Rich graduated from Raymond (NH) High School in 1974. He then spent 1975-79 in the United States Air Force, working as a Polish interpreter and interrogator. After the service, he studied business and marketing while attending New Hampshire College in Manchester, NH, and working with defense contractor Sanders Associates in Nashua, where he remained until 1984. “In February of 1984,” Lovering explains, “I joined Colonial Imports to start a

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## 2010 Legislative Preview

Peter J. McNamara, President

The 2010 Legislative Session will convene on Wednesday, January 6, 2010. On that day, the House will be voting on several bills that could affect how your business operates. **HB 478** relates to RFID tags (aka radio frequency tags) on consumer purchases. The original bill would have required dealers to

go to impossible ends to strip all vehicles of such tags. The amended bill strips the offensive provisions from the bill. **HB 661** proposes to expand the family medical leave law to affect nearly all businesses in the state. **HB 662** mandates sick leave for employees. Both bills are being recommended for interim study. These are just a few examples of the 100-plus bills that NHADA has been working on over the past year.

The newest decade, 2010, added another 900-plus bills to the workload at the State House. NHADA will be tracking another 100 plus of those bills too, so we

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### Jack Tulley Elected Vice Chairman of National DEAC

Nathaniel Stout, Communications Director

Jack Tulley, New Hampshire's National Automobile Dealers Association director, has added a new distinction to his long list of accomplishments: he is the new Vice Chairman of the national Dealers Election Action Committee. Elected in November by the DEAC Board of Trustees, he assumes office this month.

Jack's election is particularly notable as he has served on the national DEAC for only two years. “He's obviously done

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**NADA DIRECTOR**

Jack Tulley

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**In Memoriam – Earl Harold Benson**

Earl Benson died Sunday, December 13, 2009. A past director of the New Hampshire Automobile Dealers Association, Earl was former co-owner with his brother of Benson Auto Co., Inc. in Franklin. Contributions may be made to either the Steeple Fund for the Congregational Christian Church, UCC, at P.O. Box 69, Franklin, NH 03235 or to the Franklin Visiting Nurse Association and Hospice, 75 Chestnut St., Franklin, NH 03235.

**In Memoriam – Michael Louis Amalfitano**

Michael Amalfitano, co-owner of NHADA-member Performance Prestige Automotive and Detailing recently passed away. Memorial donations may be made to Laconia Salvation Army, 177 Union Ave., Laconia 03246.

**– Save the Dates –**

- January 12 Insight Into Labor Labors (NH DOL and Wiggin & Nourie, P.A.)
- January 26 NH Title Regulations (NH DMV, Title Division)
- March 23 Understanding ADA, FMLA, and WC (Devine Milimet)
- April 13 Hiring Guidelines (Cook, Little, Rosenblatt & Manson, p.l.l.c.)

As seminars are added, they will be listed in the Calendar of Events at [www.nhada.com](http://www.nhada.com). For information, contact Jean Conlon at 800-852-3372 or at [jconlon@nhada.com](mailto:jconlon@nhada.com).

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will be very busy over the year. There will likely be a bill that affects dealers' use of the "administrative fee." There already is a bill that blocks any business from excluding any implied warranty on the product sold. In the motorcycle/OHRV arena, one bill mandates helmets and another is an attempt to prohibit aftermarket exhaust systems. We will also be supporting legislation to repeal the new LLC tax.

On a more general basis, there are always bills dealing with, among many others, labor laws, employment laws, environmental issues, and last but not least, financial issues.

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](http://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. If there is a need to rally the NHADA troops, we certainly will not only inform you of the need, but will also provide you with as much information as possible, so that we can continue our long history of being a politically powerful trade association.

Stay tuned! Contact me if you need further information; call 800-852-3372 or e-mail me at [pmcnamara@nhada.com](mailto:pmcnamara@nhada.com).

**NHADA WCT Staff Are Available During Weather-Related Emergencies**

In the event the NHADA offices are closed due to weather, the WCT staff will still be available to you. We can assist with questions relating to medical care for work-related injuries. Please check our Web site for more information and/or e-mail [mrobbins@nahda.com](mailto:mrobbins@nahda.com).

## Bills Filed So Far in Concord for 2010

Here are some of the "highlights" of the bills that have already been filed for the upcoming legislative session:

**HB 1162** requires motorcycle operators to wear protective headgear.

**HB 1168** clarifies the definition of gross misconduct for purposes of unemployment compensation.

**HB 1175** authorizes the fish and game department to issue duplicate registrations for lost snowmobile registrations. It is a request of the fish and game department.

**HB 1192** creates an exception to the prohibition on obstructions on motor vehicle windows.

**HB 1195** exempts from height, length, width, and weight limits damaged, disabled, or abandoned vehicles while

they are being towed by a tow truck. **HB 1204** changes the equipment and inspection exemptions for vehicles manufactured prior to 1949 to apply to motor vehicles 60 or more years old.

**HB 1209** clarifies the law regulating consumer guaranty contracts.

**HB 1223** requires that notice in class action cases under the consumer protection act be provided in accordance with the rules of court.

**HB 1255** prohibits apportionment of damages against a person who or entity which is immune by law from liability and against any person or entity unless such person or entity is made a party to the action pursuant to superior court rule.

*Bills Filed – continued on page 18*

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## From Your NADA Director



Jack Tulley



### NADA Spearheads Effort to Obtain Floorplan Financing for Chrysler Dealers

#### *Congress also weighs in on floorplan financing transfer and expiration*

For several months NADA has spearheaded efforts to help Chrysler dealers obtain permanent floorplan credit lines from GMAC. NADA has had numerous

meetings and communications with all of the parties involved, including Chrysler Financial, GMAC, Chrysler, and the U.S. Treasury Department.

In conjunction with Chrysler's bankruptcy, GMAC granted temporary "interim" floorplan financing to all Chrysler dealers who formerly had loans with Chrysler Financial. However, this interim financing expired in mid-November, and many Chrysler dealers have yet to qualify for permanent floorplan lines from GMAC. NADA has argued that without these critical loans, many Chrysler dealerships and the thousands of jobs they provide are at risk and that the viability of Chrysler itself could be threatened.

A letter from Rep. Candice Miller (R-MI), cosigned by a bipartisan group of 37 members of Congress, urged Treasury to work with GMAC and Chrysler

Financial to work out any remaining intercreditor issues and requested that Chrysler dealers' "interim" floorplan financing be extended for an additional six to 12 months. NADA Chairman John McEleney sent a similar letter to Chrysler CEO Sergio Marchionne, urging him to take action on the issue.

NADA continues to meet with the parties involved stressing the urgency of the need for help, and working to assist dealers to successfully transition their floorplan credit lines.

