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Hedabls Headlines

EMPLOYEE NEWSLETTER

Anniversaries & New Employees

We have three multiple-of-five anniversaries this month. **Bob Schmidt** of our Bismarck store celebrated five years on March 2, **Dee Persson** of Headquarters will celebrate 10 years on March 21, and **Mario Hanson** of our Redfield store celebrates 20 years on March 19. Congratulations to each of you.

We also have two new employees this month. Please welcome them.

NICKOLE HALLENBERG – Nikki is new in shipping and receiving in our Sidney store. From Cutbank, MT, she has a son and a daughter. Nikki likes to hang out with her kids and travel to see family.

WILLIAM ALTHOFF – Japhet is new in our Webster store, doing a little of everything. From Webster, he has a sister and a brother. Japhet enjoys working on cars and racing cars.



And the Winner Is ...

March 1 was supposed to be the day to draw the winner of either a 42" flat panel HDTV or a Nintendo Wii Fit from those who are making use of the Health Risk Assessment through www.MyHealthCenter.com, but due to circumstances beyond our control, the drawing took place on March 2. Forty-three people were eligible for the drawing. Larry Bosch did the honors of drawing the name. And the winner is...Peggy Weigel, wife of Jerry Weigel, a service tech with BENCO. Congratulations, Peggy! No word yet on whether she'll choose the HDTV or the Wii Fit. We'll keep you updated.



BBB/Wilson Core & Warranty Policies & Procedures

Effective this past Monday, we have new policies and procedures for core and warranty returns for BBB/Wilson.

We should assemble cores on skids not weighing more than 2100 pounds per skid.

- All cores must be returned in the original BBB/Wilson box
- If cores are not in the original BBB/Wilson box, we must obtain an RGN number from our regional sales person
- Deductions including no value may be assessed for missing parts, dismantled units, damaged core, unboxed cores, rusted or fire damaged cores
- Core returns can be shipped freight collect to BBB/Wilson via Lakeville Motor Express or other designated carrier (Failure to use LME or other designated carrier will result in the difference billed back to our account)
- Core returns must be written up on a Returns Good Notice, a separate sheet must be written up for warranties
- Packing the core return: Cores should be on the bottom, separated by a layer of cardboard, any warranties on the top of the cores
- No drums will be accepted
- Include packing slip/invoice (Return Goods Notice) in a packing sleeve clearly visible on top of the skid
- Write on skid 1 of 1, 1 of 2, 2 of 2, etc.

For a pick up, call Lakeville Motor Express at **1-800-888-3435**. Advise the dispatcher that we have a load ready to be picked up from our facility, and it needs to be shipped to Wilson, Brooklyn Park, Minnesota 55428

Bill of lading must indicate "Must Inter-line with Lakeville Motor Express"

The Bill of Lading should include:

- Number of skids
- Number of pieces on each skid
- Weight per skid
- The total weight per shipment
- Class 50 "Core Return"
- Make Bill of Lading Collect

****Very Important****

- Product must be shipped to:

BBB/Wilson

7150 Boone Avenue North Unit # 130

Brooklyn Park, Minnesota 55428



If you have any questions,
please call **Rick Dunne (ex. 5117)** or
Cindy Morgan (ext. 5100)
at BBB/Wilson **1-866-694-1360**

New On-Hold Message Chip

For those stores with an On-Hold Message for your phone systems, you should know that we will be updating those messages for the new name, Hedahls Auto Plus. The message will be the same as before except when it now says "Hedahls Parts Plus" it will say "Hedahls Auto Plus." The new phone chips should be arriving soon.



Waterborne Paint

DuPont™ Cromax® Pro

By Dick Hedahl

In the collision repair business, the key to profitability is fixing cars and then applying aesthetically superior finishes as quickly as possible. However, changes in the EPA rules impose emissions regulations in some parts of the country that shop owners fear will slow their paint operations, costing them efficiency and productivity.

DuPont™ has developed a new waterborne paint system called Cromax® Pro to address all of the air quality issues. At the same time, it has created a superior product for the shops to use. Collision repair shops will reduce emissions of volatile organic compounds (VOCs – the air pollution stuff) by substituting waterborne "base" coats that use water in place of much of the solvent in current paints. The base coat is the color component of an automotive painting system. DuPont™ Cromax® Pro is DuPont's brand for its new water-based color coats.

Unlike solvent-based color coats that require painters to wait while solvent "flashes off" or evaporates, additional coats of water-based Cromax® Pro can be applied while the first coat is still wet, saving

labor time. In addition, fewer layers of water-based color coats are required to achieve a high-quality automotive finish, saving more time and reducing the amount of paint used.



DuPont™ science has proven that waterborne finishes can deliver environmentally compliant products without requiring compromises in performance, price or productivity. Some shop owners are understandably apprehensive about these new products, but the reality is DuPont™ Cromax® Pro has real advantages over solvent-based products.

The one additional issue that our part of the country must deal with is cold weather. Since it is water-based, the products will freeze. DuPont™ has developed new shipping containers, procedures and carriers to address the temperature issues. Our market has been slower to adopt the Waterborne paint because of the

freezing issues. But now that DuPont has ways to get it to us in cold weather, the superior properties of Cromax® Pro makes it worth considering by the body shops.

A Philosophy to Take on the Road

So Bob Hampshire called our attention to a book coming out this September that offers a new vision for a philosophy of life. It's not exactly Aristotle, but it has a certain practical appeal. The book is called *The Law of the Garbage Truck* by David J. Pollay, and you can find out more about it at his web site: <http://www.bewareofgarbagetrucks.com>.

But here's a sampling of a pretty positive philosophy, pretty universally applicable:

One day I hopped in a taxi and we took off for the airport. We were driving in the right lane when suddenly a black car jumped out of a parking space right in front of us. My taxi driver slammed on his brakes, skidded, and missed the other car by just inches! The driver of the other car whipped his head around and started yelling at us. My taxi driver just smiled and waved at the guy. And I mean he was really friendly. So I asked, "Why did you just do that? This guy almost ruined your car and sent us to the hospital!" This is when my taxi driver taught me what I now call, "The Law of the Garbage Truck."

He explained that many people are like garbage trucks. They run around full of garbage, full of frustration, full of anger, and full of disappointment. As their garbage piles up, they need a place to dump it, and sometimes they'll dump it on you. Don't take it personally. Just smile, wave, wish them well, and move on. Don't take their garbage and spread it to other people at work, at home, or on the streets. The bottom line is that successful people do not let garbage trucks take over their day. Life's too short to wake up in the morning with regrets, so...love the people who treat you right. Forgive the ones who don't. Life is ten percent what you make it and ninety percent how you take it!

Have a wonderful, garbage-free day!



On Line Parts Ordering

10552557 Visits 102923
Demos (V2.0)

ePART connection.com

Hedahls is launching a new internet access system this spring. You can get a preview of it by logging in at our Hedahls.net page.

Store ID is: **HED1**
Customer Number is: **107951**
Password is: **test**

Look around. Try any link. Some work, some don't. We will go live with it in a month or so.

ePartConnection Login

Contact your parts supplier for login information.

Store Id:

Customer Number:

Password: