

Serving the New England Collision and Mechanical Repair Industry

N E W E N G L A N D AUTOMOTIVE REPORT

"Your Massachusetts
Auto Body Association"



June 2026
U.S.A. \$5.95

SHOP CULTURE: FUELING THE WORKFORCE



Making More
WITH LESS CARS

A New Sales Tax Law –
AND A NEW RISK

grecoPublishing.com

COLONIAL AUTOMOTIVE GROUP

We provide the highest level of customer-friendly service through our knowledgeable and helpful personnel!

WE WANT TO EARN YOUR BUSINESS!



COLONIAL NISSAN
104 Mystic Avenue
Medford, MA. 02155
Phone Number: 781-395-3025
FAX Number: 781-475-5063



**COLONIAL HONDA
OF DARTMOUTH**
225 State Road (Rte. 6)
Dartmouth, MA. 02747
Parts Direct: 508-997-2919
FAX Number: 508-730-6578



COLONIAL CADILLAC
201 Cambridge Road
Woburn, MA. 01801
Phone Number:
781-935-7009
FAX Number:
781-933-7728



NORTH END MAZDA
757 Chase Road
Lunenburg, MA. 01462
Phone Number: 800-322-1241
FAX Number: 978-582-9841



CITY SIDE SUBARU
790 Pleasant Street
Belmont, MA. 02478
Phone Number: 617-826-5013
FAX Number: 617-489-0733



**COLONIAL FORD
OF PLYMOUTH**
11 Pilgrim Hill Road
Plymouth, MA. 02360
Phone Number: 800-233-8109
FAX Number: 508-830-1658



COLONIAL VOLKSWAGEN
89 Turnpike Road (Rte. 9)
Westborough, MA. 01581
Phone Number: 888-322-6570
FAX Number: 508-616-0445



COLONIAL SOUTH CHEVROLET
361 State Road (Rte. 6)
Dartmouth, MA. 02747
Phone Number: 508-996-6266
FAX Number: 508-979-1219

NORTH END SUBARU
757 Chase Road (Rte. 13)
Lunenburg, MA. 01462
Phone Number: 877-289-0053
FAX Number: 978-582-9843

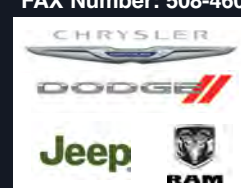
**COLONIAL FORD
OF MARLBOROUGH**
428 Maple Street
Marlborough, MA. 01752
Phone Number: 888-460-1125
FAX Number: 508-460-3464

**COLONIAL VOLKSWAGEN
OF MEDFORD**
162 Mystic Avenue
Medford, MA. 02155
Phone Number: 781-475-5200
FAX Number: 781-391-3506

COLONIAL CHEVROLET
171 Great Road
Acton, MA. 01720
Phone Number: 800-787-2787
FAX Number: 978-263-8587



**COLONIAL CHRYSLER
JEEP DODGE-RAM**
24 Coolidge Street (Rte. 62)
Hudson, MA. 01749
Phone Number:
978-568-8000
FAX Number: 978-562-1213



**COLONIAL SOUTH
CHRYSLER JEEP
DODGE-RAM**
42 State Road (Rte. 6)
Dartmouth, MA. 02747
Phone Number:
508-984-1900
FAX Number: 508-996-5801

WELLESLEY VOLKSWAGEN
231 Linden Street
Wellesley, MA. 02482
Phone Number: 800-228-8344
FAX Number: 781-237-6024
Contact: Dan Bettencourt /
Wholesale Parts Manager

COLONIAL WEST CHEVROLET
314 John Fitch Highway
Fitchburg, MA. 01420
Phone Number: 978-345-5532
FAX Number: 978-345-1152

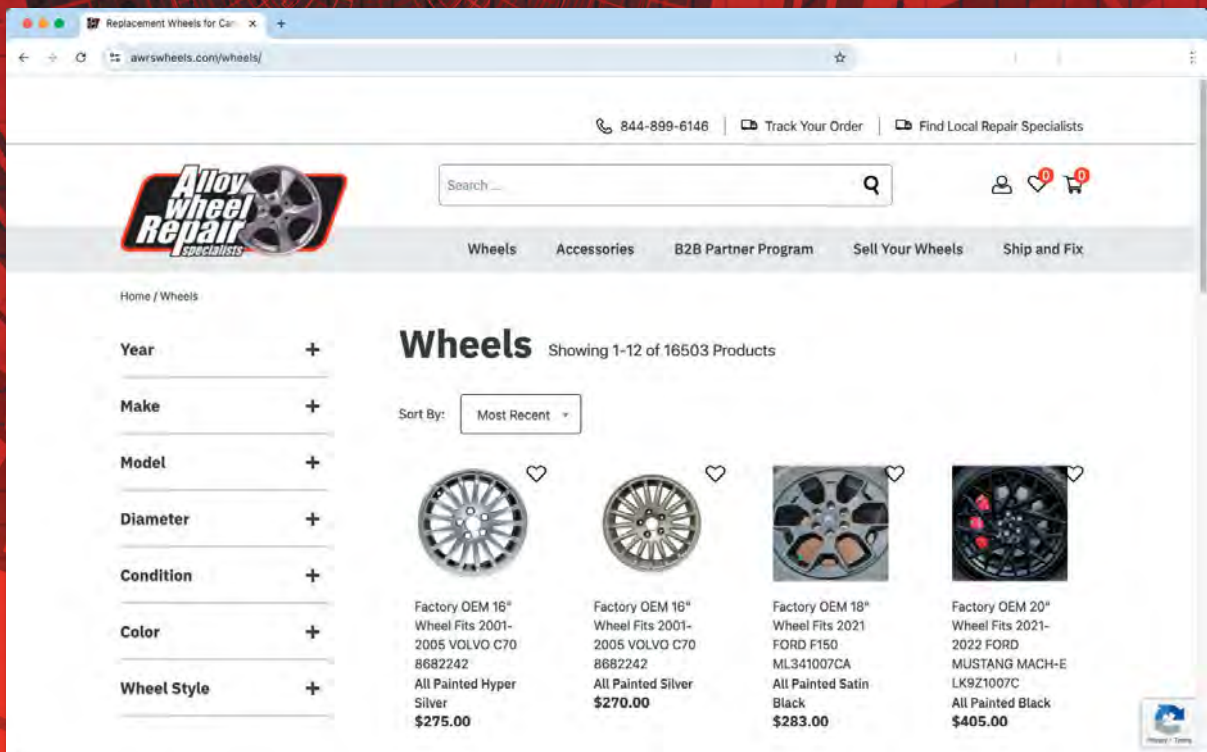
- ***We carry over \$2,000,000 in collision & mechanical parts***
- ***Daily UPS shipping available***
- ***Servicing Massachusetts, Rhode Island and New Hampshire***
- ***We build our reputation on providing you the best SERVICE!!***

Place any order online with our parts order form at www.buycolonial.com

THE ALLOY WHEEL REPAIR SERVICES YOU NEED... NOW JUST A CLICK AWAY!

AWRSWHEELS.COM

is your online source for a wide range of wheels, accessories and more. From painting your rims to straightening a wheel and everything in-between, our team at Alloy Wheel Repair Specialists is here to help!



