



**AUTOMOTIVE
RECYCLERS
OF MICHIGAN**

*The Official Publication of the
Automotive Recyclers of Michigan*

YARD TALK

Issue 2

Winter-Spring 2025

The President's Message

I'm happy to welcome Kate McPherson as ARM's permanent Executive Director. After an extensive interview process conducted by Kelly Cawthorne and Jackie Timm, Kate was



Daniel Gray

welcomed to the staff. Jackie and Kelley Cawthorne made the process seamless without any disruption to member benefits.

Jackie and I have been working with Kate and holding regular meetings throughout her first weeks to bring her up to speed. Welcome to the team Kate.

The 15th Annual ARM Road Show will be held at the AC Hotel in Lansing on Saturday, May 17, 2025. We encourage you to join us for a full one-day event. We have a full day of content planned for our members. Sessions include keynote *How to be a Bull in a Bear Market* from Mike Kunkel; *Emergency Training and Protocols* with Sue Schauls; *Legislative Updates* with Emil Nusbaum and Nate Love; *What's New with eBay* presented by Amber Kendrick, Matt Hamlin, and Theresa Colbert; and *Increasing*

Continued on page 4

Your Invitation to Attend!



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May 17, 2025

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You can reach the ARM office via e-mail:
arm@mi.automotiverecyclers.org

Our new mailing address is:

ARM Office
208 N. Capitol Ave., 3rd Floor
Lansing, MI 48933



RECYCLE, IT'S YOUR FUTURE.

Scrap Market Report

Foundry Steel.....	\$275.00	gt
Clean Auto Cast	\$320.00	gt
Unclean Motor Blocks	\$300.00	gt
Auto Bodies	\$177.00	nt
Batteries	\$.24	lb.
Copper/Brass Radiators.....	\$2.47	lb.
Aluminum (clean).....	\$.68	lb.
Whole Aluminum Transmissions....	\$.24	lb.

Thanks to Brett Schneider at PADNOS Iron & Metal, Holland, Michigan

Prices current as of press time. Prices are subject to change and may vary according to volume and location.

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Kate McPherson

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2024-25 ARM COMMITTEE CHAIRPERSONS

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ARM Office
208 N. Capitol Ave.
3rd Floor
Lansing, MI 48933

Calendar of Upcoming Events

April 10-12, 2025	URG United Recyclers Group & Team PRP Conference Orlando, FL
May 17, 2025	ARM Road Show & Business Networking Conference AC Hotel Lansing, MI
September 2025	ARM Scholarship Golf Outing Date and Location TBD
September 2025	ARM Annual Meeting Date and Location TBD
October 15-18, 2025	82nd Annual ARA Convention & Expo Birmingham, AL

The President's Message

Continued from page 1
Production by Utilizing Lean Production Protocols with Fenix. As always, we will have plenty of time to spend with vendors, a live and silent auction, and networking throughout the day. Bring your sales, production, and office staff for the day. There will be something for everyone.

ARM is excited to pair with Team PRP and will be hosting Team PRP's regional sales training on the same day as the Road Show. We encourage members to participate in this opportunity. Registration for the event can be conveniently completed online at the ARM website.

ARM, with the assistance of Nate Love, has scheduled and completed 12 legislative meet-and-greets this year, with more to follow, providing our members with the opportunity to interact directly with policymakers as constituents and discuss the most pressing issues facing our industry. These events serve as an excellent forum for expressing your concerns, sharing insights, and building relationships with legislators who have the power to effect change. We urge members within the representatives' district to attend these Meetings to help build a positive relationship with your representative before we have a crisis to contend with.

I would like to remind our members to take advantage of the Kent Utter Jr. Memorial Scholarship opportunities provided by ARM. These scholarships support the educational pursuits of our members' employees and their families. Whether they are seeking to enhance their professional skills or support a family member's academic endeavors, our scholarships offer valuable financial assistance. Do not miss this opportunity to invest in their future. Encourage employees to apply. The application deadline is May 1, 2025. Visit the ARM website for more information.

Please welcome two new direct members to our association: EV Auto of Detroit and Breakers Truck and Auto Parts in Saginaw. We look forward to their active participation in our events and initiatives. Please join us in extending a warm welcome to them and take the opportunity to connect with their teams at upcoming events.

Together, we can continue to strengthen our industry and support each other's growth and success. 🚗

Meet Your New ARM Executive Director

Kate McPherson brings over 22 years of experience working with organizations such as BIGGBY Coffee Home Office, the Michigan Supreme Court, Michigan State Medical Society, Frederik Meijer Gardens, and Michigan State University. Her experience includes event and conference management, team and committee leadership, board service, project management, sponsor engagement, and customer service.



Kate is a firm believer in the power of collaborative teamwork to achieve exceptional results. Beyond her professional experience, she brings a genuine passion for people and member service to the table. She is energized by working with individuals and teams to translate goals into reality. As an artist, she also possesses a creative perspective to seek innovative solutions and drive growth for her clients. Kate is excited to bring her skills and passion to her role at Kelley Cawthorne.

Kate is a proud graduate of Michigan State University. In her spare time, she can be found painting or drawing in her studio, attending a sporting event, downhill skiing, woodworking, crafting, or spending time with her friends and family. 🚗

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Predictions on the New Trade Policies Benefiting Automotive Recycling

By Amber Kendrick

In 2025, the Trump administration's revised import/export policies are expected to bring significant changes to many sectors of the U.S. economy, including the automotive industry. These policies and protectionist measures, meant to promote domestic manufacturing while limiting imports, will likely impact all businesses involved in automotive recycling, used auto parts sales, and of course the scrap metal industry.



The imposition of higher tariffs on foreign-made auto parts will make recycled options more attractive. Headlights, bumpers, fenders, and other parts that are popularly sourced from China

will have much higher tariffs, making affordable used parts more competitive. American automotive recyclers should see an increase in demand for domestic auto parts as imports become more expensive. This could lead to more consumers and repair shops opting for our OEM recycled parts instead of new, imported alternatives. The end of an under \$800 exemption from tariffs means this will be particularly true for lower dollar parts. As trade policies and tariffs influence the price of new parts, more car owners may look to used parts to save money. This shift in consumer behavior would be an advantage for us!

