

# THE WANADA BULLETIN

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

WANADA Bulletin #29-02

July 22 2002

## TECH TRAINING UPDATE:

### Work/Study Pays Off for WANADA-Ford Techs *Ford Cash Awards For Those Passing ASE Tests*

As the WANADA/Ford Apprenticeship Technician Training Program kicked off its second year this past spring, Duane Roundtree, then strategy manager for Ford's Youth and Adult Automotive Training Program, was so enthusiastic about this year's group of trainees he pledged to sweeten the pot and pay student apprentices \$500 for each ASE test passed. Well, Ford made good that offer last week as WANADA staff fanned out across the Washington area passing out automaker checks to the hard-working students in the WANADA/Ford program.

Needless to say, there was a lot of excitement and smiling faces as WANADA's Archie Avedisian, Bill Belew, and Mike Wilson showed up with checks for the following students:

- Michael Ennis, Purvis Ford, \$1,500

*(See Trainees, page 3)*



**DARCARS Wilson Powell technician apprentice Chris Holland (seated) received \$2,000 from Ford in recognition of his passing four ASE Tests since last fall. He is pictured here with his dealership tech team, from left, mentor Erik Cavanaugh, Service Manager Jeff Bloom and Service Director Terry Poppel. Congratulations Chris!**

## INSURANCE UPDATE:

### Kudos for WANADA's Health Insurance Service

It's the kind of letter all businesses love to receive: a very satisfied customer praising a valued employee. In this case, that employee was WANADA's own Ellen Hicks, who works on behalf of dealers and their employees to iron out any problems with their employee benefit plans.

This past spring, Hicks worked closely with Maggie Johns of Bowie, MD, who was having a tough time getting her health plan to pay for an emergency procedure she had over a year ago while her husband was employed by a franchised dealer. Johns complained of misinformation from several different insurance carriers and numerous calls – many unreturned. The claims were still unsettled in the Spring 2002, with one claim actually being sent to a collection agency by the health center..

"Ms. Hicks then came into the picture," said Johns in a recent letter

*(See Kudos, page 2)*

#### Inside...

**Levitan Appointed to MD Fiscal Commission.....p.2**  
**First H2 Hummer Delivered.....p.3**  
**Olds Bill Introduced.....p.3**  
**SSA Mismatches.....p.4**  
**Security Tech Tip.....p.4**

## Kudos *(continued from page 1)*

to WANADA. "She has been most pleasant and helpful in resolving the insurance claims issues. She researched each claim and acted as a liaison between us, the insurance company and the providers. She called us sometimes daily to keep us up to date on the progress/status of the claims. In the end, both the claims were to be covered by insurance at the highest rate level, making us responsible only for a standard co-payment, as we had expected.

"Because of Ms. Hicks' effort and professionalism, these issues were resolved and our credit should not have been damaged by these claims. She is quite an asset to your department and company. I hope you are lucky to have other employees as exemplary as Ms. Hicks is," said Johns.

WANADA does indeed. As reported earlier (WANADA Bulletin, May 6, 2002), WANADA has converted its health coverage program from a trust to an agency, with the goal of containing costs and improving services to members in the tight insurance market. The association's team of experienced insurance professionals and consultants, headed by John O'Donnell and Roberta Reardon, can now locate, evaluate and customize state-of-the-art health, dental, disability and life coverage from any carrier—and provide individualized follow up service after the sale.

In addition to a much greater choice of carriers under the new WANADA insurance agency



**WANADA insurance team, from left, Jackie Murphy, Roberta Reardon, Ellen Hicks, Giovanna Mezquita, and John O'Donnell.**

program, O'Donnell notes that, "We represent *only* the dealer, so our interests are absolutely and unequivocally aligned with the dealer. And when it comes to dealership business, we're the experts."

"We are the dealer's advocates before, during and after the sale," Reardon adds. "We deal directly with the carriers on

individual accounts without charge to dealerships, and we still do billing, handle terminations and COBRA, and we handle all claims issues."

For more information, contact John O'Donnell or Roberta Reardon at WANADA, (202) 237-7200, or e-mail at [jod@wanada.org](mailto:jod@wanada.org) or [rr@wanada.org](mailto:rr@wanada.org).

### Levitan Appointed to MD Fiscal Commission

Laurence Levitan, a partner in the law firm of Rifkin, Livingston, Levitan & Silver (RLLS), who handles government relations matters for Maryland dealers, has been appointed on behalf of MNCTDA and WANADA to serve on the Commission on Maryland's Fiscal Structure as the representative for the Chamber of Commerce.

Levitan, a veteran lobbyist and former state Senator who was chairman of the Senate Budget & Taxation Committee for 16 years, is recognized as a state fiscal expert with proven experience in dealing with tough budget times. And that is what the state is facing, with a deficit in excess of \$900 million projected for FY2004.

A deficit of that magnitude, and how the state deals with the shortfall, would have important implications for the business community, said Levitan. "Last year they had all kinds of pots of money to help with the billion dollar shortfall, but now those are gone," he said. With Levitan's expertise, the commission will have an invaluable leadership perspective going forward.