Lifetime Warranty

Feel confident that your wheel repair was done right.



AWRS Guarantee

Experience peace of mind with our exceptional service and top-quality results.



Flexible Shipping Options

We offer a variety of shipping options to ensure you get your wheels quickly and conveniently.

You Fix the Body... We'll Fix the Wheels!



Refinishing | Straightening | Reconditioning | Custom Coloring | OEM Wheel Sales

Rise above them all with 100 Line.

Lead the industry by becoming the fastest, greenest and most colorful – with 100 Line.



A brand of BASF –
We create chemistry



PROVEN
PERFORMANCE

100 Line leads the industry in every way so you can fly higher than anyone. With up to 40% shorter process times it's the fastest in the industry.¹ You can match every single color with 100% accuracy thanks to the world's most comprehensive color database. And when it comes to VOC levels, 100 Line outperforms them all, remaining under 250g/l, which is 40% below the legal limit, and maintains this low level regardless of temperature conditions. More speed, more color, more sustainability. Soar above them all with 100 Line.

glasurit.com

¹ Compared to a standard basecoat line in the market.

DEPARTMENTS

PRESIDENT'S MESSAGE

6 | **Know Better, Do Better**

by Matthew Ciaschini

EXECUTIVE DIRECTOR'S MESSAGE

8 | **There is Only One Way - The Right Way**

by Evangelos "Lucky" Papageorg

LOCAL NEWS

10 | **MABA Community Learns How to Make More with Less Cars**

by Alana Quartuccio

VENDOR AFFINITY PROGRAM SPOTLIGHT

18 | **Don Kennett Supports New England Shops and Community**

by Katie Agnello

NATIONAL NEWS

28 | **CIC Recap: State Farm Called Out for Systematic Tactics**

by Alana Quartuccio

ALSO THIS ISSUE

71 | **MABA MEMBER APPLICATION**

191 | **MABA VENDOR AFFINITY PROGRAM SPONSORS**

COVER STORY



22 | **Shop Culture: Fueling the Workforce**

by Chasidy Rae Sisk

LEGAL PERSPECTIVE



32 | **A New Sales Tax Law - and a New Risk: Why Insurer Reporting May Not Reflect Your Shop's Reality**

*by Sean G. Preston, Esq.,
Managing Attorney, Coverall Law*



MATTHEW CIASCHINI

There's a phrase I keep coming back to lately: **when you know better, you have to do better.**

Simple, right? Six words. Fits on a bumper sticker. Sounds great at a conference. Then you're actually standing in your shop – torque wrench in one hand, OEM procedure in the other – and some portal is flashing red because you dared to bill for a calibration that the vehicle physically requires. Suddenly, that bumper sticker starts to feel a little thin.

But it's still true. So, let's talk about it.

Being a repair expert is not just a title on your door or a line in your marketing. It is an obligation. In today's collision world, the old "looks okay to me" standard isn't just dead – it's dead and buried with a strip mall built on top of it. Modern vehicles are rolling super-computers wrapped in high-strength steel with sensors tucked into every crease and corner. Cameras. Radars. Ultrasonic sensors doing God-knows-what behind a bumper cover. If you know that – and you do, because you live it every day – then you own it. And once you own it, you are obligated to repair the thing correctly. Not the convenient way. Not the "let's just get it out the door" way. Not the way that makes somebody's spreadsheet feel warm and cozy. And definitely not the way the insurer wants to reimburse the insured/claimant.

That sometimes means protecting customers from their own confident wrongness. We've all heard: "I just tapped a pole, I don't need the blind spot monitor re-calibrated." Sure. Maybe. And maybe your vehicle's radar is now looking slightly left of where it thinks it's looking, and someday, that gap is going to matter at 70 miles an hour. The radar does not care how minor the story sounds. If the OEM says check it, you check it. If the OEM says

aim it, you aim it. If a damaged cover is sitting in a radar zone and the OEM says replace it rather than fill and paint it – well, there's your answer. The vehicle gets the last word. It always has.

It also means pushing back when an insurer leans on a third-party matrix, a canned table or an outsourced opinion that declares a required procedure "not necessary." If the service information says it's required, that is the standard. Full stop. The owner's manual, OEM repair procedures and position statements do not lose an argument because some portal turned a line item red and played an error sound. That's not how engineering works. Shops across the country continue to report carrier friction over OEM procedures, and some programs now try to funnel calibration decisions through preset pricing tables. Efficient on a spreadsheet? Sure. Correct on the vehicle? That's a completely different question, and the answer is often no.

And while we're on the subject of things that are useful tools right up until somebody starts treating them like divine revelation, let's talk about estimating systems.

A wheel cover does not leap out of the box, line itself up and torque itself or even snap onto the car. A bracket does not transfer itself. Clips do not organize their own little reunion and reinstall themselves. I feel like this should not need to be said out loud, and yet here we are. The estimating guides themselves – the ones insurers love to wave around – explicitly state that not-included operations were not considered in published times and should be added when required. That's not me editorializing. That's the database talking. So, when the database misses labor, a human

continued on pg. 14

AUTOMOTIVE REPORT

STAFF

PUBLISHER

Thomas Greco | thomas@grecopublishing.com

VICE PRESIDENT/SALES DIRECTOR

Alicia Figuerelli | alicia@grecopublishing.com

EDITORIAL DIRECTOR

Alana Quattuccio | alana@grecopublishing.com

OFFICE MANAGER

Donna Greco | donna@grecopublishing.com

PRODUCTION COORDINATOR

Joe Greco | joe@grecopublishing.com

CREATIVE/PRODUCTION MANAGER

Katie Agnello | katie@grecopublishing.com

PUBLISHED BY: Thomas Greco Publishing, Inc.
244 Chestnut Street, Suite 202, Nutley, NJ 07110
Corporate: (973) 667-6922 / FAX: (973) 235-1963

www.grecopublishing.com

TGP
INC.



New England Automotive Report is published monthly by TGP, Inc., 244 Chestnut Street, Suite 202 Nutley, NJ 07110. Distributed free to qualified recipients; \$48 to all others. Additional copies of New England Automotive Report are available at \$5 per copy. Reproduction of any portions of this publication is specifically prohibited without written permission of the publisher. The opinions and ideas appearing in this magazine are not necessarily representations of TGP Inc. or of MABA. Copyright © 2026 by Thomas Greco Publishing, Inc. Images courtesy of www.istockphoto.com

6 June 2026 *New England Automotive Report*

MABA EXECUTIVE COMMITTEE

President

Matthew Ciaschini

Vice President

Douglas Begin

Treasurer

Dana Snowdale

Secretary

Don Dowling

MABA STATEWIDE DIRECTORS

Legislative Director At-Large

Brian Bernard

Collision Director At-Large

Dan Wenzel

Immediate Past President

Kevin Gallerani

MABA DIRECTORS

ZONE 1

Jimmy Kelsey
Mike Penacho

ZONE 2

Nick Franchi
Tom Lucas

ZONE 3

Gary Cloutier
Andrew Potter
McColl Rhodes

ZONE 4

J.R. Force
Rick Starbard
Jeff White

Affiliate Directors

C.J. Ellis
Russ Oagles
John Studer

Affiliate Directors

Steve Proia

Affiliate Directors

Mike Nawrocki
Scott Thompson

Affiliate Directors

Dean Luther
Jayce Mitchell
Gregg Tanguay
Scott Varney

MABA ADMINISTRATIVE OFFICE

MABA Executive Director

Evangelos "Lucky" Papageorg

MABA Administrative Assistant

Alana Quattuccio

P. O. Box 850210
Braintree, MA 02185
617-574-0741



MABA
P.O. BOX 850210
Braintree, MA 02185
Phone: 617-574-0741
Email: admin@massautobody.org

Be a Part of the Fix in '26! Join MABA Today!