#### **In other legislative and regulatory news...**

#### **EPA Reconfirms SPCC Qualified Facility Rule; Compliance Date Remains Nov. 10, 2010**

The U.S. Environmental Protection

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*DEAC- continued from page 1*

a terrific job since he's already made it to the vice chair position," said DEAC Senior Director Scott Spurgeon.

Jack, co-owner of Tulley Buick-Pont-GMC-BMW-Mazda-VW, has served in many capacities with the NHADA, including as its chairman and as president of the New Hampshire Automotive Education Foundation, since originally becoming involved with NHADA in 1980.

Last spring Jack was re-elected to serve again on the NADA Board of Directors by the NHADA membership and accordingly will serve concurrently as a director of the NHADA.

Jack has long service as NADA director as well, having already served nearly 10 years. He was Industry Relations Chairman in 2008, and as such headed

liaison efforts between NADA members and line manufacturers.

"We look forward to working with Jack in the future," says DEAC Chairman David Westcott of North Carolina. "I'm sure he will help the DEAC cause greatly in the years ahead, and help us to continue to be one the largest association political action committees in the country."

A past chairman also of the state DEAC, Jack would be a logical candidate for the national DEAC chairmanship – Mr. Westcott will leave the set-limit term at the end of 2010.

The national DEAC Board of Trustees is comprised of 14 members, three of whom are Automotive Trade Association Executives. The board meets in March, September, and November in Washington, DC. Its offices are housed with the NADA.

The DEAC staff of three and trustees work with each state automobile dealers association and with state DEACs as well in determining and supporting the strongest candidates for federal office. Each state DEAC is comprised of a state chair (H. Andy Crews in NH), the state NADA director (Jack in NH), the association's chairman (Jay Alosa in NH), and the respective association's president (Peter J. McNamara in NH). State DEACs also support strong candidates for statewide office.

Every state has the same structure with different fund raising goals, Scott Spurgeon said. He recently noted that the NH DEAC is very close to the top nationally in fund raising, at present having raised 429 percent of its goal! 📈

*See DEAC contributors listing on page 23*

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Agency (EPA) issued a final Spill Prevention, Control and Countermeasure (SPCC) rule on Nov. 13, keeping intact a 2008 amendment designed to provide regulatory relief for small facilities, including dealerships. EPA has confirmed that “Tier 1” qualified facilities may use a simple, self-certified SPCC plan template in lieu of a complex written plan. “Tier 1” qualified facilities are those that:

(1) Have 10,000 or fewer gallons in aggregate above-ground oil storage capacity and a maximum individual oil storage container capacity of 5,000 gallons, and

(2) For the three years preceding SPCC plan certification, have no single discharge of oil exceeding 1,000 gallons to navigable waters, or two discharges of oil each exceeding 42 gallons to navigable waters within any 12-month period.

In 2006, EPA designated most facilities storing fewer than 10,000 gallons of oil and related fluids to be “qualified facilities” eligible to prepare and self-certify their own written facility SPCC plan, thereby avoiding the expense of hiring a professional engineer to do so. The new option for Tier 1 facilities is even less burdensome.

NADA Regulatory Affairs intends to publish further guidance on this issue in early 2010.

### FTC Again Delays Enforcement of Red Flags Rule

On Oct. 30, the Federal Trade Commission again delayed – until June 1, 2010 – enforcement of the Red Flags Rule. Many dealers have already implemented Red Flags programs, but those who have not should review NADA’s “A Dealer Guide To The Red Flags and Address Discrepancy Rules: Protecting Against

Identity Theft.” In addition, NADA also has produced several virtual seminars on the topic, including “Complying With the New FTC Red Flags Rule” and “A Deeper Dive into the FTC Red Flags Rule.”

### In NADA news...

#### • Virtual Seminar Held Dec. 3: “New Reality of Financing Your Dealership”

The recession has changed the relationship between dealers and floorplan lenders. To develop or strengthen their relationships with finance sources, dealers need to know what lenders are looking for now. NADA hosted Jodi Kippe and David Jarrett of Crowe Horwath LLP for a Webinar addressing the subject on Dec. 3. The Webinar, available from NADA on request, gives dealers the tools they need to monitor their own performance, create transparency in their relationship with lenders, encourage feedback from their lender, and prepare a business plan for new lenders. Offered for \$199 per computer connection, it is available from the archive for up to six months. To access the recorded Webinar and receive related handouts, call 800-252-6232, ext.2.

#### • Ford’s Mulally and Toyota Motor Sales U.S.A. Become Foundation ‘Ambassadors’

Ford Chief Executive Alan Mulally and Toyota Motor Sales U.S.A. Inc. have become “Ambassadors” of the National Automobile Dealers Charitable Foundation (NADCF). “Ford Motor Co. has always been a good corporate citizen, so it’s just fitting that Mr. Mulally become an Ambassador himself,” says Annette Sykora, an NADCF board member and past NADA chairman. Earlier this year, NADA President Phil Brady accepted a \$20,000 gift on behalf of NADCF from

Toyota Motor Sales U.S.A., of which \$10,000 was donated to the foundation, making Toyota an Ambassador. The remaining \$10,000 was donated to Northwood University. Other industry-related Ambassadors are AutoNation Inc. and the Ford Commercial Truck Dealers. Today, the foundation has almost 500 Ambassadors. For more on the program, visit [www.nada.org/cf](http://www.nada.org/cf).

#### • IRS Answers ‘Cash for Clunkers’ Tax Questions

In a *New York Times* article published earlier this month, the Internal Revenue Service’s Peggy Riley clarified for consumers and dealers whether the “cash for clunkers” rebates are taxable income. According to the program’s rules, “the credit is not income for the consumer.” That means no federal income tax, Riley told the *Times*.

Dealers, however, are responsible for paying taxes on income from the program. To the extent the dealership receives any scrap value for the customer’s trade-in, that scrap amount also is included in the dealership’s income, according to an automotive alert issued by the IRS’ Motor Vehicle Technical Adviser Terri Harris.

The IRS has urged dealers to maintain proper records of the CARS transactions, including the gross receipts from the sale of the new vehicle, the CARS payment amount, and any expenses incurred to dispose of the traded-in vehicle. To read the IRS’ automotive alert, visit [www.nada.org/cashforclunkers](http://www.nada.org/cashforclunkers).

#### • NADA Convention Begins Friday, Feb. 12

For the first time, the 2010 Convention will have a full slate of workshops on

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Friday afternoon – before the actual ribbon-cutting on Saturday. Workshops will be presented Friday at 1:30 p.m. and 3:15 p.m. Go to [www.nada.org/convention](http://www.nada.org/convention) for details. Plan to arrive early, and take advantage of the NADA Stimulus Package – a \$200 voucher at registration toward the purchase of any product or service from any exhibitor on the showroom floor. See details below.