With a focus on reducing reliance on foreign parts, the new policies might assist American auto recyclers in purchasing vehicles. Right now, many entities from foreign countries are purchasing Insurance company totaled vehicles at auction, but the new policies mean they are subject to higher fees. It will mean more vehicles kept domestically rather than sent abroad. This could result in a rise in the availability of vehicles for recyclers. If we do experience this uptick in inventory, WE will have expanded opportunities for our ROEM or recycled original equipment manufactured parts.

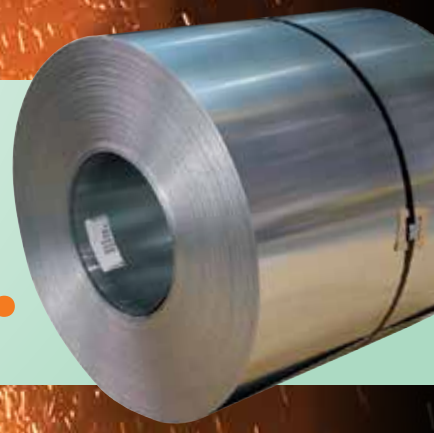
However, this protectionist stance may also pose challenges. If foreign markets become less accessible due to export restrictions or tariffs, we may struggle to find international buyers for valuable scrap metals, parts, or vehicles. These issues could affect global supply chains, particularly for high-demand materials like aluminum and steel.

Scrap prices are highly influenced by global supply and demand dynamics. With a push toward self-sufficiency, the U.S. may begin to prioritize domestic scrap processing and manufacturing. If tariffs make foreign steel and other materials more expensive, it could encourage domestic manufacturers to use recycled materials instead of imported ones. This could lead to higher demand for scrap metals, including those salvaged from vehicles, which might raise prices.

On the other hand, the imposition of higher tariffs on scrap exports to countries like China could lead to a supply glut in the U.S. domestic market. While this might reduce the volume of scrap sent abroad, businesses focused on international scrap sales will need to adjust to new trade barriers and potential price fluctuations. We will need to carefully navigate the changing scrap landscape.

For businesses with large export deals that rely on selling used parts overseas, these restrictions could prove to be a barrier, cutting into profits. On the other hand, such measures could also make domestic markets more competitive, as foreign buyers may have to seek out local suppliers.

The new Trump import/export policies are set to have far-reaching effects on the automotive recycling industry, used auto parts sales, and scrap prices. While some businesses may face challenges due to shifting trade dynamics, there are significant opportunities in the automotive recycling industry. Only time will tell, but there may soon be a golden era for automotive recycling thanks to these new trade policies. 🚗



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High Voltage Vehicle Safety Protocol

By following this protocol and employing team members trained through ARA University’s Electric and High Voltage Technology modules, high-voltage vehicles can be safely and effectively recycled. These efforts ensure worker safety, environmental protection, and the recovery of high-quality Recycled Original Equipment (ROE) parts and recyclable materials.

<https://arauniversity.org/>

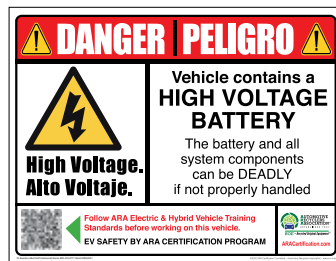
Hybrid and Electric Vehicles have high-voltage systems that pose significant risks, especially if compromised by accidents or flooding. Mishandling can lead to electric shock, fires, or health hazards from battery electrolyte leaks. These vehicles should only be dismantled by Certified Auto Recycler (CAR) facilities with proper High Voltage Vehicle Safety Protocols (HVVSP) in place.

The necessary procedures have been separated into sections. We do understand that not every facility has the same workflow, but these are the areas that must be addressed to qualify for this protocol.

STEPS TO HIGH VOLTAGE VEHICLE AWARENESS AND PROTOCOLS FOR SAFE AND ENVIRONMENTALLY FRIENDLY ELECTRIC AND HYBRID VEHICLE PROCESSING

Prior to taking possession of a High Voltage Vehicle (HVV)

Before collecting a High Voltage Vehicle (HVV) the vehicle record should be marked as “HIGH VOLTAGE” to alert transportation and intake teams of potential dangers. Drivers and loader operators must be trained in hybrid and electric vehicle safety and equipped with appropriate PPE and neutralizing kits. Staff should assess vehicle damage, identify risks to the battery compartment,



and communicate concerns to ensure safe handling during transport and intake.

During vehicle collection

During the collection of High Voltage Vehicle (HVV), the vehicle must be clearly marked with “High Voltage” signage on multiple sides. Proper PPE, neutralizing kits, and trained personnel should be available. Staff must assess high-voltage battery damage, checking for signs like leakage, discoloration, or thermal incidents (e.g., fire). If leakage is detected, the team should neutralize spills and follow manufacturer guidelines to de-energize the vehicle. For uncertainties or complex issues, consult experts or delay retrieval until a specialist is available. Special care must also be taken with flooded vehicles.

Vehicle on site and initial check in

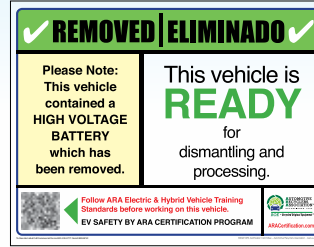
When an HEV/EV arrives at the recycler’s facility, “High Voltage” signage must be applied to multiple sides if not already done. Workflow decisions should account for systems needing factory power for inventory and part removal. A trained team member, equipped with proper PPE, can remove the High Voltage Battery master service plug disconnect and secure it to the steering wheel. Required PPE includes insulated gloves, a face shield, insulated tools, a safety pull away (or lineman’s) hook, and a high-voltage multimeter. Each vehicle is unique, so following manufacturer-specific processes and conducting research for each make and model is essential to ensure safety.

IMPORTANT: If an HEV/EV is not immediately dismantled for high-voltage battery removal, proper safeguards must be in place. The vehicle, clearly displaying ARA High Voltage Warning signage, should be stored in a segregated area until final dismantling.

Inventory and Dismantling and High Voltage Battery Storage

After inventory and data recovery, a trained dismantler equipped with proper PPE should first remove the High Voltage Battery master disconnect and allow the vehicle to discharge for at least 15 minutes. Always follow manufacturer-specific procedures for safety and consider whether the vehicle's systems are needed for dismantling.