Membership Application 2026-2027

Please complete this form and return to our office via mail or email with your dues payment. Thank You!

BUSINESS INFORMATION

Massachusetts Shop Registration # _____ Total number of Staff (Techs, office, Mgrs) _____

Company's Official Name: _____

Business Physical Address: _____

Business Mailing Address (If Different): _____

Telephone Number: (____)-____-____ Fax: (____)-____-____

DUES STRUCTURE. Collision Shop Annual Dues: **\$650 / 12 Months***



SCAN TO JOIN!

PRIMARY BUSINESS CONTACT

Name: _____

Email: _____

As a member in good standing, your shop **WILL BE** listed on our website. [Click here](#) ☐ if you do not want your shop listed on our website map for potential customers to find you. If you have any questions about this benefit, call (617) 574-0741, ext. 1.

Yes ☐ Please send me information regarding the following **MONEY SAVING BENEFITS:**

- ☐ Healthcare plan ☐ Dental, Vision plan ☐ PFML savings program ☐ Credit card processing
☐ Grant writing/training ☐ Google presence optimization ☐ All benefits

PLEASE ENCLOSE PAYMENT WITH YOUR MEMBERSHIP APPLICATION

Check# : _____ (IF collision shop please note your RS# on the memo line of the check) OR

CC #: _____ EXP: ____/____/____ CID: _____

Billing Address: _____

Name On Card: _____ Signature: _____

[Check here](#) ☐ to opt out of auto renewal using this credit card information for future renewal

Note: A 4 percent convenience fee will be charged for membership renewal via credit card transaction.

I hereby make this application for membership with the Massachusetts Auto Body Association (MABA) for membership dues 2026-2027 as provided for in this contract.

**Membership Dues are for a 12-month period commencing on your anniversary month of membership.*

REV 1/26 REFERRED BY _____ COMPANY _____



EVANGELOS
"LUCKY" PAPAGEORG

There is Only One Way - The Right Way

One of the greatest challenges the collision repair industry faces today is not technology, tooling, training or even reimbursement. The greatest challenge is maintaining the discipline and resolve to always do things the right way – especially when outside pressures encourage shortcuts, compromise or expediency.

As collision repair professionals, we must constantly remind ourselves why our industry exists in the first place. We are not simply repairing damaged vehicles. We are restoring complex pieces of safety equipment that families, friends and neighbors rely upon every single day. The decisions we make during the repair process can directly impact the safety and well-being of the vehicle owner and everyone else sharing the roadway.

That responsibility must always come first.

No insurer relationship, customer demand, delivery date or financial pressure can outweigh our obligation to perform safe, complete and proper repairs based upon manufacturer procedures and accepted repair standards. There really is only one acceptable way to repair a vehicle – the right way.

Unfortunately, we must also recognize an important reality: not every vehicle owner will become a good customer. Some individuals simply may not value proper repairs, documentation, safety procedures or the true cost associated with restoring today's

increasingly sophisticated vehicles. Others may prioritize speed or convenience over completeness and safety.

While that can be frustrating, we cannot allow those situations to pressure us into compromising our standards or the integrity of our businesses.

In the long run, collision repair facilities are far better served repairing fewer vehicles properly and being compensated appropriately for those repairs – whether payment comes directly from the vehicle owner, the insurer or a combination of both. Sustainable businesses are built upon professionalism, documentation, proper procedures and the confidence to stand behind the work being performed.

Shops that consistently choose integrity over volume, and quality over compromise, ultimately build stronger reputations, stronger teams and stronger long-term businesses.

The future of this industry depends upon repairers who are willing to advocate not only for fair compensation, but also for the principle that safe and proper repairs are not optional. They are the minimum standard the motoring public deserves.

As an industry, we must continue to educate consumers, insurers, regulators and legislators regarding the realities of modern

continued on pg. 10



ADAS OF NEW ENGLAND

Driving Towards Safety. ADAS Calibration Done Right

Precision in ADAS Calibration.

ADAS of New England ensures the accuracy and functionality of your advanced driver assistance systems, providing proper ADAS calibration for optimal vehicle safety.

Your customer's vehicle is our priority, and we're committed to providing exemplary service backed by the most innovative tools at our disposal.

ADAS Calibration is ALL We Do!

ADAS OF NEW ENGLAND

1-888-970-ADAS (2327) | info@adasofnewengland.com

700 Plantation St. • Worcester, MA 01605

**CONTACT OUR
EXPERT STAFF
TODAY
TO GET STARTED!**



**OEM Service
Information**



Repair Planning



**Recalibration
Expertise**



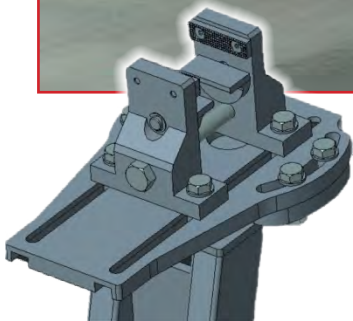
DTC Evaluation



CELETTE

RHONE XXL

*23 Foot Frame Machine / Bench
with 15,000 lbs. Lift*



Truck
Anchoring



3D Measuring



Universal Jigs

Distributor Opportunities

Protected Territories Available



1-800-CELETTE or Scan QR Code

MABA Community Learns How to Make More with Less Cars

Running a collision repair facility in 2026 is nothing like the way it was done decades ago. It's incomparable. In the words of Mark Olson (Vehicle Collision Experts) during MABA's Spring General Membership Meeting: "You can't run a body shop the same way you did in the 1980s. If you have a sign that says you fix all domestic and foreign vehicles, you are going to go out of business."

Commonwealth collision repairers filled the room at the Courtyard Marriott in Marlborough in April for the first newly re-branded MABA meeting to hear from Olson, whose "Less Cars Make More Money" presentation encouraged them to figure out their current path in order to project a more successful future.

"In order to know where you are going, you have to figure out where you are," he suggested.

Olson pointed to various considerations: Do shop owners truly know their numbers, or are they falling for a disbelief that they are doing great while overlooking potential potholes? Or perhaps the problem with finding good help is that they are hiring the wrong people.

He got them to think about the future. Exit planning is a necessity. "Do you even know how much you need to retire?" he queried. One must build what Olson calls "a golden parachute" so they don't wind up like Olson's own father-in-law, who had to work at age 85 just to pay for his much-needed medication because he failed to plan early on.