**• NADA Offers Dealers an Extra Incentive to Attend Upcoming Convention**

As an added incentive to attend NADA's upcoming Convention & Expo, each dealer and dealership manager will receive a \$200 voucher when they check in at the convention in Orlando. The \$200 voucher can be used to purchase any product or service from any exhibitor on the expo


floor during the three-day convention, February 13-15, 2010. "During these challenging times, this is our way of showing our support for dealers around the country and the future of their businesses," says Steve Pitt, NADA vice president of conventions and expositions.

**• NADA University to Launch in February**

Today's automotive professionals are facing more challenges and a faster rate of change than ever before. To help ensure your staff has the right knowledge, information, and up-to-date skill-set, NADA and ATD will launch NADA University in February 2010. NADA University's mission is to provide dealers with timely and relevant content offered conveniently and affordably. With a focus on supporting car and truck dealers alike, the centers are: Academy – Leadership Development; Learning Hub – Education Solutions; 20 Group – Performance Improvement; Resource Toolbox – Industry Information. This is just a quick glimpse into what you can expect from NADA University. Be sure to visit us at the NADA Convention for the exciting launch and more details!

**• NADA Members: Did You Attend the Free Webinar on Detecting and Preventing Fraud in Dealerships?**

Many NADA members attended the free Webinar on detecting and preventing fraud, presented by NADAPerks, the complimentary benefit members receive every month just because they're members. Members who didn't receive their NADAPerks e-mail need to make sure their record is up-to-date – and now is the perfect time, as NADA's membership department is reconciling its records at year-end. To update a record, simply visit [www.nada.org/membership](http://www.nada.org/membership).



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• **NADA 20 Group: All-New, All-Online Composite Nearly Complete**  
 As of Dec. 31, transition to the new composite will be complete for all 24 automotive franchises. The OEM-specific composite delivers the numbers members need to analyze, plan, and take action. With more than 80 reports and customized comparisons, this interactive, Web-based management tool is easy to use and updated daily. To learn more, contact NADA 20 Group at 800-248-6232, ext. 7117, or e-mail [20group@nada.org](mailto:20group@nada.org).

• **Seats Available for Upcoming Academy Classes**  
 There are still openings in both general manager and dealer candidate classes scheduled for January and February. The academy has made modifications in the curriculum to address e-commerce and inventory control for the new- and used-vehicle departments and the parts department. Details about academy leadership development programs, along with the current brochure and application form, are available at [www.dealeracademy.org](http://www.dealeracademy.org). For more information or questions, contact Academy Registrar Diane Weppner at 703-821-7216 or e-mail [dweppner@nada.org](mailto:dweppner@nada.org).

2009 Unemployment Rates by Area			
	Aug	Sep	Oct
United States	9.6%	9.5%	9.5%
New England	8.5%	8.8%	8.3%
Connecticut	8.0%	8.2%	8.3%
Maine	7.7%	7.8%	7.6%
Massachusetts	8.9%	9.3%	8.4%
New Hampshire	6.9%	7.0%	6.5%
Rhode Island	12.6%	12.3%	12.2%
Vermont	6.1%	6.4%	5.9%

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leasing and rental company. Within six months I was promoted to Used Car Manager and six months later promoted to General Manager.” Lovering remained with Colonial Imports until 1996.

Today, Lovering and his wife, Linda, who grew up in the car business, are the owners of three New Hampshire Lovering Volvo locations in Concord, Nashua and Meredith and Lovering Mitsubishi in Concord. They are both

involved with the operations on a daily basis, with Linda serving as president in Nashua and Rich running the Concord and Meredith stores. Together, their three New Hampshire Volvo locations complete a tactical geographic plan that allows convenient accessibility to at least one location for all “Granite Staters.”

\* \* \*

In the area of community service, Rich Lovering has a long and distinguished

track record. Most notably, in June 2006, Rich and Linda Lovering established the Lovering Family Foundation as a non-profit organization, and its first initiative was to support a “hands-on” emergency skills training course for New Hampshire teenage drivers. The mission of this “Save a Teen Driver Program” was developed to help reduce the frequency and severity of automobile crashes involving teenagers. To date, the Lovering Family Foundation has helped send 3,000 New Hampshire students through the Save a Teen Driver Program.

Lovering has been an active member, board member or past president of countless charitable and community organizations, including the Humane Society for Greater Nashua, the Nashua Pastoral Care Center, Nashua Rotary West and the Nashua Chapter of the American Red Cross. His efforts have been recognized with numerous awards and honors, including from the following: the Hollis Police Department Dare Program, the Make-A-Wish Foundation, the Nashua Police Department, the Partnership for a Drug Free America State, the Special Olympics, Caregivers Inc., the Greater Nashua Chamber of Commerce. He received the 2005 Humanitarian Award given by the New Hampshire Charitable Foundation. Lovering considers the Charitable Foundation’s award his most meaningful, saying, “It’s from an organization that recognizes community, civic and charitable involvement by people and companies.”

Lovering is former chairman of the NHADA (2004-06), and served five years as a director. He was nominated for the TIME Magazine Dealer of the Year award by previous award winners and NHADA President Peter J. McNamara. ▲

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# Auto Dealerships Win Reprieve, Termination Subject to Arbitration

By Geof Koss, Congressional Quarterly Staff

Hundreds of auto dealerships that lost their franchise agreements during bankruptcy proceedings for Chrysler and General Motors will have a chance to argue their cases before an independent arbitration panel under a deal included in the omnibus spending package.

The agreement, brokered by House Majority Leader Steny H. Hoyer (D-MD) and Rep. Chris Van Hollen (D-MD) along with Senate Majority Whip Richard J. Durbin (D-IL) creates a process under which the arbitrator must consider the economic interests of the dealerships, the company, and the public when considering reinstatement of the canceled agreements.

The deal is part of the \$446.8 billion omnibus spending bill (HR 3288) that was announced Dec. 8. It includes all of the remaining spending bills except Defense (HR 3326).

In a statement, Hoyer said it was “imperative for both auto dealers and

auto companies to have a transparent process that gives dealers a chance to make their case for remaining open, while respecting the companies’ need to return to profitability.”

At the time, struggling automakers said that canceling the agreements would save them billions, but the move sparked a storm of opposition from angry lawmakers with terminated dealerships in their districts.

Language included in the Financial Services appropriations bill (HR 3170) that passed the House in July would have forced the automakers to restore the agreements. But the provision was opposed by the Obama administration and Senate Democratic leaders, who feared it would undo the restructuring deals that automakers hoped would carry them out of bankruptcy.

### Arbitrator’s ‘Balance’

The recently unveiled compromise – included in the \$24 billion financial

services portion of the omnibus – would require the arbitrator to “balance” dealership profitability and current viability, the manufacturer’s overall business plan, and the dealership’s performance in relation to the manufacturer’s business objectives. Local conditions must also be considered.

