



March  
2022

# Industry Update

*News and Information for  
Northwest Automotive Trade Association  
Members*

## NATA offering cyber security webinar

Join us on Wednesday, April 20, at 11:30 a.m. for a cyber security presentation with Kevin



Allard from NATA's own IT support company, Server Logic. He'll be covering general IT security, as well as addressing the ever-evolving phishing tools scammers use.

Please contact the NATA office by phone at (503) 253-9898 or email at [diana@aboutnata.org](mailto:diana@aboutnata.org), with your questions for Kevin.

See the link below to join this virtual webinar. We hope to see you there!

Join Zoom Meeting

[https://us02web.zoom.us/j/84360375123?](https://us02web.zoom.us/j/84360375123?pwd=ZDI3c05BTTNXdHVydWFSQ0R0cVBSUT09)

[pwd=ZDI3c05BTTNXdHVydWFSQ0R0cVBSUT09](https://us02web.zoom.us/j/84360375123?pwd=ZDI3c05BTTNXdHVydWFSQ0R0cVBSUT09)

Meeting ID: 843 6037 5123

Passcode: 343645

## Get member-only rates on training expo

NATA members are eligible for the discounted pricing the NWACA is offering its members for the 2022 Automotive Training Expo, taking place April 1-3 at the



Doubletree Hotel near the Seattle airport. More than 60 management and technical training sessions are on the agenda, with some of the industry's leading instructors. NATA members can save \$140 on an all-inclusive package.

Visit [www.ATETrainingExpo.com](http://www.ATETrainingExpo.com) for details and to register, or [click here](#) for 15 page schedule.

## Northwest auto insurers make 'honor roll'

Among 93 auto insurance companies graded by collision repairers across the country in terms of how well they work to ensure quality repairs and customer service, only 32 received a "B" or higher to be named to the "Honor Roll" in the 2022 *CRASH Network* "Insurer Report Card." That included three

Northwest-based auto insurers: Mutual of Enumclaw, Oregon Mutual and Pemco.

None of the Top 10 largest and perhaps best-known auto insurers, including State Farm, Geico, Progressive and Allstate, received an overall grade higher than a “C+”.



Body shops were asked to evaluate how well each insurer’s “policies, attitude and payment practices ensure quality repairs and customer service for motorists.” North Carolina Farm Bureau (“A+”) and Chubb (“A-”) finished with the top grades among all insurers, just as they did in 2020 and 2021.

More than 1,100 individual body shops around the country each graded as many as 40 different insurance companies in their state.

Shops participating in the “Insurer Report Card” said the highest-graded insurers place an emphasis on ‘repairing vehicles properly,’ ‘following the auto manufacturers’ guidelines,’ and ‘putting the best interests of their customers first.’

They criticized the insurers to which they gave lower grades using such phrases such as, ‘cares more about costs than the quality of the repair,’ ‘pressures us to use cheap, low-quality parts,’ ‘slow claims processes,’ and ‘inexperienced adjusters.’

A free report with the 2022 “Insurer Report Card” findings can be downloaded at <https://www.crashnetwork.com/irc>.

*CRASH Network* is an independent weekly subscription source of collision repair industry news, research and information.

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## Refer a new member, get a reward

Did you know: NATA offers a \$50 gift card for referrals! If a business you refer becomes a NATA member, we’ll give you a \$50 gift card of your choice. Give us a call at (503) 253-9898 with the business name and your details.



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## Helping students and businesses connect

Your next stellar employee might be studying right down the



**Education Foundation**

street! By participating in the ASE Education Foundation’s Adopt-A-School program, businesses can connect with potential employees who are currently enrolled in automotive training classes in their respective communities.

“Right now, there are students taking automotive training classes at the local high school or college in preparation for entering the workforce,” said Mike Coley, president, ASE Education Foundation. “The good news is that schools are providing students with the fundamental training they need to get started. Through the foundation’s Adopt-A-School program, businesses can connect with local

schools and their students and develop a beneficial partnership for years to come.”

The goal of the Adopt-A-School program is to create partnerships between employers and schools in their respective communities and help train and prepare the next generation of automotive service professionals to enter the workforce. Businesses and industry organizations have the opportunity to mentor and hire future employees via the program.

“The business-school partnership needs to be a two-way street,” Coley said. “Schools want to provide well-trained entry-level technicians, but they need the help and input of businesses to be successful and meet their employment needs. Schools need partners from the industry to provide advice and guidance, explain the varied career opportunities available to their students, and help those students get the hands-on experience that will grow their skills and encourage them to stick with an automotive career.