Olson shared that he is not anti-DRP, provided this type of work makes up less than 30 percent of a business. "If your shop is more than 30 percent DRP, you are a discount body shop." He also championed OEM certifications as long as it makes sense for one's market. Business owners need to study their market and invest only in the car brands most seen in their area. A Subaru certification program won't work for a body shop in El Paso, Texas, where there's mostly Chevy, Ford and Dodge trucks, but it would make sense in Massachusetts where Subaru vehicles are seen everywhere.

"Know what is in your market and you'll make a lot of money. There is money to be made in any brand if you can specialize in it." Holding the certification is one thing, but it won't go very far if the shop doesn't market this specialization, Olson advised. Business cards should state the shop is OEM certified and whoever answers the phone



Mark Olson
(Vehicle Collision Experts)



MABA Executive Director
Lucky Papageorgos

at the shop should be able to promote certifications to the customer.

"If I call your shop and tell them I just wrecked my Nissan Sentra, will the person who answers tell them the shop is Nissan certified? If the answer is no, maybe some training is needed in that area."

AI technology continues to evolve so repairers need to be mindful that it can play a dangerous role in how it affects the collision repair landscape. "When you send in your estimates with line notes citing DEG queries, no one reads it. Why? Because it's all being done with AI. You are dealing with a computer, not a human being."

Documentation is still key in order to back up everything that was done, however repairers need to be aware that they may be indirectly teaching AI bad practices if they agree to take an adjuster's suggested one-line concession in a certain amount to come to an agreed price. "When you take a concession line, you leave no evidence of what actually happened [in the repair process]. They heat map it. If the estimate says four hours to fix a fender, when you really need eight hours, you are training AI to give you bad information in the future."

According to Olson, many shops tend to weigh "how much?" versus "how to?" when it comes to fixing vehicles, something he says is not going to go over well in the long term.

"The only difference between two repairs is what the shop chooses to do for free. There is only *one way* to repair a vehicle."

EXECUTIVE DIRECTOR'S MESSAGE

continued from pg. 8

vehicle repair. Most importantly, we must continue holding ourselves accountable to the professional standards that define true collision repair professionals.

The education of vehicle owners and collision repairers is the driving force behind MABA's "SAFETY IS NO ACCIDENT" media campaign. Please support our effort by sharing the message. The most recent press release begs the question: "WOULD YOU LET YOUR DAUGHTER DRIVE THIS VEHICLE?" This newest release has already drawn the attention of entities such as the Society of Collision Repair Specialists and other collision repair associations across the country. It focuses on 10 questions every vehicle owner should be asking of any shop they are considering for collision repair work. Please let us know what you think.

There will always be pressure to do things faster, cheaper, or easier.

10 June 2026 *New England Automotive Report*

Our responsibility is to continue doing them correctly. It is the basis for past industry leader and Auto Body Hawaii owner Marsh Taylor's business philosophy: *Kīnā'ole* which is the Hawaiian word for the spirit which embodies doing the right thing, in the right place, at the right time, with the right feeling, the first time.

It is a profound business and professional concept representing flawless, selfless and principled action, often associated with integrity and alignment, which each and everyone of us should strive for.

Because there is ONLY one way – THE RIGHT WAY!



MABA EXECUTIVE DIRECTOR EVANGELOS "LUCKY" PAPAGEORGOS
can be reached at (617) 574-0741 or lucky@massautobody.org

by Alana Quartuccio

Also, Olson says one repairer can't realistically know how to fix everything. He encouraged them to "find your niche."

The cost of turnover is huge in the workplace, so it's important to find the right workers and put them in the roles they are best suited for. Olson encouraged all to get to know their staff and try to understand their personality types and their generational differences to improve communication in the workplace.

It all comes down to understanding the difference between the Golden Rule of *treating people the way you want to be treated* versus the Platinum Rule of *treating people the way they want to be treated*. "You have to know who they are. Know their generation and how they want to be treated. Know their personalities and how to talk to them. And then people will trust you."

Olson got the audience to think about enlisting new strategies to go about negotiation strategies by taking the telling out of the picture in exchange for asking an insurer straight out if they will pay for things.

"You may wind up fixing less cars, but you will make more money with the cars you fix."



YOUR RELIABLE CHOICE FOR:

- ✓ Superior Part Quality
- ✓ Extensive Stock Availability
- ✓ Timely, Accurate Deliveries



PLACE YOUR ORDER TODAY



Unsurpassed Quality. Genuine Hyundai Parts.

HYUNDAI IS PROUD OF ITS REPUTATION FOR QUALITY AND SERVICE.

SO ARE THE DEALERS AND BODY SHOPS WHO RELY ON GENUINE HYUNDAI PARTS. TO MAKE CERTAIN

THAT YOU GET THE RIGHT HYUNDAI PART, ASK FOR A

HYUNDAI WHOLESALE PARTS SPECIALIST.

For Genuine Hyundai parts, contact an Authorized Hyundai Dealer.

BOCH HYUNDAI

391 Boston Providence Hwy
Route 1, The Automile
Norwood, MA 02062
PARTS LINE: 781-762-9210
TOLL FREE: 800-559-9210
bchwholesale@boch.com

BALISE HYUNDAI

683 E. Columbus Ave.
Springfield, MA 01105
TOLL FREE: 800-992-6220
FAX: 800-254-3544
wparts@baliseauto.com
www.BaliseWholesaleParts.com
One Call, One Truck for 14 Brands!



MAKE QUALITY YOUR GOAL WITH KIA GENUINE PARTS.

Protect your customer, protect your business -
Insist on Kia Genuine Parts.

Contact these select dealers for assistance and delivery of your Kia Genuine Parts.

Bald Hill KIA

1021 Bald Hill Road
Warwick, RI 02886
Parts Direct: (800) 822-3015
www.baldhillkia.com

Quirk Auto Dealers

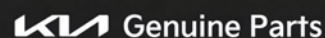
115 E. Howard St.
Quincy, MA 02169
Toll Free: (877) 707-8475

Wagner KIA of Shrewsbury

730 Boston Turnpike
Shrewsbury, MA 01545
(866) 438-3997 Option #2
Kiawholesale@wagnermotors.com

Balise KIA

603 Riverdale St.
West Springfield, MA 01089
Toll Free: 800-992-6220
Fax: 800-254-3544
wparts@baliseauto.com
www.BaliseWholesaleParts.com
One Call, One Truck for 14 Brands!



**QUALITY REPAIRS START WITH THE
PARTS YOU NEED, WHEN YOU NEED THEM.**



Wagner Kia of Shrewsbury

730 Boston Turnpike
Shrewsbury, MA 01545

866.438.3997 Option #2
Kiawholesale@wagnermotors.com

repairlink™

collisionlink®



**Mercedes-Benz of
Shrewsbury**



**Genuine Mercedes-Benz parts fit
like no others can.**

Give your customers the reliability and quality that can only be achieved using genuine parts. Contact our team of Mercedes-Benz Certified Parts Advisors today to get started.

Mercedes-Benz of Shrewsbury
760 Boston Turnpike
Shrewsbury, MA 01545

866.438.3997 Option #1
wholesaleparts@wagnermotors.com

repairlink™

collisionlink®



MEMBER

SPRINTER
Vans. Born to run.

Get your customers back on the road with Genuine Sprinter Parts.
Call our Sprinter Certified Parts Advisors today to get started.