If an arbitrator rules in favor of a dealer, the manufacturer would be required to send the dealer a reinstatement letter for the same geographic area within seven business days.

The National Automobile Dealers Association and the Automotive Trade Association Executives backed the compromise saying it would provide “transparency” for affected dealers.

This article was recommended by the office of Congresswoman Carol Shea-Porter (NH-01). You may sign up for Congresswoman Shea-Porter’s e-mail newsletter at the site: [www.shea-porter.house.gov/?sectionid=63&sectiontree=4,63](http://www.shea-porter.house.gov/?sectionid=63&sectiontree=4,63). ▲

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# Beede Waste Oil Superfund Site Update

Major Parties File Litigation Against 227 Non-Settling Parties

Sherilyn Burnett Young, Esq. and Tracy A. LaChance, Esq.

The EPA has been paid its response costs, settled with its last round of parties, and has dropped out of the picture, leaving a group of approximately 13 large settling parties, "Major Parties," to take over the cleanup at the Beede Waste Oil Superfund Site in Plaistow, New Hampshire (Beede site).

With the filing of a final "Consent Decree" (CD) against 12 parties that had previously filed ability-to-pay (ATP) claims, EPA has indicated it does not intend to pursue any additional parties in relation to the Beede Site and has cleared the way for the settled Major Parties to file cost recovery and contribu-

tion actions against non-settling parties.

As of this date, EPA has settled with almost 1,300 of the 2,000 originally named parties, and has collected approximately \$26.1 million. To date, more than 700 parties named by EPA as "Potentially Responsible Parties" (PRPs) have chosen not to settle. While many may be bankrupt or no longer in existence, there still are several hundred viable non-settling parties out there.

EPA has now turned over the clean up efforts to the Major Parties that settled pursuant to the CD, along with the right to seek contribution from the non-settling parties. The Major Parties issued hundreds of demand letters to these parties and to others that EPA never named but who were also identified as PRPs through waste shipping documents related to the site. On November 4, 2009 the Major Parties filed a complaint against 227 parties that have either refused to settle or have failed to respond to the demand letters from the Major Parties.

The Major Parties have held off serving the complaint on the defendants while settlement negotiations continue. However,

a representative of the Major Parties has stated that as time passes, the settlement per-gallon-cost will rise. We've heard they are currently demanding \$14 per gallon to settle, compared to the \$6.25 to \$10.37 per-gallon-costs of prior settlements. We anticipate that the complaint will be served after the New Year and the litigation will commence in New Hampshire's Federal District Court thereafter.

If you have received a demand letter regarding the Beede site or are served with the complaint filed against you or your business and want additional information or guidance on how to respond, feel free to contact Sherry Young or Tracy LaChance of Rath, Young and Pignatelli, P.C. at 603-226-2600.

Over the years, Sherry has served as legal counsel to a large number of parties involved in the site, as well as serving as a member of the steering committee that negotiated the final global settlement. Sherry and Tracy have also assisted several auto dealers, members of the NHADA, and former dealers in responding to the recent demand letters sent out by the Major Parties. ▲



- ✦ DEAC is one of the top-20 all-time financial supporters of U.S. House and Senate candidates.
- ✦ DEAC gave \$3 million to House and Senate candidates in 2008.
- ✦ Over 85 percent of DEAC-supported candidates won their races in 2008.
- ✦ In 2008 New Hampshire raised nearly \$31,160 for DEAC, finishing second overall in the DEAC state rankings.
- ✦ The \$31,160 was raised by 50 contributors; of those seven were DEAC President Club members. Nearly 70 percent of members (113) contributed nothing.
- ✦ In 2009 New Hampshire has eight DEAC Presidents Club members.

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# Looking Forward To 2010

Bill Gurney, NHADA Non-Franchised Director

As one of your non-franchised directors for NHADA, I am looking forward to 2010, expecting a great year for the automotive industry in NH. It does not matter if you are a used car dealer, auto repair facility, body shop, recycling center or franchised dealer, power equipment dealer, motor sports dealer or a farm equipment dealer. We have to look forward to what we can do to make 2010 the best for all of us.

You can't change the past, but you can direct the future. One of the things I think we can direct over the coming year is our image as an industry and what a valuable

part of the community each one of us is and what we bring to the motoring public.


We need to communicate to all of our customers that whatever service we provide in our respective areas, we do it to the best of our abilities and to their maximum benefit.

We need to let our employees know how valuable they and their families are to us. Let them know that we bring a great service to communities. Because of them, our customers go back and forth to work, bring their children to and from school programs and go on a driving vacations.

Our employees need to feel good about their profession. When they do, our

employees will help get the message to our customers that we *do* care about them and their business, that we *do* support local charities and their children's schools and sports activities.

Let's face it, all aspects of owning a car can be costly, but I believe what we all do is the best value on Main Street. ▲



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## Education Corner

Peter J. McNamara, President

Please put on your thinking cap and come up with one or more items to donate to the NHADA online auction to benefit the New Hampshire Automotive Education Foundation (NHAEF). We are actively seeking donations through January. The auction will run for the month of February 2010.

The auction is being run through BiddingForGood.com, which boasts more than 100,000 active bidders. So, in addition to NHADA members, friends, family, and customers, thousands more visitors to the site will view NHADA's auction Web site at [www.BiddingForGood.com/NHADA](http://www.BiddingForGood.com/NHADA).

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## BiddingForGood to Support Education

Donors will receive great exposure! You will have the ability to add your logo and Web site address, up to four photos for each donated item, as well as additional information about the donation *and about your company* under the item's description. Also, we will list the names of all individuals and companies who donate on the NHADA Web site, [www.nhada.com](http://www.nhada.com), and in our newsletter, *Dateline: NH*.

Donated items may be related to your business. A few examples would include gift certificates, service work, detailing, a rental, or a vehicle add-on.

To increase viewing and bidding, please also consider donating tickets to a sporting event or a show, collectibles, dining gift certificates, ski tickets, golf foursomes, food or gourmet items, travel, clothing, antiques, books, and unique experiences! Look at some other auctions on [www.BiddingForGood.com](http://www.BiddingForGood.com) for inspiration.

Also, please forward this information to your employees, family, friends, and business associates who may be interested in donating to this worthy endeavor. And ask *them* to pass it along! Remember, NHAEF is a 501(c)(3) not-for-profit, so you may be able to take a tax deduction for your contribution – please check with your tax advisor.

Sponsorships also are available.

An instruction sheet on how to donate is enclosed and may also be downloaded at [www.nhada.com/auction](http://www.nhada.com/auction).

