



THE WANADA BULLETIN

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

WANADA Bulletin # 5-20

March 11, 2020

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Be Alert: Help Prevent Scams and Theft at Dealerships

WANADA has recently been letting member dealers know about a spate of auto theft and fraud cases going on throughout the region. While the recent reports don't actually mark a significant overall increase in dealership crimes, WANADA would like to reaffirm that we are a trusted partner in loss prevention at dealerships.

We have been informed by a local department that there is a group of would-be scammers going around the region attempting to fraudulently purchase vehicles using so-called "synthetic IDs," which are fake identification cards that use a mixed combination of real and fake information designed to pass background checks at dealerships. To date, several dozen attempted purchases have been denied, but a relatively small number have been approved; we credit that to the vigilance of local police departments and our franchised dealers' well-trained employees.

If you believe you have been the victim of theft, fraud, or any attempts at either, please contact John O'Donnell at jod@wanada.org, in addition to reaching out to your local police department.

[At this link](#), you will find a list of auto-theft division contacts at several police departments around the region. This list is being updated on an ongoing basis.

In addition, FraudFighter is offering WANADA membership discounts on their identification authorization software. [Click here](#) for more information on their technology (and their [tracking software](#)), and you can also view pricing for both [individual orders](#) and [bulk shipments](#).

Help Prevent the Spread of Coronavirus

As COVID-19, also known as coronavirus, continues to spread and more cases are reported in the United States, many employers are thinking about ways to help employees to stay healthy and safe. It is vitally important that you take great care to ensure a safe environment for yourselves, your employees, and your customers.

The Centers for Disease Control and Prevention (CDC) recommends everyday preventative actions to help stop the spread of the respiratory issues:

- Getting a flu shot every season
- Wash your hands often with soap and water for at least 20 seconds or use an alcohol-

based hand sanitizer that contains at least 60 percent alcohol if soap and water are not available

- Avoid touching your eyes, nose, and mouth with unwashed hands
- Avoid close contact with people who are sick
- Stay home when you are sick
- Cover your cough or sneeze with a tissue, then throw the tissue in the trash
- Clean and disinfect frequently touched objects and surfaces

In addition, Gov. Larry Hogan of Maryland recommended on Monday that those over the age of 60 and those who are immuno-compromised take extra care to avoid large gatherings, and to limit their time in public spaces as much as possible. At least half a dozen confirmed COVID-19 cases have been confirmed in the state already.

For more information on the virus, symptoms, travel guidelines, and prevention, please refer to the CDC's coronavirus information page.

If your dealership is covered by WANADA's Insurance Benefits Trust, please also feel free to reach out to Ed Mullaney at em@wanada.org with any inquiries you may have regarding coverage.

Register Now for the Upcoming Legal and Ethical Training Workshop

WANADA is hosting another Legal and Ethical Standards Training and Workshop on April 21 at the WANADA headquarters in Friendship Heights. There will be two different three-hour sessions that day, one for sales managers from 9 a.m. to noon, and another for service managers from 1 p.m. to 4 p.m. that day.

Registration for each seminar costs \$100, and you may register yourself or your employee [at this link](#). Both seminars will be conducted by certified legal and ethical standards experts, who will discuss the most important topics around compliance, fair trade practices, warranty acts, and much more.

Please feel free to contact Kathy Teich at kt@wanada.org with any questions.

Department of Defense Allows Military Families to Buy GAP Waiver Coverage

Late last month, following a joint petition from NADA and the American Financial Services Association, the U.S. Department of Defense elected to modify a proposed rule change, with the end effect of making active-duty service members eligible to purchase Guaranteed Asset Protection (GAP) Waiver coverage, which they otherwise would be unable to do under the rule proposed by the DoD in December 2017.

“This is a great victory for military service members and their families,” said NADA president and CEO Peter Welch, and AFSA president and CEO Bill Himpler [in a joint statement](#). “It is critically important for members of the military to have the ability to purchase valuable credit-related products such as optional GAP Waiver protection when they finance the purchase of a

new vehicle.”

WANADA supports the DoD’s February 2020 decision, and thanks NADA and AFSA for their hard work in getting this proposed rule amended, a decision that provides credit-access parity to veterans and civilians alike.

Robert Fogarty, Jr. Named Area’s Northwood Dealer of the Year

Robert H. Fogarty Jr., Vice President and General Manager of Sport, was one of Northwood University’s 2020 honorees for the institution’s annual Dealer Education Awards, presented last month at the NADA Show in Las Vegas. The award recognizes exceptional owners and dealer principals in the automotive industry who have made noteworthy contributions to education and to their communities.

“This award is about dedication to education and professional development in the industry, and we can think of no better way to provide that example to our students,” said Elgie Bright, Associate Professor and Chair of the Northwood automotive marketing and management program.”



Robert H. Fogarty, Jr. accepted his Northwood Dealer of the Year Award from Northwood University president Kent MacDonald at a ceremony last month in Las Vegas.

Robert Fogarty was chosen for a variety of reasons, including his commitment education and training. He is a strong advocate and supporter of his alma mater Duke University where he serves on the University’s Young Alumni Development Council which helps new alumni find employment.

Robert passionately supports the Automotive Trades Foundation, based in Montgomery County, Maryland, which helps public high school students receive training and preparation for continued education in the automotive industry.

Additionally, he uses his passion for ongoing education by encouraging employees to acquire an NIASE (National Institute for Automotive Service Excellence) Technician certification and complete systematic automotive sales training.

Robert’s motivation to give back to youth is rooted in his own educational endeavors. After graduating from Duke University with a bachelor’s degree, Robert earned a master’s degree from the University of Virginia and attended the NADA (National Automobile Dealers Association) Dealer Academy.

Northwood University was pleased to present the Dealer Education Award to Robert H. Fogarty, Jr. for his lifelong commitment to enhancing education and training for the automotive industry and beyond.

Notice Regarding MVA Customer Connect Training Sessions

The Maryland Motor Vehicle Administration issued a notice late last week regarding two upcoming training sessions related to the state's new Customer Connect system for vehicle service processing and business licenses.

According to [the MDOT Bulletin](#), the state will be offering sessions on Tuesday, March 31 from 2 to 4 p.m., and also on Thursday, April 2 from 3 to 5 p.m. The free sessions can be viewed online, and will also be open to attendees in person at the MVA headquarters in Glen Burnie.

The Customer Connect system is designed as a modernized platform for the state's customer-facing licensing and processing systems, and the initial rollout is set to begin on May 26. To register for one of the sessions, [please click here](#). And please contact MDOT's Katie Kuehn at kkuehn@mdot.maryland.gov if you have any questions about the upcoming sessions or the new online platform.