Wagner Sprinter of Shrewsbury
760 Boston Turnpike
Shrewsbury, MA 01545

866.438.3997 Option #1
wholesaleparts@wagnermotors.com

repairlink™

collisionlink®



MEMBER

GENUINE NISSAN PARTS MAKE ALL THE DIFFERENCE.



Only Genuine Nissan Parts deliver the fit, reliability, and performance to meet your shop's collision repair needs. So keep it original, and keep it real with Genuine Nissan Parts.

Contact these Nissan dealers for all your parts needs:

Mastria Nissan

1305 New State Highway
Raynham, MA 02767
Direct: 508-526-9173
Direct Fax: 508-802-6118
E-mail: parts@mastrianissan.com
Web: www.mastria.com



Kelly Nissan of Lynnfield

275 Broadway
Lynnfield, MA 01940
Toll Free: 800-698-9280
Fax: 781-598-8026
E-mail: dlacoste@kellyauto.com



Kelly Nissan of Woburn

95 Cedar Street
Woburn, MA 01801
Phone: 781-835-3510
Fax: 781-835-3580
E-mail: mbosma@kellyauto.com
www.kellyauto.com



Balise Nissan of Warwick

1350 Post Rd.
Warwick, RI 02888
TOLL FREE: 800-992-6220
FAX: 800-254-3544
wparts@baliseauto.com
www.BaliseWholesaleParts.com
One Call, One Truck for 14 Brands!

Quirk Auto Dealers

115 E. Howard St.
Quincy, MA 02169
Toll Free: 877-707-8475



PRESIDENT'S MESSAGE

continued from pg. 6

being who actually understands the work needs to correct the repair plan. Until parts develop sentence and start doing their own installs, labor still exists. Charge for it accordingly.

This matters more than ever because too many necessary operations still live in the land of supplements, arguments and "we don't usually pay for that." The answer to that cannot be for shops to quietly absorb the work and stop billing for it. That path leads nowhere good. The answer is better documentation, better procedure research and – I'll just say it – a better backbone. The payment data bears this out: pre- and post-repair scans are usually paid when shops actually negotiate for them. Reimbursement drops sharply for in-process scans and OEM research labor, which means if you never ask, someone has already decided it was free. Don't let them make that decision for you.

Here in Massachusetts, we don't have to theorize about labor rate pressure. We live it. Shops in our own market consistently rank labor rate suppression as the top issue they face, and more than half report balance-billing when insurer payment doesn't cover the actual invoice. The state's labor rate review found insurers reporting body repair rates in the \$43 to \$55 range, while shops reported average charged body labor around \$68. That is not a rounding error. That is not a personality conflict. That is a gap that has real consequences for real shops trying to hire skilled technicians, invest in equipment and stay in business long enough to do the next repair correctly.

And when the reimbursement consistently fails to reflect the skill, tooling, training and time required to repair modern vehicles, the temptation creeps in. Skip a scan. Assume the calibration isn't needed. Pretend the software covered a step it didn't. Each one feels

small in the moment. Each one is a quiet compromise. And that is exactly how safe repair dies – not in a dramatic collapse, but in a long series of "close enough" decisions made under financial pressure.

That is also why this association exists and why it matters. For our members – and for the shops that ought to be members – this work is bigger than one estimate or one argument on one file. It's about defending a standard. Helping each other with information, documentation and legislative advocacy. Building the collective confidence to say, "No. That's not enough, and here's why." And if you're not a member yet, but you're tired of fighting the same battles alone every single week, take that as your sign. The vehicles are not getting simpler. The administrative pressure is not easing up. Going it alone stopped being a viable strategy somewhere around the time radar sensors started hiding behind painted bumpers.

Our job has never been to deliver the cheapest repair. Our job is to return the vehicle to the road the way the manufacturer intended – safe, calibrated and correct. That takes judgment. It takes honesty. It takes morality. It takes some conversations that aren't fun to have. And yes, occasionally it takes telling a customer or an insurer something they really don't want to hear.

But that's what professionals do.

When you know better, you have to do better.

For the customer. For the vehicle. For the future of this industry.



MABA PRESIDENT MATTHEW CIASCHINI
can be reached at (413) 527-6900 or fulltiltmattthew@gmail.com



97A ANDOVER STREET DANVERS, MA 01923

HOURS OF OPERATION
Mon., Wed., Fri.: 7:30am-5pm
Tues.-Thurs.: 7:30am-7pm
Sat.: 8am-4pm

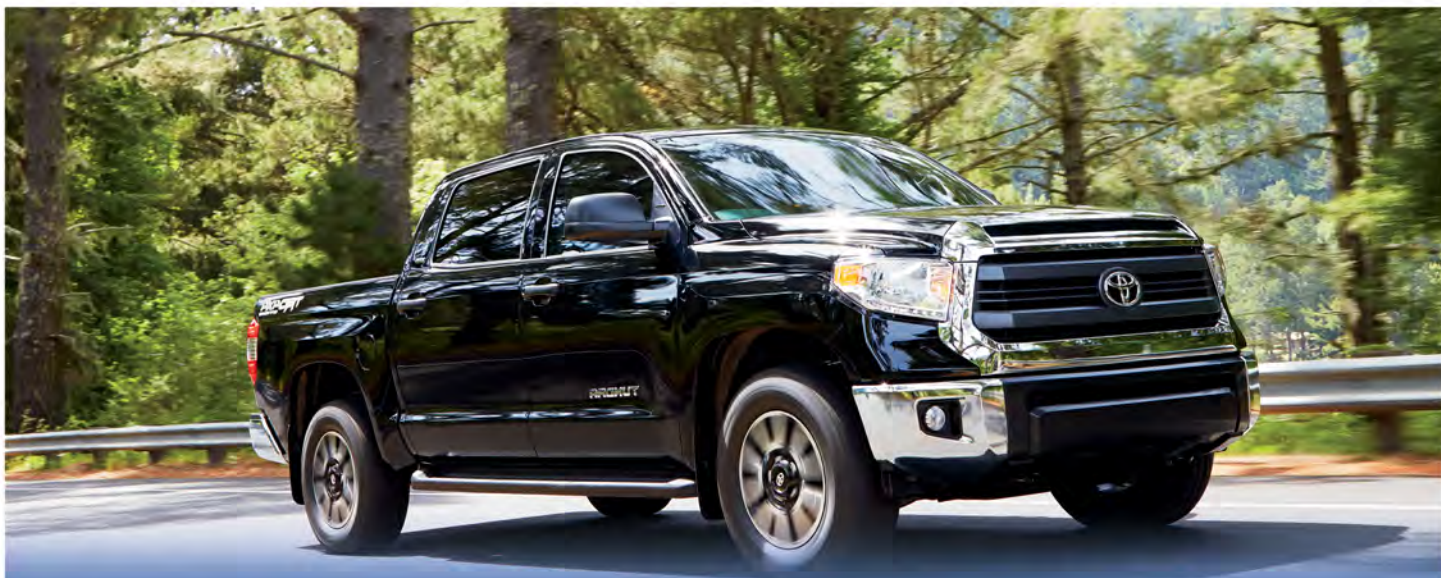
Direct: 978-739-8855/8856
Toll Free: 800-774-8411 ext.6
Fax: 978-739-8890
E-mail: subaruparts@iramotorgroup.com
Web: www.iracars.com





How to make sure you get the right part, right away.
Call IRA Subaru. We know that when you need a part, you need it now, not a few weeks down the road. So we've streamlined our ordering and delivery process to make it fast and easy to get the parts you need. Don't waste time and money on imitations - ask for Genuine Subaru parts!





