



PRESENTS

NORTHEAST[®] 2026



MARCH 20-22, 2026

Meadowlands Exposition Center
Secaucus, NJ

**CONFERENCE
JOURNAL**

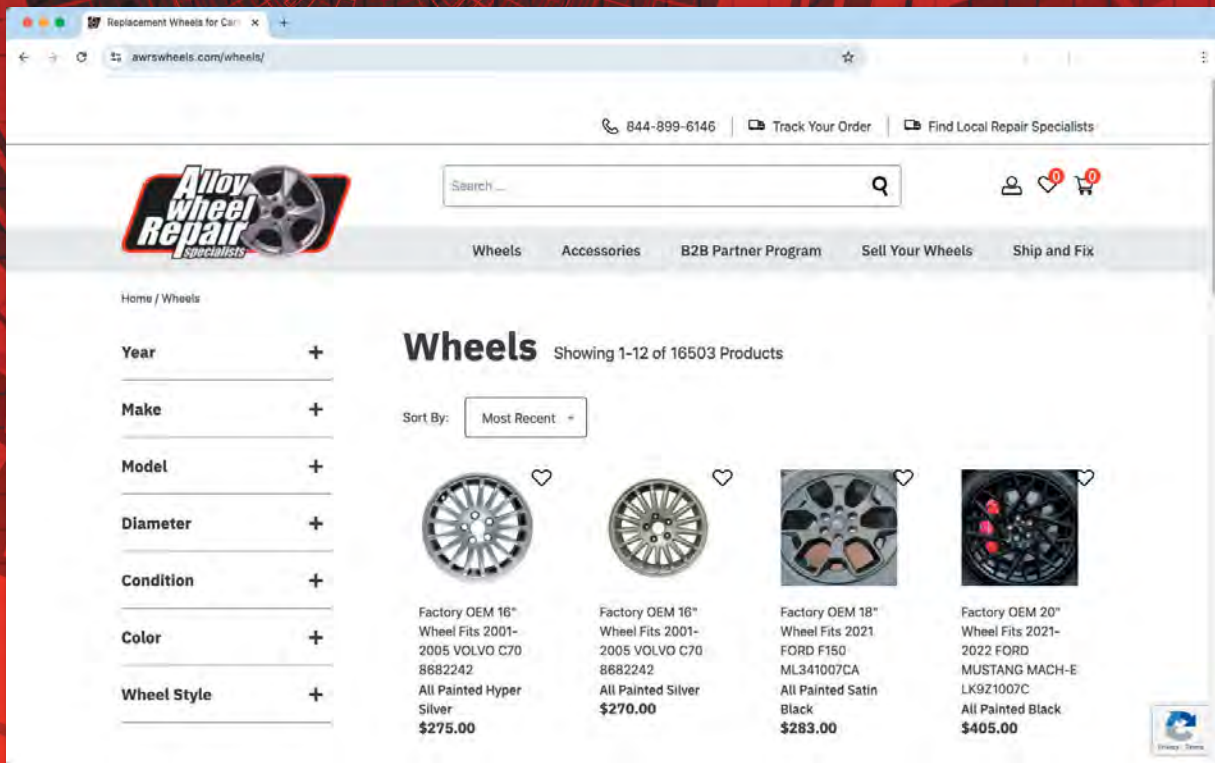
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Welcome to NORTHEAST[®]

On behalf of the Alliance of Automotive Service Providers of New Jersey (AASP/NJ), I am beyond thrilled to welcome you to our 49th annual NORTHEAST 2026 Automotive Services Trade Show!

Part of our mission as the voice of New Jersey's collision and mechanical repair industry is to make sure we are consistently providing valuable opportunities for success to all sectors of the industry. As I'm confident you'll see during this year's show, we have managed to do just that, with something for every show attendee to not just survive in today's turbulent industry, but to thrive.

At NORTHEAST 2026, you will have the chance to be part of a number of critical industry discussions on the hottest topics affecting today's repairer, from our FULL DAY estimating workshop co-presented by Mike Anderson (Collision Advice) and Benjamin Stephens (Matthew's Auto Supplies) to over a dozen sessions tackling customer excellence, P-Pages, shop futures, the Right to Appraisal (RTA), ADAS and so much more. This year, we are proud to also offer four exclusive classes to serve our growing mechanical division, sharing information on no starts, module programming, ADAS, TPMS and alignment, as well as two invigorating panel discussions presented in English, Spanish AND Portuguese for our non-native English speaking repair professionals. We are proud to present the most well-rounded educational slate we've ever had for NORTHEAST attendees, and I can't wait for you to experience it!

But that's not all that's happening at NORTHEAST 2026. There's our fourth annual Bodywork Bowl, the chance at \$5,000 in prizes through our NORTHEAST Dollars giveaways, Recycled Rides presenting a car to a deserving individual, and the Annual Young Technician Awards, presented by AASP/NJ with generous support from Spark Underwriters and World Insurance, where two deserving young techs or students will be acknowledged for their drive and passion in this industry.

