

THE WANADA BULLETIN

NEWS AND INFORMATION FOR AND ABOUT FRANCHISED NEW CAR DEALERS IN THE WASHINGTON AREA

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DEALERS IN THE SPOTLIGHT

Harold Redden Nominated for Northwood Education Award

For his outstanding efforts as president of the Montgomery County Automotive Career Technologies (ACT) Foundation, Harold Redden has been nominated by WANADA for the 2003 Northwood University Dealer Education Award.

Since 1972, the award has been given annually at the NADA Convention in recognition of individuals who have demonstrated substantial dedication over a number of years to the educational process, inside or outside of the industry. Harold Redden fits that description.

Beginning as lot attendant at Colonial Dodge in Rockville when he was 16 years old, Redden, 46, worked his way up to auto technician, then service manager and general manager.

Currently, he is an officer at Fitzgerald Auto Malls, which includes 15 franchises in 9 locations in Maryland.

A product of Montgomery County Public Schools' vocational education programs, Redden is still a fully certified ASE technician, giving him a special feel for the ACT program. He has

(Continued on page 2)



Harold Redden (left) with Montgomery County Superintendent of Schools, Jerry Weast, at ACT's Annual Dinner.



Ford Donates Vehicles for Tech Training At Osbourn Park High School in Manassas

Archie Avedisian (left) of WANADA's "tech team" is seen here passing over the keys to one of the three vehicles donated by Ford to Osbourn Park High School in Manassas, VA, which is under development as the third site for WANADA's Auto Technician Apprentice Training Program. The recipient is Doug Burgess, Osbourn's automotive instructor, who will be teaching an anticipated January '04 class. As reported in last week's Bulletin, the new Prince William County training program, as well as programs run at Montgomery College in Rockville, MD, and Marshall Academy in Falls Church, VA, will be open to dealers of all makes, not just Ford products dealers.

Inside...

- Mail Fraud Schemes.....p.2
- NADA NOTES: Are Dealers Making Keys for Thieves; Dealers Must Train Hazmat Handlers; Taming Telemarketing Troubles...p. 3
- Sign Up Now for Flu Shots.....p.4

Redden

(Continued from page 1)

served on the ACT Foundation's board of directors for the past 11 years, the last two years serving as president.

"I suppose I have a special commitment to the ACT program because I originally wanted to be an auto technician," says Redden.

The ACT Foundation is a program under the auspices of the WANADA-sponsored Montgomery County Students Automotive Trades Foundation, which operates "mini-dealerships" at Thomas Edison School of Technology, Damascus High School and Gaithersburg High School, as well as Marshall High School in Fairfax Co., and the Prince George's Occupational Skills Foundation. These schools provide pre-apprentice auto tech training and provide prime recruits for WANADA's apprentice technician training programs presently operating days and evenings respectively at the Gudelsky Institute located on the campus of Montgomery College in Rockville, MD and at Fairfax County Public School's Marshall Academy in Falls Church, VA.

"We have all worked very hard at keeping the training state-of-the art and overcoming the old grease monkey stereotype," noted Redden.

"Auto technology was always where the kids who weren't good in academics got placed. That's not the case anymore. One of the things we have been

working very hard toward is to promote the fact that auto tech is not a default position. It requires a lot of training leading to gainful employment," Redden said.



REGISTER NOW!

Test Centers are assigned on a first-come, first-served basis. If the Test Center is full, ASE will assign an alternate location. Register by mail, by telephone, or online. ASE/ACT cannot be responsible for lost or misdirected mail. Mailed registration forms and fees must be RECEIVED in Iowa City, Iowa, by **Sept. 26, 2003!** To avoid delays do not mail to ASE locally. Test dates are Nov 13, 18, & 20.

ASE noted that within two weeks of mailing, or electronically submitting registration, an Admission Ticket will be sent showing the tests and the exact location they will be given. Applicants will be required to show an Admission Ticket and a photo ID at the Test Center. Call the ASE Help Desk at (319) 337-1433, if there is an error by October 10, 2003. After this date, ASE/ACT cannot correct registration problems.

Scam Alert:

Mail Fraud Schemes Show No Let Up

Be it bogus yellow pages solicitations and other phony invoices sent to their accounts payable department or Nigerian get-rich-quick letters and e-mails that just won't go away, it's very apparent from the notes and tips WANADA gets from members that there is no let up in the number and variety of mail fraud schemes and scams. According to the Better Business Bureau, the most common scams targeted at businesses are the following:

1. *Advance fee loan brokers.* These scammers advertise that they have money available to lend, but when they are contacted, they ask for an advance fee, purportedly to prepare a business plan to present to lenders. No plan is ever prepared and no loan procured.
2. *The "gift horse."* This scam lures an employee into accepting a "free gift," but when the gift arrives it is accompanied by overpriced merchandise and an invoice in the employee's name. The employee now has an incentive to make sure the invoice is paid.
3. *Phony invoices.* This is the scam most frequently reported to

(Continued on page 4)

Are Dealers Making Keys For Thieves?