TOYOTA OF DANVERS



161 Andover Street Danvers, MA 01923

GENUINE TOYOTA PARTS

*Repair your customer's vehicle properly,
THE FIRST TIME!*

Wholesale Parts Direct

978-605-2148

Toll Free

800-774-8411 ext. 1

Fax 978-739-8098

www.toyotaofdandvers.com



ServiceCenters



Co-celebrating decades of
creating chemistry between
two industry leaders



Here's to 241 years of combined service excellence

This year, as Albert Kemperle Inc. celebrates its 83rd anniversary, BASF also celebrates its 158th anniversary. We are proud of our decades of partnership with BASF and years of serving the auto paint and body industry together. Kemperle's founders would be proud of this relationship and the growth their company has experienced because of it.

Today, as we look forward to many more decades of service to our customers, we find ourselves filled with gratitude. The creativity, hard work, and sense of responsibility of the people working for our two companies have made us what we are today.

Thank you for your many years of loyalty.



**AUTO PAINT, BODY & EQUIPMENT
ALBERT KEMPERLE, LLC.**

626 E. Elizabeth Ave., Linden, NJ 07036
414-416 Madison Ave., Paterson, NJ 07524
631 Clifton Ave., Toms River, NJ 08753
100 Melrich Road, Cranbury, NJ 08512
4 Emery Ave., Randolph, NJ 07869

Phone: (908) 925-6133 Fax: (908) 925-4344
Phone: (973) 279-8300 Fax: (973) 279-9030
Phone: (732) 797-3942 Fax: (732) 797-0774
Phone: (609) 860-2800 Fax: (609) 860-2801
Phone: (862) 244-4818 Fax: (862) 244-4822

www.kemperle.com

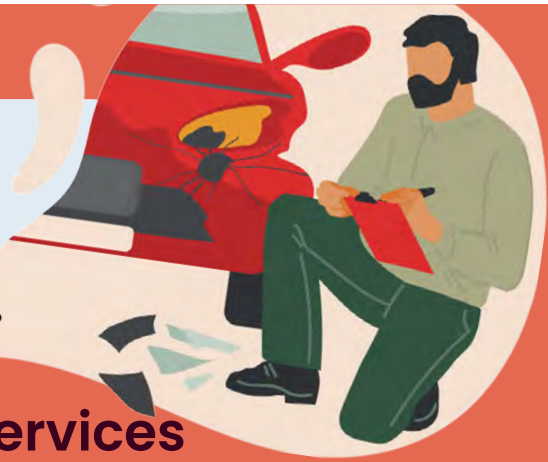
158 years

BASF

We create chemistry

Auto Body Shop &
Consumer Consulting Services

Prime Consulting



Who We Are

Auto Damage Appraisal Experts

With over two decades of experience in the Auto Body and Insurance industries, our knowledgeable team understands not only the complex auto repair processes, but is also dedicated to helping you navigate the intricate insurance industry and ensuring you and your customers are duly compensated for proper repairs and the skilled labor of your employees.

Serving Rhode Island and Massachusetts

Our Services

- ✓ Right to Appraisals - Estimating & Umpiring
- ✓ Diminished Value Claims
- ✓ Standard Operating Procedure Reviews
- ✓ Comprehensive Estimate Reviews
- ✓ Original Equipment Manufacturer Research & Training

If there is something else your shop needs assistance with, reach out! Let's talk!

Doug Begin, President & Owner
(401) 524-4527
Doug@Prime-RI.com
www.Prime-RI.com



Thinking about bringing ADAS calibration into your shop?

Before you invest in equipment or space, it's important to understand what it really takes to do it right and make it profitable.

Scan the code to watch a short video covering 10 questions shop owners ask when considering in-house calibration. Our team shares straightforward answers and real-world guidance to help you make the right call.

What you'll learn:

- How to avoid costly mistakes
- Choosing the best frame for your shop
- How to set up your space & workflow the right way
- What it takes to make calibration profitable

Scan to watch
the video!



- ADAS calibration expertise
- Bay & workflow assessment
- Equipment selection & guidance
- Financing, training & support
- 60 Day money back guarantee



Talk to an ADAS Expert

(860) 309-7733

152 Glen St.
Rowley, MA 01969



DON KENNETT INC.

Automotive Paint and Body Supplies

Supports New England Shops and Community

Family-owned and operated, Don Kennett is an automotive and paint supplier that has been serving the New England community since 1953.

“We’ve always prided ourselves on being a premier family-owned and operated distribution and jobber business in the Northeast region,” says Michael Levy, the company’s sales manager.

Don Kennett has five locations around New England. With about 45 employees between locations with a diverse slate of expertise, they are available for their customers in every way and everywhere they can. “A lot of the people that work for us are from the industry with years of experience,” reports Levy. “We try to surround ourselves with a positive workforce that wants to come to work every day and serve with purpose. Everyone here is really passionate about the automotive and collision industry.”

The company has made sure to have people in their shops and on the road to help as many customers as they can. “We have eight people on the road in sales and two full time paint technicians; all around everyone has many years of experience in the industry.” Levy explains that with such experienced employees and various customer needs, everyone must wear many different hats. “Our main focus is our customers. Our customers always come first. We recognize that as a family-owned

company, if it weren’t for our customers, we wouldn’t be able to have a family business to pass on.”

Even with full time paint technicians and a sales team with technical expertise to help customers with any problem they need, training is still an important ongoing process for the Don Kennett team. “We work with the manufacturers to keep up our OEM certifications for our shops and keep up with training,” explains Levy. “With all of our manufacturers and suppliers, we make sure to keep up with I-CAR training for our customers. And with our current product lines, we have our full time technical team go out and train people on how to properly use our current and new products. Everyone on our team, from technicians to sales, has hands-on experience and no one is afraid to roll up their sleeves, get their hands dirty and get into the shop to help customers.”

In addition to always being there for their customers, Don Kennett is also always there for their community. In addition to running SkillsUSA for Massachusetts this year, the company works with 10 vocational schools around the state to help train the next generation. “We supply their shops with paint and auto body supplies,” notes Levy. “We work with the schools because they’re the future of the industry.” The company also donates to surrounding schools, car shows and organizations. “We

try to stay as involved as possible. It creates good exposure for us, the schools, shop owners and the industry as a whole.”

Outside of the automotive industry, Don Kennett maintains strong ties with the people of New England. “Our main headquarters is in Lawrence, Massachusetts and our family is very involved with the community,” Levy states.

The company supports the Merrimack Valley charity, the Lazarus House, located right behind their Lawrence headquarters. “In addition to regular donations, we also attend and donate to the Lazarus House dinner every year.”