And none of this happens without the support of the companies who fill our show floor with the tools, products, support and services you need to succeed. I personally am grateful for every single one of our 100-plus exhibitors and sponsors who have helped NORTHEAST grow into the second-largest event of its kind in the country.

I hope you find everything you are looking for at NORTHEAST 2026, and more. And I really hope you stop by AASP/NJ's booth at the front of the show floor, and learn what we're all about. We are working hard every day to make your life as a repairer the best it can be, and I'd love for you to join us. With your support, we can only get stronger. If you see me this weekend, please say hello! I look forward to meeting you.

And now, it's showtime!


Ken Miller
AASP/NJ President



NORTHEAST[®] 2026 Conference Journal

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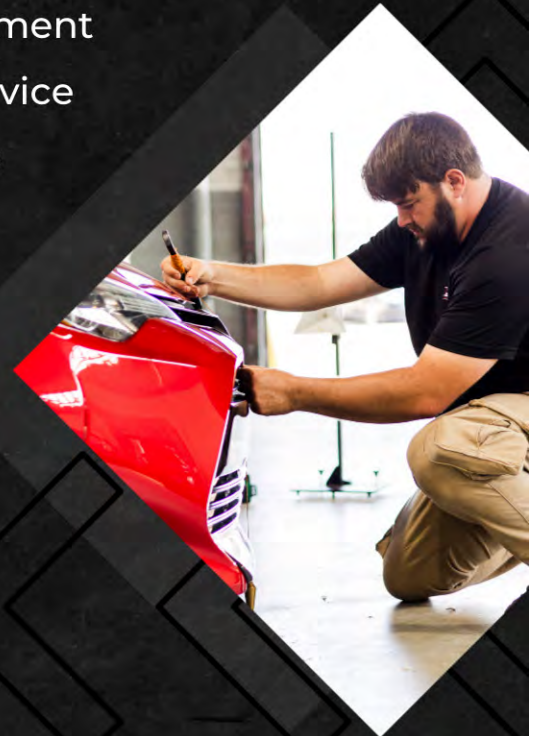
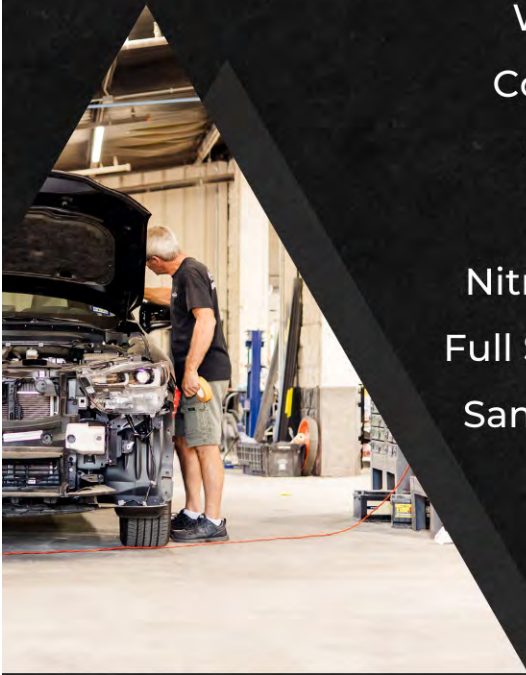
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FRIDAY, MARCH 20

8am - NORTHEAST Seminar Area

Estimating Is a Lifestyle: How Top Estimators Think, Document & Defend Repairs

Mike Anderson (Collision Advice) & Benjamin Stephens (Matthew's Auto Supplies)

The estimator is the single most influential role in a collision repair facility. In this information-dense, real-world session, Benjamin Stephens of Matthew's Auto Supplies breaks down how elite estimators think differently, identifying non-obvious operations, researching OEM repair requirements and documenting repairs in a way that is clear, thorough and defensible. Participants will gain access to a downloadable and repeatable parts-code system for not-included operations that leverages the CCC Guide to Estimating and the Database Enhancement Gateway (DEG) to their full potential. The session will also examine real-world Right to Appraisal outcomes from the vehicle owner's hired appraiser perspective. Whether you're new to estimating or highly experienced, you'll leave with immediately usable processes, stronger documentation strategies and a mindset shift that improves accuracy, profitability and confidence on every estimate.

The one and only Mike Anderson will be adding color commentary to Benjamin's presentation and will also lead attendees through an interactive session on the importance of identifying and performing safety inspections – and what to do when they just won't pay. We will round the day out with an open Q&A where you can ask Mike about ANYTHING in the industry!