After the proper time has passed for the high voltage system to discharge, the High Voltage Battery assembly, which can be heavy, should be removed using the proper lifting equipment or teamwork, following manufacturer guidelines. The battery must be secured on a nonconductive pallet, and the master disconnect plug should be zip-tied to the opposite side of the battery case. Exposed high-voltage wire ends must be insulated with electrical tape.



Once the battery is removed, replace the ARA High Voltage Warning signage with “High Voltage Battery Removed” signage to mark the vehicle safe for further dismantling.

The High Voltage Battery assembly will then be properly stored for future sale as a ROE component or for proper recycling. High Voltage Batteries must be stored properly per ARA University and local fire codes. They should be kept away from moisture, sunlight, and combustible materials, ideally in a separate, clearly marked area. NiMH and Li-ion batteries must be stored separately, no more than two high, with nonconductive layers in between (e.g., wood or rubber). Follow the specific storage instructions for

Continued on page 10

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High Voltage Vehicle Safety Protocol

Continued from page 9

each type of battery (see ARA University and reference the *Electric and Hybrid Vehicle Technology Guide*).

<https://aracertification.com/high-voltage-hev-vehicles>

The vehicle is now ready for dismantling, storage, and end of life processing once the other normal depollution of the vehicle has taken place. When dismantling, be cautious of orange high-voltage wiring and damaged high-voltage components. Note that rotating the vehicle's drive wheels can generate energy in the electric motor. Once the battery is removed, the high-voltage energy resides in the battery, not the vehicle, but vigilance is always necessary.

Following HVVSP and Certified Auto Recycler procedures ensures safe, environmentally friendly recycling and promotes the reuse or proper recycling of valuable components.

Transportation

High voltage batteries from HEV/EVs must be transported as "dangerous goods." Properly sealed batteries with the safety interlock plug removed can be transported safely

when packed to prevent short circuits and movement. This includes protecting connectors or leads, wrapping with adequate dunnage, and securing the battery to a non-conductive shipping container like a wooden pallet or crate. Batteries must be stabilized to prevent shifting, and their terminals must not bear the weight of other items. Damaged batteries with leaks or exposed conductors require specialized handling and best management practices.

Selling and Disposal

Selling and disposing of HEV/EV components offer significant opportunities for sustainability. Reuse is the most effective option for high-voltage batteries, saving resources and reducing waste. Batteries and high-voltage components can also be repurposed for other environmentally sustainable solutions or used by remanufacturers. For non-reusable or damaged batteries, certified HVV dismantlers must ensure proper disposal through EPA R2-certified facilities, using traceable and environmentally compliant methods. Recycling non-usable parts and harvesting reusable materials contribute to sustainability goals and efficient resource use. 🚗

Scholarship Applications Available for 2025-26



The 2025-2026 Scholarship application is now available on our website and due May 31st.

The Kent Utter Jr. Memorial Scholarship Fund was established in the memory of Kent, our past Executive Director, and has been providing financial assistance for college and secondary education to ARM members' employees for over 15 years.

Applicants must be a dependent of a current full-time employee of a Direct Member in good standing of ARM for at least one year before May 1st of the year the award is presented.

Dependents of owners or employees who own stock in the employing firm are not eligible.

First time applicants must have achieved at least a 3.0 grade point average or the equivalent in their previous educational program.



CLICK HERE to download the 2025-2026 Scholarship Application, or go to www.automotiverecyclers.org/scholarship

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4 Ways to get involved in ARM's Annual Road Show!

1. Attend the Road Show

ARM's Annual Road Show is a must-attend event packed with powerful learning sessions, strategic insights, innovative technology, networking with industry peers, vendor demos, and a celebratory dinner featuring live and silent auctions.

2. Exhibit at the Road Show

Connect with the most engaged automotive recyclers at the ARM Road Show! This is your opportunity to forge connections with industry leaders, boost brand visibility, and showcase your products and services to a passionate audience. Gather invaluable consumer feedback and network with key decision-makers—all in one place. *Space is limited so act now!*

3. Sponsor the Road Show

Ready to take your company to the next level? Connect with key players in the automotive recycling industry through our targeted sponsorship packages. Gain continuous exposure and achieve your marketing objectives. Explore our sponsorship options today and discover how the ARM Road Show can drive your business forward.

4. Contribute an Auction Item

The Road Show includes a Live and Silent Auction. If you would like to donate an item and/or an experience, the ARM office would love to speak with you.

For all event details, please visit <http://www.automotiverecyclers.org/road-show/> or contact the ARM office at 810-695-6760 or arm@mi.automotiverecyclers.org.

Many thanks to our early sponsors and exhibitors:

- Auto Data Direct, Inc.
- Car-Part.com
- Commercial Forms Company
- DOWA Metals & Mining America
- Earl's Battery Service Inc.
- G-COR Automotive
- Highway Auto Parts
- Holbrook Auto Parts
- McNichols Scrap Iron & Metal Co.
- Morris Rose Auto Parts
- Online Parts Depot
- Progi.com INC.
- SAS Forks



Meet the Speakers!



Industry Expert Mike Kunkel

You and your team, especially salespeople and managers, are not going to want to miss Mike Kunkel's speeches at the 2025 ARM Road Show! Mike is as sharp as he is passionate, and he speaks to practical issues in our business. Helping recyclers across North America, Mike often focuses on increasing profits and productivity with a limited staff. Instead of waxing on about how Mike has assisted in streamlining warranty programs, inspired awesome changes, and more, we thought we'd let him speak for himself. Be sure to check out Mike's seminars this Road Show.



Sue Schauls, Safety & Environmental Specialist

It seems that—like so many of us—the automotive recycling industry hooked Sue and now it's not going to let her go! Sue has a degree from the University of Northern Iowa in Science: Environmental Planning. She was once industry-adjacent, working for Electronic Data Systems, a subsidiary of General Motors. Then for thirteen years, 1995 through 2008, Sue worked for the Iowa Waste Reduction Center, providing environmental technical assistance to all types of small businesses. In 2008 she started consulting for us, and she's never looked back.

As the executive director of the Iowa Automotive Recyclers, Sue developed and implemented the Iowa Certified Auto Recyclers Environmental program, nicknamed I-CARE. It went so well in Iowa, her business just kept expanding. She's a consultant to ARA, and she's the person who helped integrate the ARA CAR and Gold Seal programs. Sue has also been instrumental in developing the High Voltage Vehicle certification for safe management of electric and hybrid vehicles, and the Recall Certification for airbag safety and sales in an online audit system for tracking compliance with the standards.