The Levy and Takesian families understand the importance of showing up for all the communities they serve. As a result, Don Kennett has been a longtime MABA supporter, as well as a Silver Vendor Affinity Program (VAP) member. “MABA is a great network of quality shop owners,” boasts Levy. “We’re big advocates for MABA. It’s important for auto companies to be involved and stay involved. You see what’s going on, you learn the trends and align yourself with your network. As a company not on the insurance side nor the shop side, being a part of MABA allows us to show our support to our customers – the shops. It’s a great organization. We really align with their goals.”

Of all of their values, Michael Levy makes one aspect of Don Kennett’s belief system abundantly clear: their gratitude. “I’d just like to say thank you. To our employees for their expertise, talent and support. To our customers for their patronage and contributions to the business. We are so appreciative of the industry and community and hope we’re doing the best that we can to support them.”





VENDOR AFFINITY PROGRAM SPONSORS

BUY FROM YOUR MABA SPONSORS

— DOUBLE BLACK DIAMOND LEVEL —

BALISE
WHOLESALE PARTS

888-PARTS-61 | wparts@baliseauto.com

DIAMOND LEVEL



PLATINUM LEVEL



AkzoNobel



SHERWIN-WILLIAMS.

COLOURS inc



NEW ENGLAND
—COLLISION EQUIPMENT—

ABSAP
AUTO BODY SUPPLIES AND PAINT



GOLD LEVEL



SILVER LEVEL



DON KENNETT INC.
Automotive Paint and Body Supplies



LONG AUTOMOTIVE
1-800-982-2298



Bernardi* AUTO GROUP

For more information or to become a sponsor of MABA
please call (617) 574-0741 or email admin@massautobody.org.



The **Ultimate**
Driving Machine®

THERE HAS NEVER BEEN A BETTER WAY TO BUY THE WORLD'S BEST ENGINEERED PARTS.

THEY'RE CALLED "ORIGINAL BMW PARTS" FOR GOOD REASON.
FOR UNCOMPROMISING PRECISION AND INCOMPARABLE QUALITY,
YOUR BMW CENTER IS YOUR ONE-STOP SHOP FOR EVERYTHING BMW.

For Original BMW Parts, contact one of these authorized BMW centers:

BMW of West Springfield
1712 Riverdale St.
West Springfield, MA 01089
PH: 413-746-1722
FAX: 413-304-9009
bmwwestspringfield.com

New Country BMW
1 Weston Park Ave.
Hartford, CT 06120
PH: 860-240-7881
FAX: 860-240-7873
newcountrybmw.com

BMW of Stratham
71 Portsmouth Avenue
Stratham, NH 03885
PH: 603-772-0000
FAX: 603-772-9436
bmwofstratham.com

BMW of Warwick
1515 Bald Hill Rd.
Warwick, RI 02886
PH: 401-821-1510
FAX: 401-823-0530
bmwofwarwick.com

©2026 BMW of North America, LLC. The BMW name, model names and logo are registered trademarks.



Audi dealers strive to make you an Audi Genuine Parts fan

- Audi Parts professionals are your subject matter experts on collision parts, replacement components and mechanical items.
- Many Audi dealers offer technical service support hotline access that can reduce your repair times and help you meet an on-time promised delivery.
- Installing Audi Genuine Parts contributes toward improved cycle time that helps make both your customer and their insurance company happier.
- Regardless of the age of your customer's Audi, Audi dealers have access to over 200,000 part numbers. No other supplier comes close.

Helping you do business is our business. Order Audi Genuine Parts from these select dealers.

Audi Natick
549 Worcester Street
Natick, MA 01760
www.bernardiaudi.com
800.247.3033
Fax: 508.651.6841



Hoffman Audi
700 Connecticut Blvd
East Hartford, CT 06108
860.282.0191
Fax: 860.290.6355
www.hoffmanauto.com

Audi Peabody
252 Andover Street
Peabody, MA 01960
800.774.8411
Parts Direct: 978.605.2182
email: pwalke@iramotorgroup.com
www.audi-peabody.com



Mattie Audi
80 William S. Canning Blvd.
Fall River, MA 02721
800.678.0914
Fax: 508.730.1283
www.mattieaudi.com



SHOP CULTURE: FUELING THE WORKFORCE



The collision repair industry has spent years sounding the alarm about the ongoing technician shortage. As shops across the country struggle to find skilled labor, they are investing heavily in recruitment efforts, signing bonuses and outreach to trade schools. And yet, at the same time, a different – and more troubling – trend continues to surface: technicians leaving the industry altogether.

Some are trading collision bays for warehouses, while others are opting for jobs in entirely different sectors. The question is no longer merely about how to bring people into the industry – it's also about how to **keep** them once they've started on their collision career journey.

For a growing number of shop owners and industry leaders, the answer is clear. This isn't a recruitment problem; it's a retention problem. And at the center of it all is one critical, often underestimated factor – shop culture.

"Culture" is often seen as nothing more than a buzzword that people throw around to justify why a business owner needs to do things differently, but in reality, it's so much more.

"Culture in a business is like the climate we experience when we walk outside," explains Tony Adams (LeadersWay). "Is it hot, cold, storming, calm? Every business has a culture, and it's a living, breathing, fragile thing."

That "climate" isn't just about whether employees are smiling or stressing – it directly impacts performance, productivity and profitability. It influences how teams communicate, how problems get solved and how customers are treated.

Mike Anderson of Collision Advice takes it a step further: "Culture is a shop's biggest competitive advantage." He offers a simple litmus test: "If your shop was a sports team, would your employees want to wear your jersey?"

For many shops, the honest answer is no.

Across industries, employee engagement is already a challenge. Recent Gallup surveys show that roughly 70 percent of the workforce is disengaged, with a significant portion actively disengaged – meaning they've mentally checked out but still show up to work. That disengagement has a high cost. It shows up in missed deadlines, lower quality work, poor communication and higher turnover.

"This is causing most of your problems," Adams believes. "I fear those disengagement numbers are much worse in the collision industry from my experience talking to people on the floor in different shops. While studies indicate businesses with more engaged employees enjoy higher profitability, the converse is also true. In toxic organizations – where employees are treated poorly by management – disengagement leads to reduced productivity, decreased employee satisfaction and

higher turnover, inhibiting profits. When it comes to the war for talent, do you want to be known as the shop with a revolving door...or the one where people are lined up, wanting to come work for you?"

So, what makes an employee want to work with you – and stick around for years?

"Shop culture isn't something you talk about – it's something your people feel every single day," stresses Josh Fuller (Fuller Collision Group). "Our culture starts with engagement and ownership. We involve our team in decision-making wherever possible, especially when it impacts their day-to-day work. When people feel heard, execution improves and so does accountability. In many ways, we've intentionally moved away from the traditional top-down approach and instead focus on trust, communication and empowering our team to lead. That shift has made a meaningful difference in both morale and performance."

"Some of our most meaningful changes have come from listening to our team," Fuller adds. "Programs like our stakeholder referral initiative, milestone-based recognition system and structured onboarding were all built to support retention, growth and a sense of belonging. Even smaller initiatives, like providing a clothing and safety allowance, reinforce that we care about our team's well-being and professionalism."