5PM: TRADE SHOW OPENS

5:30pm - Seminar Room A

Excellence Wins: Redefining Customer Experience in Collision Repair

Kyle Bradshaw (K&M Collision)

In a market where claim counts are down and competition is tougher than ever, the difference between a good shop and a great one often comes down to how we serve people, not just how we repair cars.

In this session, Kyle Bradshaw shares real, day-to-day examples of how his team has built a culture focused on doing the small things with excellence: The kinds of details that earn trust, create loyalty, and turn a stressful repair experience into something customers actually appreciate.

Drawing inspiration from the principles behind *Excellence Wins* by Horst Schulze, co-founder and former president of the Ritz-Carlton Hotel Company, we'll explore what it looks like to bring Ritz-Carlton-level service into the collision repair world in a way that's practical, repeatable, and rooted in real shop life. Through honest discussion and actionable takeaways, Kyle helps fellow repairers see how small acts of consistency and care can set their business apart, especially when times are lean.

5:30pm - Seminar Room B

P-Pages For Running Your Business Like a Boss

Rachel James (Torque Financial Group) & Sean Preston (Coverall Law)

You know the P-pages for estimating. Now it's time to learn the P-pages for elevating your business.

In this powerful and practical session, Rachel James of Torque Financial Group and Sean Preston of Coverall Law will walk you through the "business P-pages" that collision repair shop owners need to truly run their business like a boss. Just like estimating P-pages distinguish between included and not included operations, we'll help you uncover the critical elements that have been missing from your business playbook, from legal structures and succession planning to wealth building and cash flow control.

We'll cover the essential procedures for:

- Protecting your business and your family with the right legal and financial foundation
- Managing operational risk and preparing for the unexpected
- Understanding where your money is parked, and whether it's working for you
- Building generational wealth and planning strategic exits

Whether you're trying to survive or ready to scale, this session will help you stop working in the shop and start leading like a CEO. Your repair knowledge got you here — but Fortune-500 strategy will take you to the next level! their own research, the resulting outcomes and changes to their systems, and how the response and documentation from the IPs can provide opportunities to document variations in the refinishing process.

7:30pm - Seminar Room A

The Collision Evolution: A Decade of Change in a Single Year — Tools, Training, and Truths for the Modern Shop

Brian Evces & Josh Cascanet (AirPro Diagnostics)

The automotive industry is transitioning further into highly connected, AI-driven mobility hubs. This conversation explores the way the industry is changing to include cloud-based AI diagnostics, system connectivity and how "big tech" is redefining ADAS and vehicle repairs. Will you be ready?

Three takeaways for attendees:

- *The Shift to Centralized AI Supercomputing: ECUs to centralized "Vehicle Brains."* While current cars use 100+ small computers, the next generation delivers 8x the power of previous systems. This single "Supercomputer" architecture will be managing everything from Level 4 ADAS and Autonomous Driving to real-time Infotainment.
- *The Evolution of the "Hybrid" Technician:* The 2025 technician will be forced to evolve. Proficiency in traditional mechanics is no longer enough; success now requires mastery of IT processes, high-voltage isolation protocols, and Level 4 ADAS operations (SAE 5 Levels of Autonomy). Technicians who fail to adopt these digital skill sets are already behind the market curve.
- *Connectivity and Data as the New "Service Standard":* Connectivity is no longer an option; it is a primary diagnostic tool. Through V2X (Vehicle-to-Everything) and Cloud Computing, vehicles now exchange real-time data with infrastructure and other cars to predict failures before they happen.

7:30pm - Seminar Room B

The Next Chapter of Your Life: Three Owners, Three Decisions, Three Very Different Outcomes

Laura Gay (Consolidation Coach) & Matt DiFrancesco (High Lift Financial)

This session walks through three real-world collision shop owner case studies, drawn from actual client experiences, to illustrate how different leadership and planning decisions can lead to very different long-term outcomes.

Rather than promoting a specific exit path, the presentation focuses on the decisions owners make years before a transition, and how those decisions shape optionality, value, and personal freedom. By comparing internal transfers and third-party sales across different scenarios, attendees gain practical insight into what truly drives successful outcomes.

10PM: TRADE SHOW CLOSSES

SATURDAY, MARCH 21

8am - Seminar Room A

I-CAR Ford Collision Repair Workshop

Gerry Bonanni (Ford Motor Company) & Bud Center (I-CAR)

This 1-hour presentation with Q&A will cover the how and why Ford designs its vehicles to improve repairability and reduce total loss. There is no I-CAR credit for the workshop and free to attend.

8am - Seminar Room B **MECHANICAL CLASS!**

Fixing the NO Start

Ira Waldman & Tim Iezzi (Expertech Automotive Training & Consulting)

When it comes to a "NO Start", we all know there are some basic questions we must ask ourselves with every car: Does it have a spark and an injector pulse? Is there fuel pressure – and is it the correct fuel pressure? Is it breathing, and do we have all these things at the right time? Is it in theft? What part does Cam / Crank synchronization play? Whether your customer base is mostly Domestic or Import, this class will benefit all your technicians and ultimately make you more money.