Theresa Colbert, Car-Part.com

Theresa has been with Car-Part.com for over 14 years. Previously, she worked at Nu-Parts Automotive for 10 years. Prior to Nu-Parts, she was the manager at Winter Auto Japanese Engines in Glendale, Arizona, and at AAA Economy Auto Parts in Phoenix, Arizona. Theresa also owns and operates her own automotive recycling yard, Recycled OE Parts in Richland, MO. With over 30 years of industry experience, she has seen the auto recycling world from almost every point of view. Theresa is on several State event boards, the ARA Scholarship Foundation fundraising committee, the ARA Interchange Committee and is current president of the Missouri Auto & Truck Recyclers Assoc. She also speaks at industry trade shows and writes monthly articles in the ARA magazines and several state association publications.



Emil Nusbaum, VP of Strategy, Government and Regulatory Affairs for ARA

Emil Nusbaum is the Vice President of Strategy, Government and Regulatory Affairs for the Automotive Recyclers Association. He also serves as Co-Chair of NAATBatt's Policy and Regulatory Committee and is the Chair of the Maryland State Commission to Advance Lithium-Ion Battery Safety. Prior to joining ARA, Emil was Policy Counsel for the National Vehicle Service, which is widely recognized as the world leader in providing unique vehicle theft, vehicle fraud, and asset protection solutions to the law enforcement community, vehicle finance industry, and insurance and rental car industries. Throughout his career, Emil has worked in many areas of the automotive industry in ways that have allowed him to focus on the intersection of law, policy, privacy, technology, and the entirety of product lifecycle. Emil frequently works on crafting policy recommendations and best practices with federal and state government. This includes policies relating to a diverse range of subjects including electric vehicle batteries, pollution control, catalytic converter theft, vehicle data access, vehicle exports, and other automotive related issues.

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ARM ROAD SHOW PREVIEW

MEET THE SPEAKERS! *Continued from page 13*



Amber Kendrick, Pete's Auto Parts

Amber Kendrick is a 3rd generation automotive recycler and owner of Pete's Auto Parts. She serves on both the ARM and ARA board of directors and volunteers in the foster care system as a Court Appointed Special Advocate. In her spare time, Amber enjoys reading, practicing yoga, walking her dogs, hiking, horseback riding and traveling to new places.

Join these Panelists for a Lively eBay Discussion!

Matthew Hamlin is the owner of Online Parts Depot, an eBay management company. He has been in the recycling industry since 1997. Going to work at his fathers yard right out of high school he has been a lifer in this amazing industry. He started utilizing eBay in 1999 at his yard. OPD provides complete eBay store management for your facility. We also provide tools and strategies to help maximize your eBay sales to their full potential.

Theresa Colbert is in sales and training at Car-Part.com. See her bio on page 13.

Amanda Urban is a Senior eCommerce Business Development Strategist at Hollander (a Solera company.) An experienced business strategist with a demonstrated history of working in eCommerce, Amanda is skilled in Search Engine Optimization (SEO), sales, market research, product demonstrations, end-user training, software requirements gathering and marketing. Amanda consistently exceeds quota and produces an average of 36% revenue growth yr/yr.



Team PRP Sales School – Michigan 2025

Team PRP is working with state associations to promote trading relationships between regional Team PRP partners. In 2025, Team PRP and Profit Teams will attend our Road Show to offer a **Team PRP Sales School**. It will be a one-day session that will run concurrently with the regularly scheduled ARM agenda sessions.



The separate salesperson session will help drive regional brokered sales, strengthen relations, and promote best practices. The partnership with state associations will help to bolster attendance at these critical state shows and build upon the long history of collaborative success.

HOTEL/ACCOMMODATIONS

AC Hotel
3160 E. Michigan Ave.
Lansing, MI 48912

The hotel offers complimentary parking, wireless internet access, flat-screened TV, refrigerators, coffee/tea makers, hair dryers, docking stations, business center, fitness center, and swimming pool.

Check-in: 3:00pm
Check-out: 12:00pm

Hotel Room Rate: \$144.00 plus taxes

[Book your group rate for Automotive Recyclers Room Block](#)

The room reservation deadline is April 16, 2025.



Tentative Schedule of Events

Note: Schedule subject to change.

MAY 16, 2025

5:00 pm – 7:00 pm *Exhibitor Set-Up*

MAY 17, 2025

9:00am *Registration and Exhibits Open
Coffee and Donuts*

9:30am-10:30am *“How to Be a Bull in a Bear Market” with Mike Kunkel*

10:40am-11:40am *“A lively eBay discussion” with Amber Kendrick, Matt Hamlin, Theresa Colbert
and Amanda Urban
Forklift Training*

11:45am-12:45pm *Lunch (with vendors)*

12:55pm-1:55pm *“Emergency Training and Protocols” with Sue Schauls*

2:05pm-3:05pm *Increasing Production: Fenix*

3:15pm-4:00pm *Legislative Updates*

4:00pm *Break
Check into hotel
Bar opens*

5:00pm-8:00pm *Silent Auction Opens
Trade Show Hours*

6:00pm *Buffet Dinner (with vendors)
Awards*

8:00pm-11:00pm *Silent Auction Closes
Live Auction Starts
Last Man Standing
Pick Your County
50/50 Raffle
PAC Fundraiser
Exhibitor Move-Out*



Being a Bull in a Bear Market



By Mike Kunkel

There is a lot of talk, whether it's commercials or podcasts or business articles, about a bull market or a bear market. And I understand that those things are related primarily to the stock market and generally the economic climate of the time. While that means something to some people, for most of us life boils down to simply trying to produce more money than is needed to pay the bills.



In the business world, and especially in the salvage and recycling industry, cash is the equivalent to air for the human body. We cannot survive for long without it and the more thin the cash is, the more difficult it is to function properly. It's imperative that we generate and utilize cash, that we make more than we spend, that we know where our revenue streams are coming from and where our money is going.