If you have any questions or would like assistance in placing your donation online, please call either Jean Conlon or Nat Stout at 603-224-2369 or at 800-852-3372 or e-mail them at their respective e-mail addresses: [jconlon@nhada.com](mailto:jconlon@nhada.com) or [nstout@nhada.com](mailto:nstout@nhada.com). 📌



**Grinch Theft Averted** - (L to R) Grinch, NHADA President Peter McNamara, New Hampshire Automotive Education Foundation (NHAEF) President Mark Tulley, and Auto Auction of New England (AANE) General Manager David Blake. AANE held a "NHADA Day" Dec. 17 and raised \$1,090 to benefit the NHAEF. The funds are earmarked for scholarships at any of the five New Hampshire community college automotive programs.

Photo by Brian Duplessis

## Online Employment Guide Available

*Employment Law Guide*, an online publication that describes the major employment laws administered by the Department of Labor is now available. The guide helps the public understand many of the laws affecting the workplace. The *Employment Law Guide* is a companion to the DOL's FirstStep overview advisor, an online system that helps employers determine which federal employment laws apply to them by answering a few questions about relevant variables. Together, the updated *Employment Law Guide* and the FirstStep overview advisor offer employers the information they need to help ensure safe and fair workplace policies and practices. Both are available at [www.dol.gov/elaws](http://www.dol.gov/elaws) or [www.dol.gov/compliance](http://www.dol.gov/compliance).

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## How to Rebound, Recover, and Restart Growth

Dave Anderson

An economic downturn can impair your thinking by causing you to wait. You wait for better news, for the market to go up or for the manufacturer or government to do something to change your fortunes. You develop a “bunker” mentality, where you hunker down in your office to wait out the storm. You become less visible and accessible and develop a passive leadership style that causes you to maintain, rather than grow, your dealership. Following are three facts about a downturn, as well as five steps to rebound, recover, and restart growth coming out of a recession:

Passivity prolongs the duration of a downturn, whereas proactivity shortens it. When you take a proactive approach to an economic malaise, you don't have to participate in it as long as your competition.

You must do all you can to end the crisis in your business quickly. The longer mediocrity lasts, the more likely it is to become “business as usual,” and the less likely it is that you will be able to reverse the damage to momentum and morale.

You can't wish your way or wait your way out of a downturn. You must *work* your way out of a downturn. If the recession has caused you to lose your killer instinct, you must regain the upper hand within your enterprise *now*. The longer you stay in your box, the more likely it is to become a casket.

Five steps to rebound, recover, and restart growth:

**Focus more of your time, energy and resources on the aspects of your business that you can control.** If you don't abandon the “blame game” and begin to take more responsibility for what you can control on a daily basis you'll become powerless. Blame is the anti-focus and when

you engage in it, you lose your personal power. Despite the convenience of blaming outside conditions for your woes, it is your inside decisions that exacerbate the effects of a recession. Whether you want to admit it or not, the downturn exposed your sins of the good times. It revealed where costs get out of hand, where you had gotten lax with recruiting, hiring, training, accountability, and daily disciplines. These are all factors of your business that are within your control, and in order to restart growth you must recommit yourself to them *now*.

**Intensify your training.** If you're seeing fewer opportunities and you still want to grow, you must maximize the customers and assets you already have. You can only accomplish this through more highly skilled employees led by stronger managers. Cutting training during a downturn is stupid and irresponsible. It's like flunking a test and then swearing off homework! Unless you take the time to rebuild your capacity to produce, you're unlikely to rebuild sustainable production. While you may covet production increases, increased capacity to produce must come first! In a downturn you've got more time than ever to train. Your job is to turn this downtime into prime time.

**Act as a catalyst.** The chances are good that some of your managers have stopped leading during the downturn. They talk like leaders but act like anchors. They have stopped stretching, changing, training, and risking. Instead, they preside, administer, and send out memos. They lead from the rear, rather than from the front. They don't interact with customers and fail to inspire or impact anyone working for them. Incidentally, this list of charges

isn't limited to your managers, it may be a reflection of your own leadership sins. If this is the case, it's time for you to start leading again. Get more involved with your people and customers, become more decisive, take mature risks, change what needs changing, and start making things happen *now*.

**Redefine expectations.** In a downturn, you're prone to lose sight of your organization's vision and mission. At the same time, performance expectations can become a joke. This weakens your culture and makes accountability



impossible. Recast your vision as well as what you expect from each employee in terms of behaviors and numbers. Focus on shorter term goals that create a greater motivation for employees to do something *now*. Once you clear up where you're headed, what is expected and by when, you breathe fresh life into your business and create the conditions for renewed momentum and growth.

**Recharge your emotional and creative batteries.** It's common to become so busy trying to revitalize your business that you fail to renew yourself. Pursue greater balance in your personal life and it will reenergize you as you restart growth in your organization. Business will get better when you do. Make personal improvement in all aspects of your life a priority, lest your personal plateau becomes a lid on your organization's growth. ▲

*Dave is president of the Dave Anderson Corporation and LearntoLead, and is a performance author, columnist, trainer, and speaker. He spoke at the NHADA Fall Business Meeting and Partner Expo in November to the acclaim of many attending.*





## Save Money on Energy Costs...

NHADA Headquarters, the Daniel B. McLeod Center, Just Did ... to the Tune of 15 percent!



Michael Rosenblum, Executive Vice President Finance and Administration  
Dan Bennett, Vice President Governmental Affairs

Doug Miles, owner of Seacoast VW says, "My bill went down by \$450 per month for this building and \$200 for the Mazda building for a savings of 24 percent overall."

Bill Weiss, owner of Crest Auto World says, "This program has tremendous value and I encourage folks to take a look at it. We are saving 10 percent."

Other association members have saved as well, up to 25 percent!

To achieve energy savings, NHADA members have used and recommend association-endorsed Competitive Energy Services (CES), which helps businesses of all sizes. CES strives to find you value and to save you energy expenses.

As an NHADA-endorsed partner, CES offers results that will help you find, purchase, and lower your energy (electricity & natural gas) costs. They are able to provide daily or monthly rates. They are a broker for many providers, including Glacial Energy.

There are plenty of other vendors out there making quotes and promising things, but CES delivers and has the support of NHADA.

In good times or bad; saving on costs and an efficient energy management strategy are keys to running a successful business.

Please contact Keith Sampson of CES at 617-633-9320 or at ksampson@competitive-energy.com for a quote and to discuss how CES can reduce your energy

costs. You might also want to contact Dan Bennett at NHADA at 800-852-3372 or by e-mail at dbennett@nhada.com. ▲

"The bottom line is that in the first decades after the auto was introduced, women behind the wheel were quite a rarity. In 1909 only 9.1 percent of Maryland car owners were women; in New Hampshire in 1911 the figure was 4.8 percent. And probably many of these (presumably wealthy) women had male chauffeurs."  
*Freakonomics, The Hidden Side of Everything, "Mothers and the Model T" by Eric A. Morris, The New York Times, Dec. 16, 2009.*

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Bills Filed — continued from page 3

**HB 1261** prohibits operation of certain motorcycles without required emission systems labels.

**HB 1269** clarifies regulation of access of OHRVs and snowmobiles to areas adjacent to public highways. This is a request of the fish and game department.