10AM: TRADE SHOW OPENS

10am - Seminar Room A **PANEL DISCUSSION**

Using Your Right to Appraisal: A Practical Guide for Collision Repairers

Panelists: Jerry McNee (Ultimate Collision Repair); Sean Preston (Coverall Law); Justin Lewis (Accurate Auto Body & WICRA); Kyle Bradshaw (K&M Collision); Moderated by Liz Stein (Certified Collision Group)

When an insurer's estimate doesn't match what it really takes to repair a vehicle safely, the right to appraisal can be a powerful – but often misunderstood – tool in

the collision repair process. This panel brings together experienced shop owners and industry advocates to walk you through when and how to invoke appraisal, what it costs, and how to prepare airtight documentation that supports OEM-compliant repairs and empowers your customer to advocate for safe and proper repairs. Panelists will share real case outcomes, legal victories in making RTA law in their state and discuss pushbacks and successes along the way. Attendees will leave with a better understanding of how to protect their customers, get paid for proper repairs, and make RTA a normal part of their claims resolution process.

10am - Seminar Room B **MECHANICAL CLASS!**

Precision ADAS: Mastering Repair & Calibration *Chris Sobieski (Snap-On Equipment)*

Participants will gain a clear understanding of ADAS components, features, and how these systems support collision avoidance and driver safety. The course also covers practical repair techniques and calibration procedures to demonstrate the importance of ensuring sensors and cameras are accurately aligned and functioning correctly after a collision repair.

12pm - Seminar Room A

AI: Demystifying and Helping Shops Learn How to Leverage it

Craig Stevens (CCC Intelligent Solutions)

Artificial intelligence is no longer a future concept in collision repair. In this session, CCC demystifies AI by separating real capability from industry buzz, and by showing how AI is being applied today within CCC ONE®.

Attendees will leave with clarity on where AI is already delivering value today, how CCC is approaching AI within CCC ONE®, and what the next evolution of intelligent assistance in collision repair may look like.

12pm - Seminar Room A **MECHANICAL CLASS!**

Introduction to Module Programming *Ira Waldman & Tim Iezzi (Expertech Automotive Training & Consulting)*

This class will cover how to program GM and Chrysler modules using both OEM and aftermarket tools. We will go over what you need to know to successfully program modules. If you want to expand into the world of module programming this class is for you! Working With GM Techline Connect and Chrysler WITECH.

1pm: RECYCLED RIDES PRESENTATION - BOOTH 607

2pm - Seminar Room A

Unlocking Repairability

Emma White (KECO Body Repair Products)

Unlocking Repairability explores how modern Glue Pull Repair (GPR) techniques allow collision technicians to correct damage with greater control, reduced invasiveness, and improved panel integrity. The session walks through KECO's methodology for assessing damage, applying lateral tension, and managing metal flow to restore repairable panels that might otherwise be replaced or stud-welded. Attendees gain practical insight into when and how to use GPR to increase repairability, improve outcomes, and streamline workflow in today's collision shops.

2pm - Seminar Room B **MECHANICAL CLASS!**

TPMS & Alignment: Turning Two Overlooked Systems into Reliable Profit Centers

Kenneth Pollin (NAPA)

Modern vehicles rely heavily on tire pressure monitoring systems (TPMS) and proper wheel alignment, not just for tire life, but for safety systems, vehicle handling, and customer trust. Yet many repair shops either underutilize these systems or treat them as unavoidable headaches rather than opportunities.

In this 60-minute session, Kenneth Pollin, Technical Sales Specialist with NAPA Auto Parts, will walk attendees through a practical, business-focused approach to integrating TPMS and alignment into daily shop operations in a way that increases profitability, reduces comebacks, and strengthens customer confidence.

2pm: AASP/NJ YOUNG TECHNICIAN AWARDS PRESENTATION - BOOTH 001

4pm - Seminar Room A **PANEL DISCUSSION**

Survey Says: NORTHEAST Tackles In-House vs. Outsourcing ADAS

Panelists: Joel Adcock (Revv); Josh Cascanet (AirPro Diagnostics); Steve Dawson (Hunter Engineering); Troy Domstead (Car ADAS Solutions); Ben Johnson (asTech Repairify); Erin Solis (Square One Systems); Chris Sobieski (Snap-on Equipment);

Joffrey Starcher (TEXA); Moderated by Liz Stein (Certified Collision Group)

To keep ADAS in-house, or sublet? That is the question, among many others! In this lively, Family-Feud style session, moderator Liz Stein (CCG) and our panel of leading ADAS companies will explore today's most common questions and misconceptions to help you determine what's right for your shop.