Several newscasts have exposed dealerships for cutting keys without asking for proper identification or proof of ownership, leaving them open to vehicle theft. Universal Underwriters Group offers these tips to improve dealership key cutting controls:

- Limit key cutting access to one or two trusted employees.
- Before making a key for a customer, require him or her to show proof of ownership and proper identification. Do this even if the customer has a spare key. And when customers call you with a key code, don't cut the key until they come to the dealership and show proof of ownership and ID.
- Keep a log documenting every key made. Include the vehicle's serial number, the customer's name, address and phone number, and the name of the employee who made the key. The address on the customer's ID should match the owner's address that you have on file. If it doesn't, contact the owner to verify that he or she is aware that someone is requesting a key for the vehicle.
- Before cutting keys for dealership employees, require them to provide a work order that has been signed by a sales or general manager. Document these jobs in the key cutting log.
- Assign a manager responsibility for reviewing the key cutting log each month to make sure it's being used correctly.
- Implement these measures, and you'll reduce your chances of giving keys to a thief. If you already have a key cutting policy in place, do two things: make sure your employees know what the policy is, and make sure they are following it.

This information is not intended as legal advice. Consult your attorney and your underwriter to determine your dealership's stance on these issues.

Dealers Must Train Hazmat Handlers

NADA is reminding dealers that they should train and certify parts truck drivers and service staff responsible for shipping hazardous wastes off-site in addition to parts counter employees who deal with dangerous materials.

Dangerous goods shipped by air must always be properly packaged, marked, described, classed and labeled. Each violation penalty could cost up to \$30,000.

Items considered hazmat include air bags, liquid-filled shocks, batteries, paints, chemicals and hazardous wastes. NADA's "A Dealer Guide to The Federal Hazmat Transportation Regulations" can be used as an in-house

training and certification document, and there also are excellent outside training classes available.

Remember: Keep a

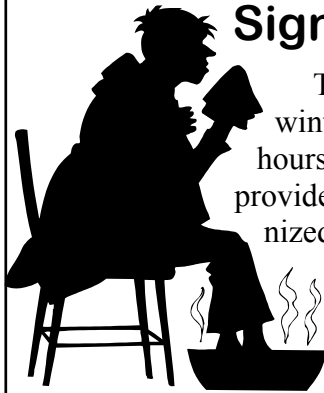
certification on file for each employee trained. For a copy of the guide, call 800/252-6232, Ext. 2; for info, see www.nada.org; click on Government Affairs, then Regulation.

Tame Telemarketing Troubles With NADA Audio Seminar

Recent regulatory changes by the Federal Trade Commission (FTC) and Federal Communications Commission (FCC) regarding telemarketing practices have raised a lot of questions. To get the answers, register by noon, Sept. 24 for NADA's audio seminar, "The Federal Telemarketing Restrictions-Including the National New Do-Not-Call Rules." The seminar will be held from 1 to 3 p.m. EDT, Sept. 25.

The "do-not-call" rules take effect Oct. 1, 2003. Instructors include attorneys Erica McMahon of the FCC, Katie Harrington-McBride of the FTC, and NADA's Paul Metrey. They will answer questions e-mailed to legal@nada.org before noon Sept. 24. Call 800/252-6232, Ext. 2 to register.

FOOTNOTES:



Sign Up Now for Flu Shots

The sooner the better is the key to protecting your work force this fall and winter from the ravages of influenza, which last year cost employers 32 million hours of lost productive employee work time. Sign up now for on-site flu shots provided by Norvar Health Services in Centreville, VA., – the only company recognized by WANADA to deliver this on-site flu immunization program.

On-site immunization services will be available to member dealers during the October to December timeframe for **\$19 per immunization** with a minimum guarantee of 20 participants. For more information on Norvar Health Services, see the FAX-back reservation form enclosed with this

WANADA Bulletin, or contact John O'Donnell at WANADA, (202) 237-7200.

Mail Fraud Scams *(continued from page 2)*

WANADA. Scammers simply send a phony invoice for a likely sounding product or service, often with a notice that payment is overdue or a deadline to pay is running. In other cases, a careful reading of the “invoice” will reveal that it is really just a solicitation for a worthless product or service (such as a “registration” or inclusion in a directory).

4. *Office supply pirates.* Aggressively marketed, sometimes in person, offers of paper, pens, and other supplies, often said to be the result of a “liquidation of stock” or going out of business sale. Any orders will result in low quality, greatly overpriced goods. Often, if an order is made from these scammers, they will deliver (and charge for) twice as much merchandise as ordered.

5. *Bogus Yellow Pages solicitations and invoices.* A variation on the phony invoice scam, this scheme involves a solicitation or an invoice that may closely resemble the legitimate “yellow pages” company, down to the use of the “walking fingers” logo. At best, the solicitation is for an alternate telephone directory with poor distribution, at worst it is simply a scam invoice.

The best way to avoid these scams is by educating your employees and instituting strict procedures for purchasing and payment of invoices:

- Put one person in charge of purchasing, and have all solicitations and sales contacts referred to that person.
- Don't deal with anyone over the phone unless you are sure they are legitimate.
- Have a system in place in which all purchases are made on pre-numbered purchase orders, and require all providers to place the purchase order number on the invoice.
- Require your accounts payable department to match purchase orders with the corresponding invoices, and carefully check quality and quantity of what is delivered to ensure it matches what was ordered.

Thought for the Week...

“I'd love to wear a rainbow everyday, and tell the world that everything's OK. But I'll try to carry off a little darkness on my back; till things are brighter, I'm the Man in Black”

—Johnny Cash

Enclosures:

Flu Shot FAX-Back Form