My session at the upcoming ARM Road Show is going to dig into just that. If a bull is considered doing well, then all I need to do is produce gross profit at a rate that is better than the operating expenses. While those are accounting terms, most people will inherently understand those basic numbers. Some of us are good with balance sheets and Profit & Loss statements, others are cash basis looking only at the checkbook balance for cashflow. Anyone can learn how to make it, regardless, but it's a lot easier to do when you know what you are looking for.

At the end of the day, we are in business to make a profit. In order to do that, the first line of business is breaking even. Focusing on the basics and making improvements from there. That is my definition of being a bull in a bear market.

We will look at some of the fundamental areas to focus on in order to give operational expenses a fight to keep in check. I will share with you what you need to do to make it when times are tough. To be the bull. No bull. 🚗

10 Reasons to Attend the 2025 ARM Road Show!

Where do you see our industry in the next five years? Do you know where you are heading? Are you keeping up with all the changes that are occurring in our industry and in our world? Do you have a long and short-term plan? Come and experience all the latest technology firsthand, attend the educational workshops and learn from the past as we prepare for the future.

- Meet one on one with leading industry suppliers
- Discover the power of partnerships
- Share with your peers in a relaxed environment
- Discuss industry hot topics with your peers
- Discover ways to improve your business *without* reinventing the wheel
- Start thinking outside the box
- Gain first-hand knowledge & tools to help you compete in today's global market
- How well are you keeping up with all the changes in our industry
- Are you taking advantage of all of the latest technology has to offer
- Energize your team with a sense of teamwork & and self-worth.

2025 ROADSHOW

**SATURDAY
MAY 17, 2025**

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Sales Professionals in the Making

By Amber Kendrick

In conjunction with our ARM Road Show & Networking Conference, Team PRP is holding a day of Sales Training on May 17th at the AC Hotel. This is an awesome opportunity for salespeople from Team PRP affiliated facilities to learn, grow, and network! The two trainers will be Mike Kunkel (you can read more about Mike in the article from him on page 13) who joined us last year and gave excellent seminars, and a newer face for some, Jer Banta. Jer is a sales and leadership consultant at Profit Team Consulting, specializing in coaching salespeople and their leaders.




Jer Banta

Starting out as a delivery driver in 1993, Jer has filled many roles in automotive recycling, but he says his best passion is coaching salespeople! His career began at Grand Central Auto Parts, where his talent quickly propelled him through the ranks, first as a delivery driver, then as a salesperson, then promotion to sales manager and

finally as general manager at Greenleaf Auto Parts. His time with both independent yards and consolidators has given him a broad understanding of business dynamics at both big and small facilities. In 2015, Jer undertook a pivotal role at Bessler Auto Parts, leading the new branch in Northeast Ohio. Within two years, the facility burgeoned from a modest office to a fully operational dismantling facility. Jer's leadership empowered the salesforce across all Bessler locations, laying the groundwork for the company's acquisition by RTP in 2023. Jer left in 2024 to do independent consulting work, but he continues to train and coach many salespeople all over the country.

Jer says "it's great to give people tools they can immediately put to use, and see their sales soar and their confidence increase." Jer's focus on sales

growth and team development the automotive recycling industry forms the foundation of his coaching methods. His commitment to growth and development is supported by over 31 years of industry experience. Presenting at industry workshops and conferences, sharing his knowledge and helping attendees achieve their goals, Jer is bringing this to Michigan in May for Team PRP salespeople to benefit from. His teaching is based in the real world, and emphasizes goal setting, proper qualification, adding value with extended warranties, profitable brokering and customer retention. Jer has observed significant improvements in performance and profitability among his clients. He values the collaborative learning environment that is created when salespeople and facility leaders come together to share information, which enhances the experience and knowledge for all participants. Jer says "when salespeople and leaders learn together at events, it strengthens connections and business relationships, facilitating greater commerce between the participants."

Don't miss your opportunity to learn things like best daily habits for salespeople, qualifying the customer, soft skills to turn a single sale into a relationship, and follow up skills for what to do after the sale. Jer and Mike both have the hands-on experience in auto recycling that sets their training apart from a standard sales seminar. If you are interested in signing your salespeople or yourself up for this training, simply email jhann@teamprp.com 

Recycle! Recycle! Recycle!



Meet the ARA President

By Amber Kendrick

Eric Wilbert, current ARA president, will be attending the ARM Road Show this year and we are excited to host him and his family! With three self service locations, four full service locations plus a wheel & tire store and a Christmas tree farm, Wilbert's Family Enterprises is the epitome of the small-business American dream. The company has grown from a single facility selling just Buick parts to six campuses offering a full range of parts, and has transitioned to the third generation of the Wilbert family. Despite being an integral part of this growing business, Eric finds the time to volunteer in his state and the national association. We asked Eric to send in some information on himself and his part in his associations to help members get to know him before his arrival in Michigan this May.

From Eric:

My involvement with associations started about 15 years ago, I was in my mid-20s and just started working full-time for the family business. At first, I was a fish out of water and not sure what to make of all these recyclers jammed in one area sharing ideas on how to improve any aspect of their business. After a few state shows, I became more confident and appreciated the networking opportunities as well as the classroom learning. By the time I was comfortable and aware of my surroundings, I was thrown into a larger pond and started attending the national level conferences, back to being a fish out of water for a few more years.

Well to this day I am still not 100% sure how my name got on the ballot to be nominated for the New York association secretary but I was notified via a text on the way to a state convention. While the nomination was a mystery I can pinpoint that moment as the turning point for my involvement in the NY association and ultimately with ARA as well. I was extremely green and even more timid than I am today, hard to believe I know. I was unaware of the time, energy and commitment that was needed to volunteer for this position. I quickly learned that this job was similar to many others, you get out what you put in.

Our state association in NY is no different than many others, we are a dedicated team of volunteers who are committed to ensuring we have a viable marketplace to sell our parts. While I understand this is a rather broad statement, there are so many ways you can work together as an association to meet this goal. Your association can advocate with regulators or legislators to oppose or support, be proactive or retroactive, all through grassroots efforts or paid lobbyists. Your association can work with vendors to improve the products they currently offer or collaborate with existing vendors or a potential new vendor for our industry to design and develop a product that solves a problem or improves a practice or process for your business. Lastly but most likely the most important and valuable aspect of participating in your local association is the opportunity to educate yourself, your team, your partners, and anyone else who is willing to network.