4pm - Seminar Room B **PANEL DISCUSSION EN INGLES Y ESPAÑOL!**

"Driven Together": Automotive Course for Entrepreneurs

Panelists: Willie Tolbert (Business Coach); Joe Amabile (Instructor); Alexandra Amabile (Sheetmetal and Paint); David Gigante (Dealership Body Shop Manager); Under the Direction, Approach & Vision of Adele Rivas (Koplin Auto Body)

Join Adele Rivas (Koplin Auto Body) along with a VIP panel of guest speakers as we gather to change our business mindset by looking to the future! Our mission is to empower everyone who is part of, or wants to be part of, the great automotive repair industry of the US. Our business inspiration is based on helping entrepreneurs with a fighting spirit to achieve their goals of development and progress. Let us help you prepare to grow your business!

****Private reception immediately to follow!****

5PM: TRADE SHOW CLOSURES

SUNDAY, MARCH 22

9am - Seminar Room A

The Margin Squeeze: Why Collision Profits Feel Tighter in 2026

Ian Szilagyi (OEC)

Why are margins feeling tighter around your collision shop, even when you're busy? Most shop owners and operators know parts costs are rising, but it's not just inflation. In this session, we break down the real forces impacting parts pricing and creating margin pressure by analyzing millions of actual ecommerce transaction records. Attendees will see how collision parts inflation differs from broad economic indicators and why price increases vary widely across commodities, sheet metal, and electronic components. We will also look at the widening gap between list price, estimate price, and invoice price to uncover where margins are being squeezed and why traditional discount structures are no longer cutting it. Finally, this session will close with a look at how ADAS and system-based components are accelerating repair complexity and reshaping margins heading into 2026.

9am - Seminar Room B

PANEL DISCUSSION - EN INGLES Y ESPAÑOL!

"Driven JUNTOS": Curso Automotriz para Emprendedores

Panelists: Willie Tolbert (Business Coach); Joe Amabile (Instructor en Auto Collision Technology); Alexandra Amabile (Especialista en Chapa y Pintura) David Gigante (Gerente, Planet Honda Auto Repair Body); Bajo la dirección, el enfoque y la visión de Adele Rivas (Koplin Auto Body)

Aprendamos JUNTOS el maravilloso mundo AUTOMOTRIZ con Adele Rivas (Koplin Auto Body) y VIP panelistas en una discusión para manejar su negocio exitosamente y de manera creativa, y cambiar en la forma de manejar nuestro negocio

Es empoderar a todos los que son parte o quieren ser parte de la gran industria automotriz en USA. Nuestra inspiración empresarial se basa en ayudar a los emprendedores con el espíritu de lucha por alcanzar sus propósitos de desarrollo y progreso.

9am - SHOW FLOOR BOOTH #313

Taking the Blind Spots Out of ADAS Calibration

Steve Dawson (Hunter Engineering)

On-the-floor session covering the basics of ADAS, some of the pitfalls, miss information and how you can be a part of this growing market.