“When a business supports a local school’s training program, they are not only building the future pipeline of talent for their shops, but can also grow community awareness for their business, find candidates for a variety of jobs in their company and build teamwork and morale.”

To get started, visit the Adopt-A-School section of the ASE Education Foundation website at <https://www.ASEeducationFoundation.org/adoptaschool>.

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## ASK NATA: Questions we've answered

Here are some questions members have posed to NATA lately, along with a summary of the information we got back to them.



**Q: My business is also a car dealer. We already have a \$50,000 bond in place. Does this bond also meet the requirement for the mechanic’s lien?**

**NATA:** A dealer bond does not cover the mechanic’s lien. Both bonds are needed. With the help of our lobbyist, we’re currently looking into the possibility of a combined bond that addresses both dealer liability and the mechanic’s lien requirements. This will take time, but watch future Industry Updates and also our website ([www.aboutnata.org](http://www.aboutnata.org)) for updates on this matter.

**Q: I'm a shop owner who usually lets my techs keep and recycle catalytic converters that have to be removed. One of my techs recently went to recycle several of the parts that he had saved up only to be told that they wouldn't take them any longer. How do we go about recycling catalytic converters [now that SB803 is in affect]?**

**NATA:** The summary of the law referenced says it: Prohibits scrap metal business from purchasing or receiving catalytic converters, except from commercial seller or owner of the vehicle from which the catalytic converter came from. [Click here](#) to read the full text of the new law:

The best solution for a shop with converter cores is to establish an account with a recycler. When you remove a catalytic converter from a customer’s car and need to scrap it, etch or paint the VIN on the converter. Bring information identifying the vehicle the part came from, including the VIN number. A work order or invoice



should suffice (exclude customer information). The thing to keep in mind is that there needs to be a paper trail back to the source of the core.

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## School has job opening

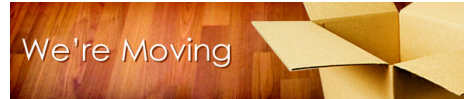
Portland Community College's Sylvania Campus has an opening for a part-time Instructor in the Automotive Service Technology Department. [Click here](#) for more information.



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## NATA will be moving its offices

Here's your notice to prepare to update our contact info! NATA's current office lease is up this summer, and we're on the hunt for our new digs. We'll make a bit announcement when we've settled on a new location (and start re-doing our printed materials).



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## Check out association's updated website

We've been updating our website! Visit <https://www.aboutnata.org/> to take a look. Of particular note is a new section called "Legislation," where we break down new laws that have gone into effect recently, and legislation being considered in the current session that we're keeping tabs on. We've got information, advice and resources about both the new mechanic's lien law and the new catalytic converter recycling law. Now it's easier to see how your local association advocates for its members in the legislature!



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## Car & Motorcycle Show set for June 25

The Salute to Veterans Car & Motorcycle Show returns this year on June 25 at the Washington County Fairgrounds. All cars and motorcycles are welcome, and more than 350 show and military vehicles are expected. There will be live music, a silent auction, kids activities, a 50/50 raffle, food, trophies and more.



[Click here](#) for a flier about the event, which helps support Veterans Village (temporary housing and services for local homeless veterans), Honor Flight (sending local WWII and Korean War veterans to Washington, D.C., veteran memorials) and the Disable Veterans Benefit Fund.

For more information or to register your ride, [click here](#).

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## Oregon agencies offer business training

Three Oregon agencies offer regular training for companies within the state.

The Oregon Bureau of Labor and Industry (BOLI) offers training seminars on such topics as wage and hour laws, discipline and discharge, and the latest developments in employment law. Details are available by [clicking here](#).



The Oregon Department of Environmental Quality invites businesses that handle hazardous waste to sign up for a class covering basic management of such waste. Registration is free but on a first-come, first-served basis. [Click here](#) for more details.

The Oregon Occupational Safety and Health Administration (OSHA) offers classroom workshops and online training on such topics as hazard communications, safety meetings, lockout/tagout, personal protective equipment, etc. [Click here](#) for current class description and schedule, call (888) 292-5247 (option 2) or send an email to [ed.web@oregon.gov](mailto:ed.web@oregon.gov).

EDUCATION

BENEFITS

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SHOP HELP

INSURANCE

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