Networking with your colleagues, whether recyclers or vendors, is in my opinion one of the most valuable aspects of belonging to an association. Personally, I've been guilty of not doing this in my early years as it took a while for me to come out of my shell and fully grasp the potential of networking with more than just the members and vendors I was already familiar with. I was fortunate enough to have a mentor within my family that guided me along my way to show me the value of associations and hope that you are able to find that guidance as well. If you notice a new face or are that new face, please do not hesitate for one moment thinking you will not be accepted or find value in joining an association or attending an event. The automotive recycling community is a family that is accepting, encouraging, and bonded together with one common goal, recycling as many parts as possible from the vehicles we environmentally process. 🚗

Eric Wilbert
ARA President



Learning about eBay Together

By Amber Kendrick

At the 2025 ARM Road Show, one of the sessions will be a panel on eBay. It's with no small amount of irony that I, Amber Kendrick, am taking on the role of moderator for this panel, because I have never been any good at eBay sales! But I hope that we are going to learn about eBay sales together. Luckily for everyone involved, we have three experts on our panel, because I have never succeeded in the eBay world. I have tried eBay several different ways: I've had other people come in and pull parts and put them on eBay for me, I've used programs to identify which parts to pull and have pulled parts and photographed them and listed them, I've utilized my YMS and listed parts while they are still on the vehicle and only pulled them after they sold, and I've done just specialty parts, and frankly, no version I have tried has ever stuck in my business. I'm a bit of an eBay skeptic. I hope that will make for an interesting panel, because I'm not going to go easy on these experts!



Matthew Hamlin

To teach us how to do it right, we have Matthew Hamlin, owner of Online Parts Depot, an eBay management company. Matt has been in the automotive recycling industry since 1997. Going to work at his father's yard right out of high school, he has been a lifer in this amazing industry. He started utilizing eBay in 1999. Now he helps yards realize eBay profits. Online Parts Depot or OPD provides complete eBay store management. They

also provide tools and strategies to help maximize your eBay sales to their full potential. Matt is super open with his advice and will share with us in this panel lots of his tips and tricks to get us started.



Theresa Colbert

Almost everyone who has been to an ARM Road Show knows Theresa Colbert, resident Car-part guru, yard owner extraordinaire, and 2022 ARA Member of the Year. Theresa has been helping ARM members with the Car-Part.com questions for years, and she's attended more Road Shows than I can remember. Theresa herself sells parts on eBay, so she uses the products she helps people with and she can help us with real-world issues we face in her down-to-earth way. If you know Theresa, you know she is going to tell you like it is!

Amanda Urban, who has been with Hollander/Solera for going on 9 years, is also on the panel, and brings a ton of experience. Before she was in her current role, she sold new auto parts and motorcycles on eBay. Now she works with elink customers to grow and optimize their presence on eBay. Amanda does an amazing job communicating how to better promote listings, add automotive compatibility, optimize listings, and more. I was really impressed last time I heard Amanda speak about eBay, she had great advice, little things such as using color as a filter (not a description,) so it's searchable and filterable, so when people filter only red mirrors, they see your parts, and when people search red mirrors, they see your parts, whereas if you put red in as the description they will not see your part if they filter it for red as a filter. I don't want to steal Amanda's thunder, but suffice to say she was inspiring to even a non-eBay person like me.

I hope you will join us at the 2025 ARM Road Show, and if you miss the panel discussion on eBay, you can follow up with these experts afterwards, as they are each ARM sponsors, through their businesses, Online Parts Depot, Car-Part.com and Hollander/Solera. 🚗

**Happy
Earth Day**
April 22nd



Replace Existing Heat with a Used Oil-Fired Furnace

Unlike many wastes, used oil is a valuable commodity. Despite reaching the end of its useful life as an engine lubricant, used oil still carries a high heat value, and can also be re-refined back into useable oil. The Used Oil Recycling Act, passed in 1980 and the exemption from hazardous waste regulation (as long as it is recycled) by the EPA in 1992 encouraged generators to begin recycling their used oil.

However, when used oil is mismanaged, it can have disastrous effects on the environment. Just one pint of used oil can cause an oil slick the size of a football field on a lake.

Installation of a used oil-fired furnace is the best way to recycle used oil and capture the energy content of used oil on-site. A used oil furnace will reduce heating and disposal costs. The quality of used oil furnaces surpasses those of early development. They can run on a surprisingly small amount of fuel and are relatively easy to maintain.

Environmentally speaking, installing a used oil furnace is a good thing. Supplying your own energy for heat has a far-reaching impact when considering air pollution. Although, some business owners have been reluctant to burn used oil onsite, thinking that it must be a smoky ordeal. On the contrary, air emissions from burning used oil in an approved furnace are considered on par with those from burning fuel oil.

The EPA has published the most common pollutants generated from burning used oil including carbon monoxide (CO), chlorinated organics, heavy metals, nitrogen oxides (NOx), particulate matter (PM, PM10), sulfur oxides (SOx), volatile organic compounds (VOC), and the global warming compounds carbon dioxide (CO2) and methane (CH4). However, these toxins are also generated by a municipal power plant.

Producing your own heat from used oil eliminates the need for fuel to be transported to you or your used oil from being transported away. Eliminating transportation of used oil is a decrease in environmental risk due to potential accidents and spills as well as a huge reduction in air emissions from motor vehicles in transportation. Whether the vehicle runs on gasoline or diesel fuel, mobile air emissions are a big concern. Diesel engines are one of the largest sources of fine particulate matter.



Nationwide, particulate matter, especially the fine particles produced by diesel engines are thought to cause at least 15,000 deaths a year. Diesel exhaust also contributes to smog, acid rain and greenhouse gases causing global climate change.

Gasoline engines also produce air pollutants. The average light truck will produce approximately 108 pounds of hydrocarbons, 854 pounds of carbon monoxide, 56 pounds of nitrogen oxides and 16,035 pounds of carbon dioxide annually.

As a small business owner, one of the best economic options for managing used oil is to replace or supplement your existing heat source with a used oil-fired furnace, especially considering the high cost of energy in recent years.



RECYCLE, IT'S YOUR FUTURE.