10AM: TRADE SHOW OPENS

11AM: BODYWORK BOWL AWARDS - BOOTH 645

3PM: TRADE SHOW CLOSURES

***Schedule subject to change.**

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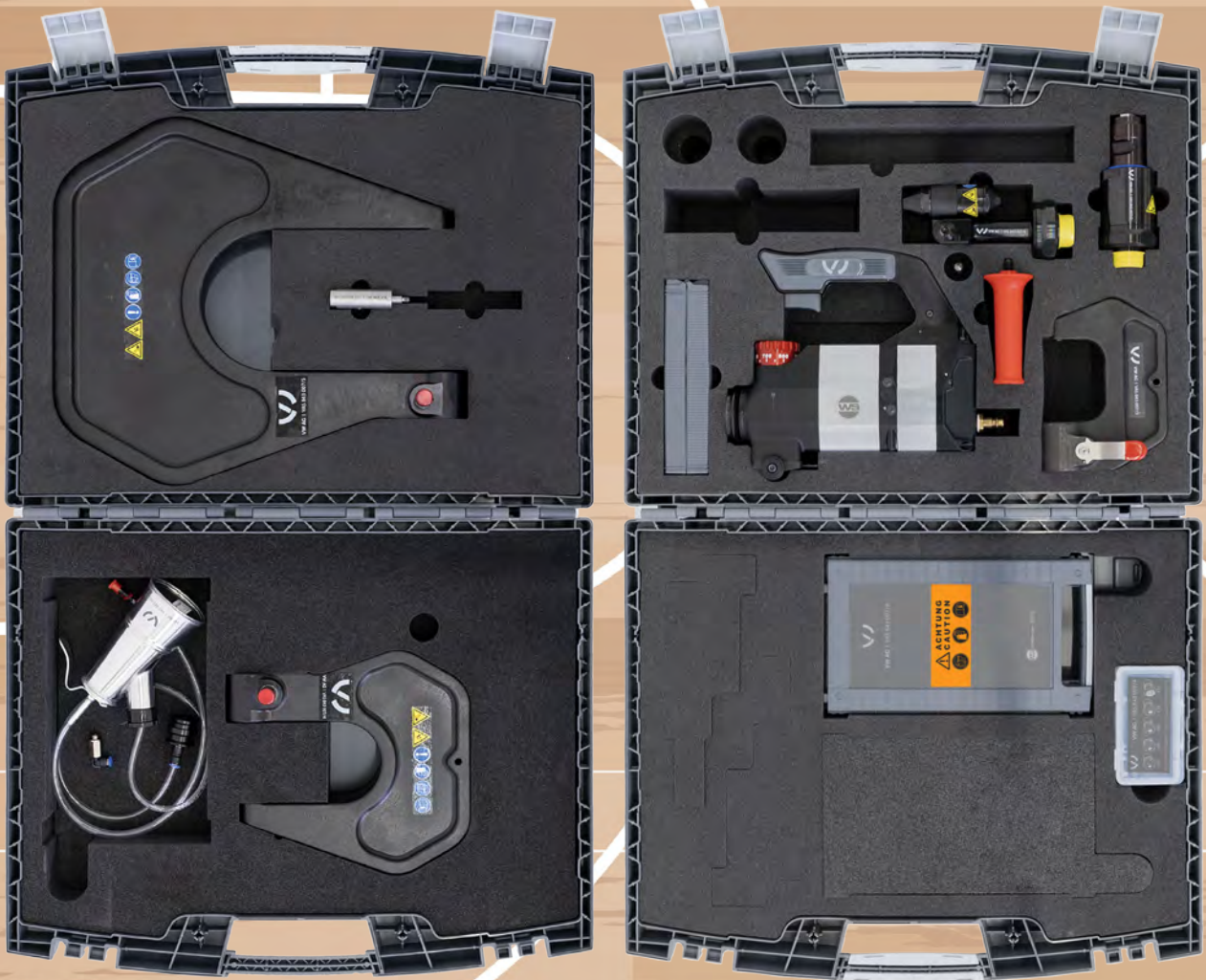
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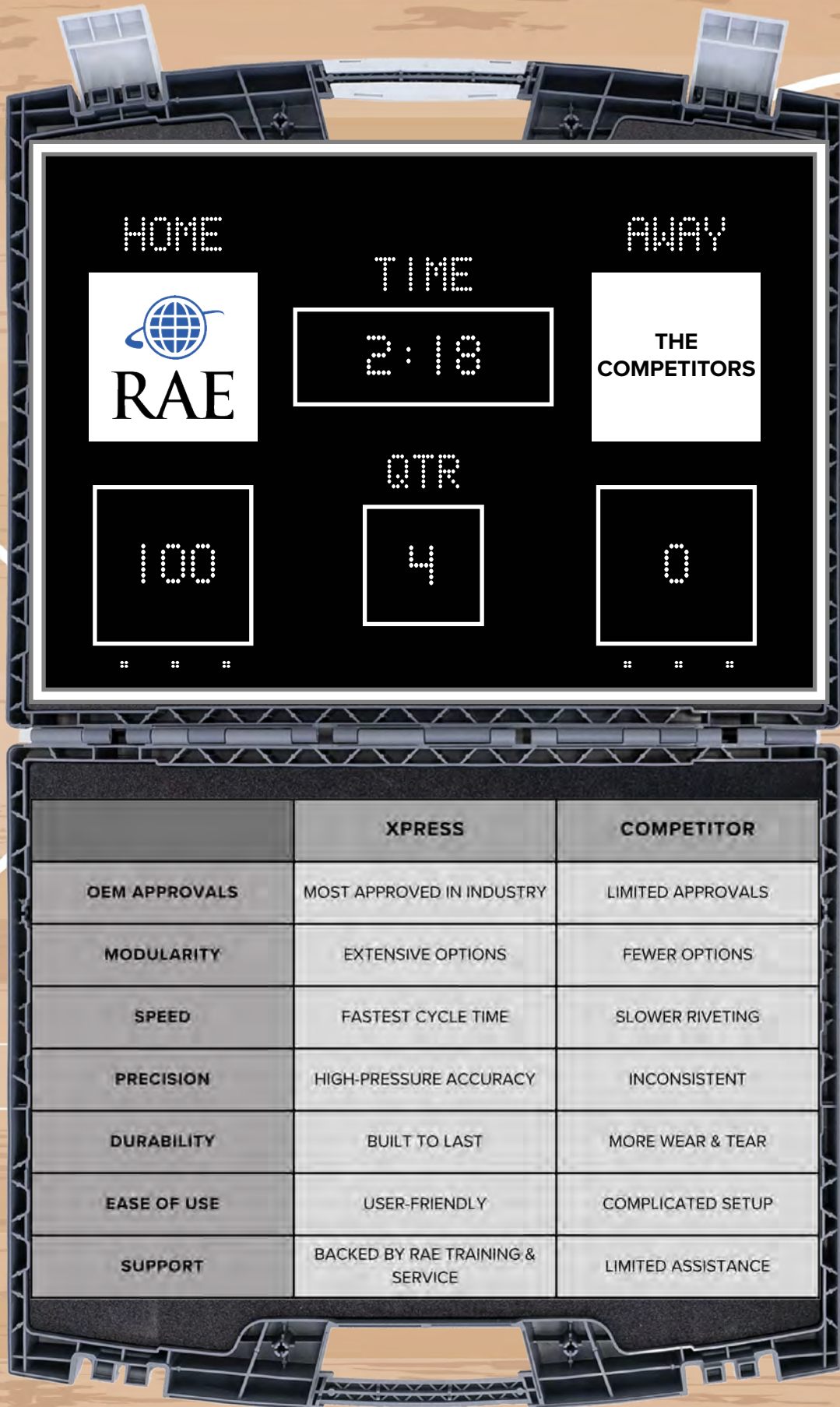
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today as ABD. Today, ABD is a thriving business and a force in the industry, and provides stockholders with shop supplies and paint at huge savings in addition to the best hard parts discounts. We thank you for your support!