**DEALERS IN THE SPOTLIGHT**

**First Area Hummer H2 Delivered in Washington Area**

As seen on Fox 5 TV News, Beverly Veatch became the first DC area customer to take delivery of the hot new Hummer H2. She is pictured here with Moore Cadillac Hummer employees (from left) Ed Davis, Davis Harris and Joe Moore. Virginia's only Hummer dealer, Moore held a special reception July 5 to celebrate the delivery of the first four H2s, all of which were pre-ordered several months ago. The new lower-priced H2 vehicle is derived from the popular H1 Hummer, the civilian version of the military all-terrain HumVee. With demand exceeding supply, GM's Hummer division announced recently that it added 33 dealers, increasing the number of North American GM Hummer dealerships to 139. The Hummer division plans to have 150 dealerships this summer.



**Trainees** *(continued from page 1)*



**WANADA's Archie Avedisian (left) congratulates Nam Nguyen of Cherner Lincoln-Mercury, Vienna, and Service Director Jim Reeves on their success in the WANADA/Ford Apprenticeship Program.**

- Kenneth Fox , Sheehy Ford, Springfield, \$1000
- Brian Leatherman Sheehy Ford, Gaithersburg, \$1,000
- Luis Urrutia, Ourisman World of Ford, \$500
- Kim Dryden, Cherner Lincoln-Mercury, Anandale, \$500
- Nam Nguyen, Cherner Lincoln-Mercury, Vienna, \$500

"It was definitely a big motivator," said Chris Holland of DARCARS Wilson Powell, who passed two ASE tests last fall and another two

this spring to earn a \$2,000 check.

"Techs like Chris are a definite asset to any dealership," added his boss, Service Director Terry Poppel. "These checks and the earn and learn programs like this really help build loyalty to the dealership and Ford."

**Olds Dealers Investing In New Dealerships May Get Tax Relief**

Sen. Jeff Bingaman (D-N.M.), a member of the Senate Finance Committee, introduced a bill (S. 2726) last week that would ease the tax burden faced by Oldsmobile dealers as a result of the elimination of the brand. The legislation would allow Olds dealers to defer federal tax consequences by reinvesting the transitional payment from GM into other dealership opportunities within two years.

Cosponsors are Sens. John Breaux (D-L.A.), Kent Conrad (D-N.D.), and Blanche Lincoln (D-A.K.).

The bill is similar to House bill H.R. 2374, introduced by Rep. Dave Camp (R-M.I.) last year. The Senate bill gives NADA additional opportunities to attach the legislation to a tax measure. Dealers are encouraged to urge other Senate Finance Committee members to cosponsor the bill. Check NADA's Web site, [nada.org](http://nada.org) for more information.

## TIPS FOR DEALERS

### Beware of SSA Number Mismatches on W-2 Forms

If you received a letter from the Social Security Administration (SSA) stating that an employee's W-2 contains name or number mismatches, *do not overreact*, and *do not take any adverse action against any of your employees*, advises the law firm of Fisher & Phillips LLP, Irvine, California. The SSA is currently conducting an aggressive campaign to purge its files of literally tens of millions of W-2 reports that appear to contain incorrect names or numbers. The SSA letter contains many demands and statements that are either inaccurate or outright false.

In the event you receive such a letter, the following approach may be effective:

1. Provide written notice to the affected employees or former employees whom the SSA letter states have mismatched W-2s. Inform the individuals that they need to contact the nearest SSA office to fix the problem. Any information regarding their SSA account changes should be referred to management to up date the record.

2. At the end of the current tax year, notify in writing those individuals you have not heard from as of that time.

3. At the end of the next tax year, those individuals who were contacted but were not heard from should get another letter.

WANADA appreciates this information from Fisher & Phillips and urges members with questions in this regard to consult their workplace counsel.

### NADA TECHTIP: Security

When employment is terminated for an employee with any type of computer access, it's critical to end that access as soon as possible. However, instead of deleting their User ID on the system, deny access to the user. Most systems have a switch to deny access but leave the User ID in place, or you can simply change the user's password. Here's why: if there is or has been suspicious activity, it becomes important to know to what areas the employee had access, and whether the replacement should have the same level of access before passing a probation period. Both scenarios are impossible if you delete the User ID when the terminated employee walks out the door. For more technology tips, go to [www.nada.org](http://www.nada.org); click on Member Services, then Technology.




## ASE Certification Tests

*Automotive Professionals,  
Don't miss the opportunity to take  
ASE's Certification Tests!*

Register by September 27, 2002  
Testing on Nov. 7, 12, and 14, 2002  
Over 700 Sites throughout  
U.S. and Canada

***Register by mail, by fax,  
online or by toll-free telephone!***

Contact ASE Customer Service at 703-669-6600  
ASE • 101 Blue Seal Dr., S.E., Suite 101  
Leesburg, VA 20175  
Toll-free recorded info: 1-877-ASE-TECH (273-8324)  
Register online at [www.asecert.org](http://www.asecert.org)

### Staying ahead...

*Quit worrying about your health. It'll go away.*

— Robert Orben, Humorist

### Enclosures:

- ASE Tests Booklet and Poster
- New Hire Professional Automotive Sales Training flyer and FAX back form