**HB 1296** prohibits state agencies from establishing fees without specific legislative approval.

**HB 1315** clarifies the division of damages and benefits recovered from third persons by employees who have received workers' compensation.

**HB 1316** requires new construction and renovations of commercial buildings over 4,000 square feet to follow LEED guidelines relative to volatile organic compounds.

**HB 1328** prohibits the operation of wheeled motorized vehicles on the frozen surface of Stone Pond in the town of Marlow.

**HB 1345** allows municipal assessing officials to request rental, lease, and expense information from commercial and industrial properties for the purpose of determining market value. The information is considered confidential.

**HB 1368** clarifies evidence required to establish the relationship between the employer and the person providing services under the workers' compensation law.

**HB 1370** requires health care providers performing 10 or more independent examinations per year to file a report with the insurance department.

**HB 1371** allows an injured employee to record or have a witness present during the independent medical examinations required under workers' compensation.

**HB 1385** allows a claimant to proceed to the Supreme Court on an issue of fact in a workers' compensation case.

**HB 1401** limits the amount of corn-based ethanol that may be added to gasoline sold in New Hampshire.

**HB 1403** prohibits bullying in the workplace.

**HB 1464** increases the threshold amounts for taxation under the business enterprise tax.

**HB 1494** reduces the number of required number plates for motor vehicles from two to one.

**HB 1498** modifies the penalties for obscuring figures or letters on number plates attached to motor vehicles.

**HB 1502** requires an employer to instruct a financial institution that charges a fee for cashing a payroll check drawn on that institution to charge such fee to the employer's account.

**HB 1505** establishes a commission to study state-imposed burdens on unregulated businesses.

**HB 1518** increases the OHRV registration fees for antique vehicles and increases the registration transfer fees for OHRVs and snowmobiles. This is a request of the fish and game department.

**HB 1547** regulates use of consumer discount cards issued by retailers.

**HB 1560** prohibits sellers of consumer goods from excluding or limiting implied warranties through disclaimers.

**HB 1567** entitles state employees to 30 days of leave of absence for military training.

**HB 1591** requires the state to list and itemize all fees on vehicle registration forms.

**HB 1597** requires continuation of insurance coverage in the event of job loss until such time as the individual becomes eligible for other coverage or Medicare. It also prohibits denial of coverage for pre-existing conditions. ▲

## Learn About the New Laws Affecting Body Shops

*New Environmental Compliance Regulations In Force January 2010  
Free Seminars at NHADA*

Starting January 11, 2010 all facilities that perform paint stripping or apply spray coatings to metal must provide written notification of these activities to the U.S. Environmental Protection Agency. There are multiple other new requirements in the new federal National Emission Standard Hazardous Air Pollutants (NESHAP) regulation. Upcoming seminars will help explain the rule and answer questions about the new requirements.

By popular demand, we have scheduled additional NESHAP body shop seminars on January 22 and February 12, from 8:30 a.m. to noon at NHADA headquarters, the Daniel B. McLeod Center, in Bow.

Location & Dates:

- Friday, January 22
- Friday, February 12  
NHADA Headquarters,  
the Daniel B. McLeod Center, Bow  
8:30 a.m. to noon,  
registration begins at 8 a.m.

Invitees include all owners and operators and those in charge of regulatory compliance of auto body and collision repair facilities, as well as industries that have metal coating operations.

To register e-mail Dan Bennett at NHADA: [dbennett@nhada.com](mailto:dbennett@nhada.com).

Please call Dan Bennett at NHADA at 800-852-3372 or e-mail him with any other questions.



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## Wellness Corner

Lisa Marzoli, Wellness Educator

*An optimist stays up until midnight to see the New Year in. A pessimist stays up to make sure the old year leaves.*

– Bill Vaughn

*A New Year's resolution is something that goes in one year and out the other.*

– Anonymous

It's that time of year again when we eagerly prepare our list of New Year's resolutions. But turning them into reality is a difficult task for many people, as well-intentioned goals fall into the "oops," "Well, I really meant to..." or other category of wishes that did not quite translate into action. More than 80 percent of people who make resolutions fail to meet their goals. As a matter of fact, of the 56 percent of people world-wide who make New Year's resolutions, less than half follow through with them to the end of January! Lack of planning, making goals too vague or unrealistic, or committing for the wrong reasons can contribute to failing to realize New Year's resolutions.

Health-related behavior changes, such as losing weight, top the list as the most common New Year's resolutions in the United States, yet our society continues to grow... literally. More and more Americans are moving into the obese category. Perhaps it is time to look at a different and more realistic approach to making lasting lifestyle changes. Rather than a New Year's resolution, why not a New You resolution?

If you have ever taken an economics class you are probably familiar with the Pareto Principle, better known as the 80/20 rule. The 80/20 rule is based on an observation by an Italian economist, Vilfredo Pareto (1848-1923). He made the observation that 20 percent of the

people of Italy owned 80 percent of the wealth. Since Pareto's time, other studies have also shown that in other areas of life, 80 percent of results are generated by 20 percent of activities. The 80/20 rule also applies to living a healthy lifestyle. By focusing on the 20 percent of activities that generate 80 percent of health-promoting results, even busy and stressed out people can live healthier lifestyles.

So, what are some of the few changes that can generate the greatest health-promoting benefits?

**Stress reduction is critical for healthy living.** Chronic stress can lead to stress-related illnesses and health problems. Stress management is absolutely necessary for effective weight loss and long-term weight management. Even people who exercise regularly and follow a healthy, balanced diet may not lose weight and belly fat without stress reduction. Take five! We are a stressed society. For every hour of the day spent working or working out, take five minutes to do some slow, deep breathing, stretch, or meditate. Clearing the mind and taking a few minutes for yourself will help relieve stress, which will in turn put you in a good mood. Putting aside some extra time each day to really relax, which means removing as much sensory stimulation as possible, will do wonders for your energy levels.

Laugh... laughter is not only great for building core muscles, but it is a great stress reliever, burns tons of calories, improves mood... basically, the benefits of laughter have been shown to have positive effects on the mind, body, emotional, and social well-being. Laugh hard and deep so you can live long and be young!

**Getting an adequate amount of sleep is an important factor for healthy**

**living.** Sleep plays an important role in regulation of endocrine function and metabolism. Chronic sleep deprivation can have significant health risks. Studies have shown that sleep deprivation is associated with increased risk of weight gain and obesity, as well as type-2 diabetes. Our bodies and brains need adequate rest so that they can busy themselves with other work. During the day we are so busy sensing the world and living our lives that we do not have the capacity to do much else. Being unconscious shuts down our senses and allows the brain to process the information, and the body to heal. It is extremely important to get the right amount of sleep for your body, especially the brain, to function effectively.