Our business model is unique in that our primary goal is to create savings and support for our shareholder members. Our high volume purchasing gets us the best pricing from our suppliers, which we then pass on to our members with minimal markups that cover our overhead costs. And, for the past several years, when we find ourselves with excess profit, we dividend that money right back to our members.

To learn more about ABD, please call (973) 373-7100. We look forward to seeing you at the NORTHEAST TRADE SHOW!

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Gene Bilobram will be at AASP/NJ's NORTHEAST 2026 Automotive Services Show March 20-22, and he is prepared to help your shop succeed in a number of ways year-round. Gene is dedicated to helping collision repair facilities protect their revenue, strengthen customer relationships, and navigate complex insurance challenges with practical strategies designed to

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PORSCHE

produce predictable outcomes and proper compensation.

Services include addressing insurer short pays; assistance with total loss valuation, diminished value and loss of use solutions to help shops receive fair compensation while reinforcing customer satisfaction and loyalty.

Additional support includes helping shops secure proper compensation for vehicle storage in their Duty to Protect responsibilities, as well as guidance on leveraging Right to Appraisal (RTA) and Assignment of Benefits (AOB) when insurers

fail to honor reasonable repair costs. Gene is an advocate to have in your corner when navigating insurer misapplication of Section 64, building and managing comprehensive parts code tables, and effectively responding to common insurer objections like “we don’t pay for that.”

In collaboration with The Law Offices of Thomas J. Cherichello, the next level of dispute resolution is an almost seamless transition when an untenable impasse occurs with an insurer that has no interest in settling amicably. Attorney Cherichello has

many certifications, including OEM, and has worked for multiple insurers before becoming a licensed attorney. You won’t find a more knowledgeable and formidable lawyer that understands your business and the proper repair process, as well as the laws that make insurer “gaslighting” unsustainable.

With a vast knowledge of regulatory language, Gene also works with shops to educate customers before insurer messaging undermines the repair process or steers your customer away. Gene’s goal: equipping collision repair professionals with the tools, knowledge, and strategies needed to secure proper payment, improve operational consistency, and strengthen long-term customer trust.

Contact Gene at 844-382-7226 or laceyappraisal@aol.com.

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How to handle, "We don't pay for that." "You're the only one asking for it."



Insurers Gone Rogue: The misapplication of Section 64. (In partnership with The Law Offices of Thomas J. Cherichello.)

Throwing a monkey wrench into the Insurance disinformation machine: Educating your customers before the Insurer propoganda scripts steal your work.



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BOOTH 601

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Not surprisingly, this unique business philosophy has paid off. Currently serving most of New Jersey and parts of New York, Pennsylvania and Staten Island, the Maxon Wholesale Parts Division

boasts an 8,000-square-foot warehouse and \$1.5 million in OEM collision and mechanical parts. This extensive inventory is constantly on the road, with same day, next-day, and even Saturday deliveries available to help customers whenever their parts needs arise.

Maxon Buick GMC Hyundai is a longtime supporter of AASP/NJ's annual NORTHEAST Automotive Services Show. "NORTHEAST gives us the opportunity to see literally thousands of current and potential customers," Weber explains. Show attendees are invited to visit NORTHEAST Booth #305 to play a hand of blackjack to win \$50 in dealer credit AND bring home a cigar hand-rolled on-site!

The Maxon parts team is looking forward to meeting YOU at NORTHEAST 2026, and encourages you to contact them for more information on what Maxon's top-notch service will mean for your business. To learn more about Maxon, please call toll-free at (800) 964-7281 or visit www.yesmaxon.com.