<http://www.recycleoil.org/> 

ARA Hill Days 2025

By Amber Kendrick

Automotive Recyclers from all over the nation will gather together for ARA Hill Days 2025 this April 1st through 3rd in Washington, DC. The purpose of Hill Days is not just for recyclers to meet with our congressional representatives, though we will do that too, it's also about education and networking. Slater Shroyer and Emil Nusbaum will be training all attendees on how to talk to our representatives, how best to convey the messages on the issues that affect our businesses, plus some great stats on automotive recycling to utilize. There will be a guest speaker, lunches and dinners with colleagues, and even a River Cruise! Congressional visits will take place on Thursday, April 3rd – the ARA staff does all the work booking the appointments, and we recyclers just need to show up. ARA Hill Days 2025 will take place at the same time as the National Cherry Blossom Festival, so it's a great time to visit the nation's capitol. Registration includes a Potomac River Dinner Cruise, an amazing experience to take in the cherry blossom views from a glass-enclosed

boat and experience Washington, DC landmarks from a new perspective. We will enjoy a plated dinner with live DJ entertainment and a cash bar on the Potomac River, drifting past iconic views like the Jefferson Memorial, Georgetown waterfront, and Lincoln Memorial.

Last year, Daniel Gray went to the 2024 event and said "attending ARA Hill days is one of the easiest ways an individual can help the automotive recycling industry. Emil and Slater do an excellent job educating attendees before meeting their representative with position statements and extensive knowledge of current issues facing the industry. I highly recommend attending." Many Michigan members have experienced ARA Hill Days over the years, and this year I will be joining them. Other than a few state events with ARM in past years, I have never been involved in the advocacy side of the automotive recycling industry, and I know this is a great chance to learn a lot and network with some of the country's brightest recyclers as we converge in Washington DC. I hope you'll join us! You can go to www.a-r-a.org for the registration link today! 🚗





By Nate Love of Kelley Cawthorne
Legal & Government Relations Counsel to ARM

While we are over a month into the new session, legislative work has been off to a slow start as the House was delayed in releasing its full list of committee assignments. The focus has remained on passing changes to the Minimum Wage Act (HB 4001) and Earned Sick Time Act (HB 4002). The House successfully passed both bills with bipartisan support, giving Speaker Matt Hall a great early win. The Senate also recently began working on their versions of the bills, recognizing that time is quickly waning to find a compromise.

The Senate Democrats have filed a lawsuit against Speaker Hall for not presenting the final nine bills to Governor Gretchen Whitmer for her signature. It is likely that this will be a drawn-out issue, and the passed bills are not expected to receive the Governor’s signature.

Governor Whitmer released her budget proposal on

Wednesday, February 5, 2025. Highlights of the executive budget recommendation include:

- Increasing funding for community colleges and public universities by 4%.
- Increasing the foundation allowance for public schools to at least \$10,000 per student.
- 3.6% for statutory revenue sharing to cities, villages, townships, and counties.
- A new tax on e-cigarettes and vape products.

The Governor also released a proposal for new ways for the state to fund roads. The \$3 billion proposal includes:

- A new tax on marijuana.
- Assuring all taxes on gas at the pump go to roads.
- Redirecting \$500 million in existing spending.

More of Governor Whitmer’s priorities will be announced during her State of the State address on February 26, 2025. 🚗



Join your automotive recycling colleagues from around the country in Washington, D.C. this Spring to advocate for your business and the recycled parts industry!

Registration will include Congressional meeting preparation, discussion of legislative priorities, fun networking opportunities with other attendees, and more!



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ebay Basics: **Your Seller Rating** and Why it Matters



By Jaret Sweet, Go Go Auto Parts

We all know that it's a digital world now, and selling online is a staple of any modern business. For us as recyclers, eBay is the most widely used and easiest platform for e-commerce since eBay partners with recyclers in their Parts and Accessories category in eBay Motors. Refining and honing your online presence is paramount to success on eBay.

A gross majority of your sales on eBay will be shipped to the direct consumer, which may be an about-face from your retail counter, and selling on eBay is a full time job that requires constant maintenance and care to keep your sales levels up, your parts on the front page of eBay, and maintaining your seller level to get the most out of your eBay discounts and Top Rated seller perks. You'll have people ordering wrong parts. You'll have returns. You'll have wrong parts being sent back. It's nature of the beast, but don't let that deter you from getting those sales that you may have otherwise missed.

Your seller level is categorized in three ways:

- Top Rated
- Above Standard
- Below Standard

Seller level is calculated by performance in shipping times, shipping label scans, transaction defects (we'll get in to this one later), number of sales, and how you handle cases opened by buyers. Shipping times are a no-brainer. If you say that you offer one day shipping, the item sold has to be shipped in the promised time period, with an approved shipping carrier, and the label must have been scanned within that time period. Inventory SNAFUs can get in the way of shipping times occasionally, but your eBay salesperson will know ways to prevent and get around that, whether it is accurately picturing and describing the part, drop shipping from another source, or being in contact with the buyer to inform them of an issue so they can handle it appropriately.

Your number of sales and dollar amount of sales can also affect your seller level. To be a Top Rated seller, you must maintain at least 100 transactions within your evaluation period, along with over \$1,000 in gross sales. Evaluation periods are quarterly for high volume sellers who have more than 400 sales, and yearly for low volume sellers under 400 sales. Most of us will be in the high volume category if using a listing agent to list entire inventory.

Transaction defects are the Achilles heel of a lot of eBay operations. Transaction defects are, in a nutshell, anything you do wrong in the eyes of eBay, such as canceling an order for being out of stock for an inventory problem or quality issues. Defects can also come from case resolution issues as well. Buyers have the ability (and right) to alert eBay of problems with orders that haven't arrived or have quality or description issues by way of return cases. Settling these cases in a timely fashion will get you ahead of the game when it comes to your seller level, Final Value Fee discounts, and other perks associated with being a Top Rated seller.

Matt Hamlin, owner of Online Parts Depot out of Pennsylvania offers his insight in to case resolution and Top Rated seller status:

"Having and maintaining a Top Rated seller status is of utmost importance when it comes to eBay.

Should you fall Above or Below standard, it is quite difficult to realize the full potential from your eBay store. A part of your daily tasks should be checking your seller metrics and looking at any cases and disputes that a seller might open. Responding to them as soon as possible is important. Taking care of those issues as they come in is key. Some fights aren't worth the back and forth. You don't want to jeopardize your entire account just to bicker over a case that might not even be worth winning. You can even work with buyers in offering partial refunds in resolving their case. In following these guidelines, eBay's algorithm will see you are doing what you are supposed to be doing in taking care of buyers and won't affect your rank in search. Getting out in front of cases is paramount. Selling products with actual part level photos will cut down on questions and returns. Having proper keywords in your titles will also make a difference. Even offering free returns will help. All these methods will help boost confidence in your buyer and help rank your items higher up in search."