**Drinking the right amount of water every day is not only good for our bodies, but it can help with weight loss by curbing the appetite.** The body is approximately 70 percent water, and we need to be hydrated for proper functioning. Water is also instrumental in flushing out toxins. Drinking plenty of water may mean more bathroom trips, but it also means fewer cravings for sugary and salty foods by giving a sense of fullness, less appetite, and flushing out the system.

**Healthy eating is essential for living a healthy lifestyle.** Even busy people can make easy and sustainable changes to an unhealthy diet slowly. For example, if you are one of the super-sized, fast food fanatics, try exchanging to the regular-sized fast food meal, and adding a healthy salad, fruit or vegetable. In a week or two – as you slowly retrain your brain and taste buds – exchange one fast-food meal completely with a healthy meal. You can continue to increase the proportion of healthy meals and snacks versus junk food

until you are eating healthy meals most of the time. Be patient – this process can take some time. Occasional slips of eating an unhealthy food from time to time may not be that bad since it can prevent feelings of deprivation and resulting binge eating.

Dr. Oz and Dr. Roizen, authors of the YOU book series and realage.com, compare our fuel and waste systems to that of an automobile. When our bodies use fuel (food), there are natural byproducts (waste). On the cellular level, these are called free radicals, which can cause cellular damage and many times result in cancer. When we eat the right amount of food (slightly below what we need to function), our bodies turn to fat stores for fuel. Fat combustion is a far more efficient fuel (which means less waste and oxidative damage) than the glucose that comes from our digestion.

Buy whole foods – whether canned, frozen, or fresh from the farm – and use in place of processed foods whenever possible. Avoid foods and drinks made with corn syrup, a calorie-dense, nutritionally empty sweetener that many believe is worse for the body than sugar.

Nutrition experts agree that it is not important to be 100 percent to achieve results, instead eat nutritiously 80 percent of the time, and then allow yourself to indulge 20 percent of the time (in moderation)!

**Physical activity is important for healthy living.** Once the human race was extremely active; ancestors fought and hunted every day to survive. Our bodies are designed to be active, and exercise is absolutely necessary to our total health. Lack of regular exercise is an important contributing factor for the growing obesity epidemic in the United States. Many people usually do not have a lot of time or energy for physical activity. Try making exercise an excuse! How about an excuse to spend time with family, like snowshoeing or

taking a walk together? Make it an excuse to get things done like house cleaning and maintenance.

Incorporating NEAT movements is another way to slip in some extra activity. Non-Exercise Activity Thermogenesis (NEAT) motions are small movements – such as tapping your feet, stretching your legs, doing small squats when standing – which are essential for a healthy metabolism. These short bursts of exercise throughout the day can add up to a big weight loss down the road. They can burn as many as 500 extra calories a day or even more.

The side effects of these healthy changes are almost effortless weight loss and lasting weight control. Looking and feeling better can result in sticking to a healthier lifestyle. Small changes can make a big difference in terms of living well and living longer. By experiencing the benefits of healthy living – including looking good, feeling better, and having more energy – previously unhealthy individuals can be motivated to make even more health-promoting changes. Instead of just doing 20 percent of health-promoting activities that can generate 80 percent of their results, maybe you can finally have the energy and motivation to live a healthy lifestyle most of the time!

For information or presentations on nutrition, exercise, stress management, or other wellness-related topics at your business, contact me at lduclos@nhada.com or at 800-852-3372, ext. 308. ▲

**BRONZE ASSOCIATION PARTNER**

## G&K Services

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**G&K SERVICES**

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## Claims Corner

Pat Austin, Loss Prevention Consultant

On December 9, New Hampshire received its first major snowstorm of the season. This storm was followed up on December 13 by several more inches of a wintry mix. These two systems are just the beginning of what is sure to be another long winter in the Granite State.

Bob Rountree, owner of Rountree Kia in Keene, is sure to avoid the winter weather from affecting his ability to do business, and do business safely. Rountree Kia has done an exemplary job of keeping their lot clear.

“We keep the parking lot clean so we can sell cars,” Bob said.

When a dealership’s lot is improv-

erly maintained or even ignored all together during the winter months, customers will be turned off and will turn away. In fact, the only thing your parking lot will turn into is a lawsuit or workers’ compensation claim.

In recent years, weather-related slip-and-fall claims have been on the rise. Several consecutive winters with copious snow and cold temperatures have contributed to the rise in claim frequency. The more painful part is the cost associated with these weather-related slip/fall accidents. Since 2007, the NHADA Workers’ Compensation Trust (WCT) has paid out over **\$1.1 million** due to slips/falls on ice.

During this same time, Rountree Kia



A properly cleared lot prevents slip/fall injuries.

Photo by Pat Austin

has paid out not a single dollar in workers’ compensation due to a weather-related slip or fall.

Rountree Kia has the right approach to handling the winter weather. The property manager and sales team work together to achieve results.

“This wouldn’t be possible if we didn’t work together. It’s got to get done,” says Bill Walsh, Rountree Kia property manager.

The NHADA Loss Prevention Staff is on the lookout for more exceptional parking lots. Be the next to be spotlighted!

The Loss Prevention Staff is here to help you with every aspect of your prevention efforts. Contact Loss Prevention at your convenience at 800-852-3372 or e-mail me at [paustin@nhada.com](mailto:paustin@nhada.com). 📍

### SKIBOARDNTUBE CHALLENGE FOR PROSTATE HEALTH

Sunday, Jan. 31, 9:30 a.m. to 2 p.m.  
McIntyre Ski Area, Manchester  
Proceeds benefit the NH Prostate Cancer Coalition. Awards for most donations, Silent Auction.  
Register at [www.nhprostatecancer.org](http://www.nhprostatecancer.org)  
(See our flyer inserted this month.)

## Safety/OBD II Inspections Statistics

Safety Inspection Results	Nov 09	% of Total	YTD 09	% of Total
Total *	93,243	100.00%	1,256,478	100.00%
Passed	69,306	74.30%	944,732	75.20%
Corrected	12,821	13.80%	168,526	13.40%
Rejected	5,684	6.10%	71,984	5.70%
Untested	5,432	5.80%	71,236	5.70%
OBD II Inspection Results (1996 and newer)				
Total	82,046	100.00%	1,085,216	100.00%
Passed	69,793	85.10%	927,807	85.50%
Rejected	8,709	10.60%	114,637	10.60%
Untested	3,544	4.30%	42,772	3.90%

\* Total numbers include OBD II Inspections

Statistics provided by Gordon-Darby

## DEAC Contributors

(as of 12-10-09)

Thank you to all who contributed to DEAC in 2009. A special thank you goes to our President Club members (denoted below with an asterisk).