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continued on pg. 34



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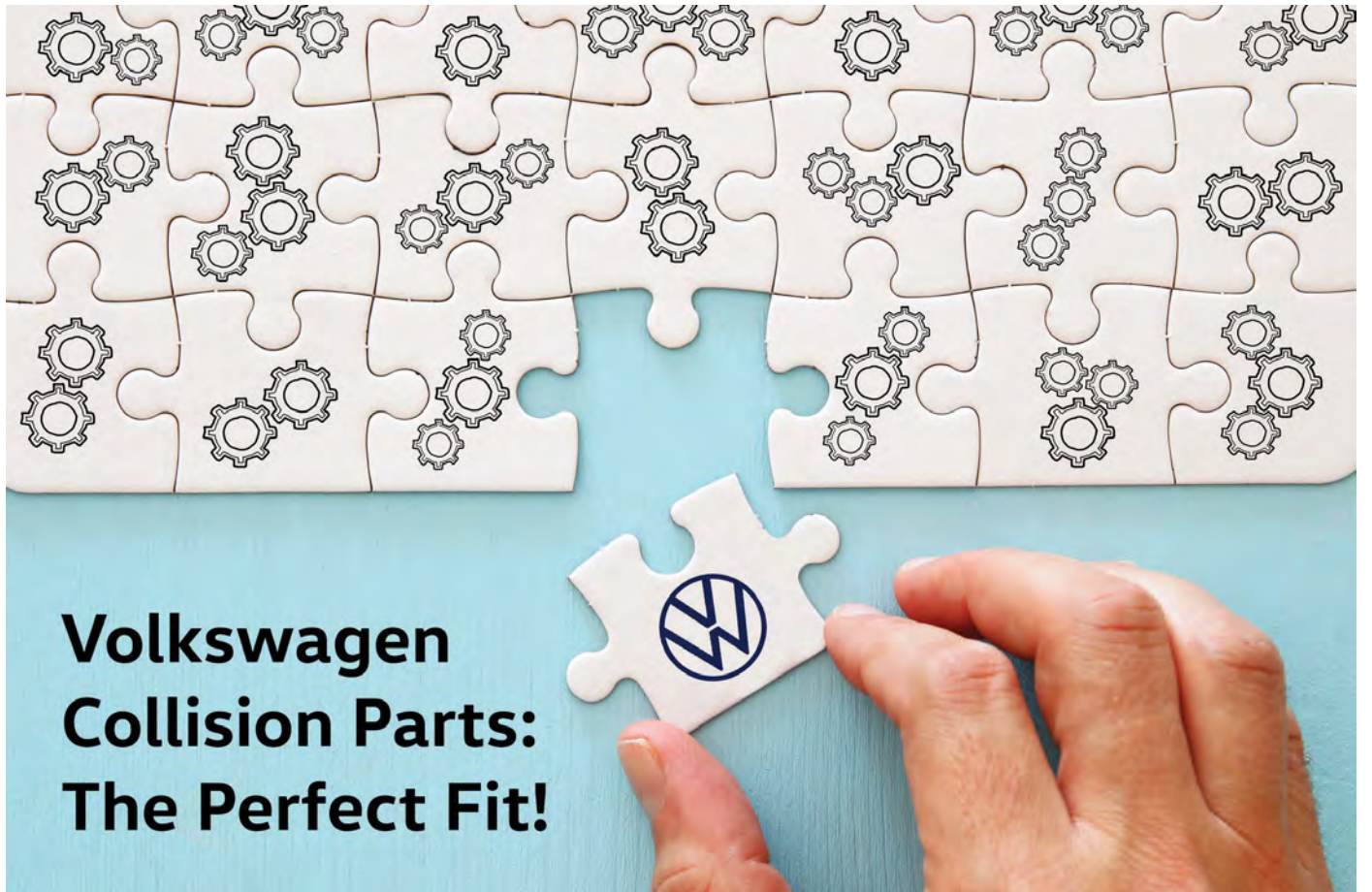
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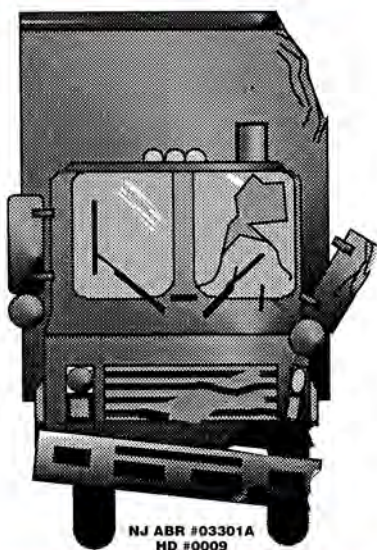
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