For those of you who want to maintain your Top Rated seller status while taking a more hands-off approach to e-commerce, Matt and his team of 11 remote associates at Online Parts Depot will be more than happy to remotely manage your eBay store for you, offering outstanding, personalized customer service and the knowledge and experience it takes to get your parts seen, sold, and turning over.

Go to their website at <http://www.onlinepartsdepot.net> if you want to find out more.



Now the bad: if you happen to fall to Above Standard or Below Standard seller rating, it is VERY difficult to get yourself out of that hole. Seller rating will not only affect how much you pay eBay for Final Value Fees, but it will also negatively affect how many people see your parts through search results. If your sales fall because of your seller level, fewer sales will mean that you have fewer opportunities to do the right thing, magnifying the already flawed rating. You will have to not only lose a TON of money on Final Value Fees, but you will also have to lose a ton of money getting your sales numbers back up by selling parts at a discount or offering loss leader listings to get the numbers back where they should be. Maintaining your store and keeping people happy will save you money in the long run, and as Matt said, sometimes the battles aren't worth the effort. Who doesn't want a free \$1m in additional sales per year?

The entire staff at your business, top down, has to be on board with eBay best practices and procedures to make the most of your eBay store. The inventory department should correctly inventory the part with photos, including any and all flaws, counter sales staff should direct eBay inquiries to the eBay store to get the

Continued on page 26

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ebay Basics: Your Seller Rating and Why it Matters

Continued from page 25

sales on eBay to exponentially increase sales through eBay algorithm, shipping department needs to focus on shipping items with tracking information within promised time period, and your eBay store manager should do their best to keep the customer happy and resolve any issues. Combining forces within your business can make an immense success in your online presence.

If you have any questions about managing your own eBay store, feel free to reach out to me at jaret@gogoautoparts.com, or you can find me on Skype, Jaret at Go Go Auto Parts.

If you don't want to mess with it yourself, reach out to Matt and he can put together a comprehensive plan to get your eBay store off the ground and running like a well-oiled machine.

Get those sales. Keep those numbers up. I know you can do it. Stay safe and happy recycling. 🚗

Save the Date!



The Automotive Recyclers Association invites you to save October 15-18, 2025 in your calendar for the 82nd Annual Convention & Expo in Birmingham, Alabama!

Birmingham is a city rich with history, food and culture and is a hub for SEC sports!

More to come on www.a-r-a.org!



October 15-18, 2025

Birmingham, AL

82nd Annual ARA Convention & Expo

Score with ARA!
As the voice of the professional automotive recycling industry, the ARA is deeply committed to elevating the professional automotive recycling industry.

Learn more about ARA!
Contact Kelly Badillo, Senior Director of Member Services, at (571) 208-0428 Ext. 2 or kelly@a-r-a.org.



Advocacy Update from ARA

At the start of every new year, most state legislatures convene over the next six months to draft, consider, and vote on legislation. This is an especially important time for ARA, its members, and state associations because the next six months will have a consequential impact on the legal and policy landscape facing automotive recycling facilities.

Over the last several months, ARA's team has been preparing for the start of 2025 state legislative sessions. ARA staff has been meeting with state legislative staff, working with state automotive recycling associations, participating in state working groups, and advocating for policies that emphasize the importance of the automotive recycling industry.

When asked about the upcoming state sessions, Emil Nusbaum stated that, "I anticipate 2025 to be a busy year in state legislatures. Since January 1st, we have already reviewed 79 pieces of legislation. I expect multiple legislatures to consider policies for extended producer responsibility and vehicle traction battery management. These policies will have a profound impact on the automotive recycling industry and the implementation of similar laws and policies in other jurisdictions. It is crucial that ARA and its membership continue to be at the forefront of policy discussions and a leader on these issues." Throughout the next several months, ARA staff will work with its state associations and membership to protect and advocate on behalf of a stronger automotive recycling industry.

To get involved in ARA's government affairs efforts please contact Emil Nusbaum at emil@a-r-a.org.
—Article reprinted with permission from ARA

Compliance: OSHA Reporting Deadline

Facilities with 10 or more Employees must comply with the OSHA 300A Log injury and Illness Reporting Requirements. Establishments with 250 or more employees and 20-249 employees in certain high-risk industries, including auto and metal recycling, must submit information from their Form 300A by March 2nd each year. Facilities with fewer than 20 employees do not have to electronically submit the 300A Log. To report visit <https://www.osha.gov/injuryreporting/>

Both small and large sized facilities must POST the 300A Log in an employee accessible area from February 1st through April 30th each year. Facilities with less than 10 employees are NOT subject to the regulation. This compliance issue is one of the CAR Safety Standards.

OSHA believes electronic reporting of injury and illnesses will improve safety for workers. March 2nd is the deadline for electronically reporting your OSHA Form 300A data for the previous calendar year.

Automotive salvage facilities are categorized under the SIC (Standard Industry Classification) system as 5015 as utilized in stormwater permitting. That category generally stands for "used auto parts wholesale." In the other categorizing system called NAICS (North American Industry Classification System) auto salvage is classified as 423140 with the prefix 42 identifying the industry as a "wholesale trade" one of the identified industry types for annual electronic reporting of the OSHA 300A (Injury Summary Log) in addition to posting it in the workplace. Metal recyclers (SIC 5093 and NAICS 423930) as "Recyclable Merchant Wholesaler" is also identified as needing to report OSHA 300A log electronically given the same prefix 42 as auto recyclers. 🚗



Do You Need to File a Complaint on Unlicensed Vehicle Dealers?

ARM will file the complaint for you!

Contact the ARM office at
arm@mi.automotiverecycling.org
or 810-695-6760.

F.Y.I. The deadline for the next issue of the Automotive Recyclers of Michigan's *YardTalk* newsletter is **May 22, 2025**. If you would like to place an advertisement or submit an article, please call the ARM office at 810-695-6760.



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Dan McDonald

damcdonald@omnisource.com

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(517) 740-8046 cell