Mr. Timothy R. Ackerman  
 Mr. Joseph Alosa Jr.\*  
 Mr. Jack Benson  
 Mr. Gary Blake  
 Mr. Edward Bonneville  
 Mr. Frank R. Brady\*  
 Mr. Thomas E. Cantin  
 Mr. Andrew G. Costello  
 Mr. H. Andy Crews\*  
 Mr. David Cushman  
 Mr. Charles DiPrizio Jr.  
 Mr. Dan Enxing  
 Mr. Richard P. Fecteau  
 Mr. William F. Fenton  
 Mr. Kurt D. Gerrish  
 Mr. Robert J. Grappone\*  
 Mr. Paul J. Holloway Jr.\*  
 Mr. Paul Scott Holloway\*  
 Mr. Pete Irwin  
 Mr. Charles A. Knight  
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 Mr. Ronney Lyster  
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 Ms. Victoria Marcinkevich  
 Mr. Robert Mariano  
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 Mr. John J. Platek  
 Mr. Richard Poulin  
 Ms. Peggy A. Proko  
 Mr. Edward F. Reilly III  
 Mr. Dennis Roberts  
 Mr. John E. Tulley\*  
 Mr. James H. Walker  
 Mr. William G. Weiss Jr.  
 Mr. Michael Wentworth

*Accelerate: Rev It Up to the Next Level*

## And the winners are.....

The following winners were picked from the ***Accelerate: Rev It Up to the Next Level*** fitness challenge raffle prize drawing. Any employee, spouse, or child who registered for and completed the fitness challenge and turned in their fitness log was eligible for the drawing. Winners were able to choose a gift card to the store or restaurant of their choice.

- \$250 Robert Gentry, New Hampshire Peterbilt, Inc., Bow
- \$100 Dorothy Groulx (spouse of Michael Groulx), Granite Ford, Rochester
- \$100 Edward DiPrizio, DiPrizio GMC Trucks, Inc., Middleton
- \$100 Kevin Jolicoeur (spouse of Tracey Allen-Jolicoeur), Allen Motors, Inc., Derry
- \$100 Sean Rowe, Wentworth Motor Co., Inc., Exeter
- \$50 Cheikh Dieng, Allen Mello Dodge, Inc., Nashua
- \$50 Diane Shramek (spouse of Matt Shramek), Foss Motors Inc., Exeter
- \$50 Sue Hines, Bonneville & Son, Inc., Manchester
- \$50 John Horvath, Gerrish Honda, Lebanon
- \$50 Joe Beaulieu, Gurney's Automotive Repair, Inc., Nashua
- \$25 Mary Ann Lebel (spouse of Robert Lebel), Coastal Truck & Auto Body, Inc., Portsmouth
- \$25 Courtney Alexander (child of Tracey King), Portsmouth Chevrolet, Inc., Newington
- \$25 Ronald Fournier, Grafton Motor Sales, Inc., Woodsville
- \$25 Janet McDevitt, Quirk Buick, Hummer, Chevrolet NH, Manchester
- \$25 Albert Shepa, Keene Chrysler, Inc., Keene

For more information on this program or other NHADA Wellness programs, contact Lisa Marzoli, Wellness Educator, at 800-852-3372, ext. 308 or by e-mail at [lduclos@nhada.com](mailto:lduclos@nhada.com). ▲

## Breakfast Reception In Orlando

*For NHADA Members Attending the NADA Convention*

Once again, NHADA plans a breakfast reception for New Hampshire dealers attending the NADA Convention Orlando, FL.

Held on Sunday, February 14, 2010 from 7 to 9 a.m., the reception takes place at the JW Marriott Orlando Grande Lakes Hotel, Cordova 5 & 6, 4040 Central Florida Parkway in Orlando.

Join us for coffee and camaraderie.

Watch for your invitation in the mail.

# 2010

## ASSOCIATION PARTNERS

(as of December 22, 2009)

### PLATINUM

New England Dodge DAA  
WMUR-TV/WMUR.com NH  
Zurich

### GOLD

New Hampshire Union Leader  
Wiggin & Nourie, P.A.

### BRONZE

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AHC, Corp.  
Albin, Randall & Bennett  
AmSan  
Amy Martineau (American Hardware Insurance)  
Auto Auction of New England  
Auto/Mate® Dealership Systems  
Bank of America  
Bellwether Community Credit Union  
BG Products/Warehouse Dist. of NE  
Clean Harbors Environmental Services  
CompPartners (BOAC, MVOH, SOAC,  
St. Joseph's B & H)  
Cook, Little, Rosenblatt & Manson, p.l.l.c.  
CUDL AutoSMART  
DealerTrack Inc.  
EM-Power Services, Inc.

### SILVER

Anthem Blue Cross and Blue Shield in NH  
Cars.com  
Devine Millimet  
Manheim New England  
New England Chrysler-Jeep DAA  
Northeast Delta Dental  
Southern Auto Auction  
St. Mary's Bank  
Tyler, Simms & St. Sauveur, CPAs, P.C.  
Windward Petroleum/Exxon Mobil

### BRONZE

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Liftech Automotive Equipment  
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Nancy Phillips Associates, Inc.  
Protective  
Rath, Young and Pignatelli, P.C.  
Robbins Auto Parts, Inc.  
TD Bank  
Third Party Administrators, Inc.  
Tire Warehouse  
Trivantus, Inc.  
Willis of Northern New England

**Information on the 2010 Association Partnership Program is available. To become an Association Partner, please call Jean at 800-852-3372.**

## New Hampshire Department of Safety, Division of Motor Vehicles

### Title Statistics Report Ending: November 30, 2009

	Nov '09	Nov '08	'09 YTD	'08 YTD
Titles Issued for New and Demo Vehicles:	5,595	5,519	78,099	99,632
Titles Issued for Used Vehicles:	16,382	15,618	199,353	213,379
<b>TOTAL TITLES ISSUED:</b>	<b>21,977</b>	<b>21,137</b>	<b>277,452</b>	<b>313,011</b>
Titles Issued with a Lien:	7,549	8,237	105,957	132,220
Titles Issued with no Lien:	14,428	12,900	171,495	180,791
Salvage Titles Issued:	758	580	9,890	8,651
Salvage Tags Issued:	229	147	2,538	2,223
Titles Issued for Heavy Trucks More than 15 Years Old:	24	27	335	366
Titles Issued for Heavy Trucks 15 Years Old or Less:	94	115	1,265	1,533
Titles Issued for Trailers:	498	509	8,240	9,383
Titles Issued for Motorcycles:	453	427	13,355	16,392
Titles Issued for Motor Homes:	43	37	596	684