"Culture is built in the gray areas – how we handle repair planning, while making quality decisions and delivering great customer communication," Matthew Ciaschini (Full Tilt Auto Body & Collision; West Hatfield) weighs in. "Set the standard, enforce it daily, and don't compromise it for volume or insurer pressure. This trickles down to the employee level. We run tight SOPs, hold short daily production/release meetings and make expectations clear: OEM-correct repairs, accountability and respect across departments. If someone doesn't align, it gets addressed quickly. Every employee has to have the buy and sell mentality. Would you buy what the previous tech is selling you? If not, send it back. It's quality control as you go. We know perfect is impossible, but we do the best we can every day."

Ciaschini also believes it's important to pay a fair hourly wage: "We try our best to pay skilled techs what they deserve. This industry is tough, and we know we are all underpaid, but if you want to do quality work, flat-rate is not an option. This type of work inherently breeds speed over quality. If a tech is highly skilled and efficient, they can get paid just as well – if not better – hourly."

While competitive compensation and benefits matter, they're rarely the deciding factor in whether someone stays long-term. "People don't quit jobs; they quit bosses" is a commonly echoed phrase that reflects a deeper truth: employees stay where they feel valued. But that sense of value isn't always inspired solely by their paycheck.

"Everyone feels appreciated differently," Anderson explains. "We often try to reward people the way we want to be rewarded, but that's not necessarily what matters to them."

For some, it's financial incentives like retention bonuses. For others, it might be an extra day off, a flexible schedule or the ability to attend a child's school event without stress.

Some shops have seen retention improvements by implementing four-day workweeks, additional PTO and enhanced benefits. In many cases, these changes not only improve morale, but also boost productivity. Some operations have even reported measurable increases in output after shifting schedules. "Giving time back to your employees is a great way to enhance shop culture," Adams believes.

While Ciaschini personally struggles with maintaining a work/life balance, he does not "want my techs to have that issue. We are evaluating the idea of a four-day workweek as well as providing generous paid time off for all employees."

One of the biggest barriers to improving culture is fear: fear that investing in employees will simply make them more marketable to

competitors. But leaders across the industry argue the opposite: that failing to invest in your team often drives people away.

Training (both technical and personal) is a cornerstone of strong shop culture. From OEM certifications to leadership development, ongoing education signals to employees that they have a future within the organization.

Fuller Collision Group recognizes this and puts an emphasis on "investing heavily in training, from technical certifications to leadership and personal development, often supported through workforce development programs. In an industry that's evolving as quickly as collision repair and ADAS, continuous learning isn't optional; it's critical," Fuller emphasizes. "We view training as more than just skill-building; it's about confidence, growth and long-term career development. When employees feel invested in, they tend to invest back into the company, the customer experience and the team around them."

Ciaschini agrees. "We provide most everything our techs need to be successful – training, equipment, tools and information access. If a technician needs a computer workstation in their bay for easier access to procedures, we provide it." He also believes it's important to establish clarity around how employees can advance on their career path. "We provide what it takes to move up and earn more to every employee when they start and at every review."

That clarity starts from the moment an employee begins their tenure at Full Tilt.

Having clear roles and SOPs "removes chaos and finger-pointing," according to Ciaschini. "This empowers employees instead of pigeonholing them. If they feel like they have a clear outline of what they are responsible for, it puts their goals in perspective." The shop has also recently invested in an automated production board to create a seamless workflow that ensures technicians are always aware of what's coming into their bay next.

Fuller suggests that developing a transparent chain of command is also beneficial in creating a positive work culture. "We've worked to create clarity within the organization by making sure everyone knows where to go for support, whether that's their manager for daily responsibilities or HR for more formal needs. That structure helps reduce friction and builds confidence across the team."

Although offering competitive compensation and benefits (health insurance, a 401(k), retention bonuses and even team lunches) can improve how employees view their jobs, some of the most memorable culture-building efforts have little to do with money and everything to do with impact. Culture isn't built through grand gestures alone; it's primarily shaped by everyday interactions.

"Are we treating people like people?" Adams asks. "Simple things like 'thank you' go a long way. We spend a lot of time catching people doing things wrong and correcting behaviors, but we need to spend more time recognizing people when they do something right. Culture isn't something we work on once a month; we have to be aware of the culture we're building in everything we do and say in the shop because that directly affects how people feel about the business."

Identifying memorable ways to reward a team can make a huge difference, Anderson suggests, referring to a shop owner who offers employees a "paid-paid vacation" – in addition to the paid time off, the shop gives team members actual funds to take that vacation. "People don't always remember what they spent their money on, but they remember experiences."

That might seem out of reach in today's economic environment, but even simple actions – saying thank you, recognizing a job well done or checking in on someone who seems "off" – can have a profound impact. Adams references the idea of an "emotional bank

continued on pg. 24

continued from pg. 23

account,” where positive interactions are deposits and negative ones are withdrawals. Too many withdrawals without enough deposits lead to disengagement. “We spend a lot of time correcting mistakes,” he observes. “But how often are we catching people doing something right?”

At its core, shop culture influences every aspect of a business, from employee satisfaction to customer experience. Adams often references a quote from restaurateur Danny Meyer: “The customer experience will never rise higher than the level of the employee experience.”

In other words, if employees are unhappy, customers will feel it. “If you have CSI (customer satisfaction index) issues, you have ESI (employee satisfaction index) issues,” Adams says. “The path to profit is pretty simple: ESI + CSI = Profit. And it must come in that order, starting with your employees.”

Culture isn’t a program. It’s not a monthly pizza party or a one-time initiative. It’s the sum of everything a business does – every interaction, every decision, every moment – and it determines whether employees show up just to work or whether they show up invested, engaged and committed. In an industry facing ongoing workforce challenges, that distinction matters more than ever because no matter how many technicians *enter* the field, it will never be enough if they don’t want to *stay*.

“Ultimately, we believe culture isn’t built through one program or initiative – it’s built through consistency,” Fuller insists. “It’s how you communicate, how you respond to challenges and how you show up for your people every day. As we’ve grown from a single location to

multiple operations, maintaining that culture has become even more important. Our focus continues to be on building an environment where people feel valued, supported and part of something bigger than themselves.”

“We don’t necessarily believe in a lot of rah-rah BS at our shop, but we do believe in the right DNA for us,” Ciaschini notes. “We need people who problem solve and work as a team. The outcome dictates the compensation. If we always do the best we can everyday, our culture stays high quality. If techs see someone not holding their weight, they make sure to let that other tech know, and if it doesn’t get fixed, they let management know. We need buy-in on every level – from CSR to detailer. If employees don’t believe in what we are trying to accomplish or they take shortcuts, they don’t survive in our environment.”

At the end of the day, culture is the fuel. It’s what drives performance, powers engagement and keeps the workforce moving forward. Without it, even the most well-equipped shop will struggle to gain traction. With it, teams don’t just function; they thrive. The shops that will lead the future of collision repair won’t simply be the ones with the latest equipment or the highest DRP volume. They’ll be the ones that understand what truly fuels their workforce – creating environments where people feel valued, supported and proud to belong.

Because when culture is strong, the workforce doesn’t just show up. It stays.



WWW.INNOVATIVECRTE.COM



**INNOVATIVE
CRTE**
OFFICIAL U.S. Importer & Support Partner
(973) 768-9812



STOP OVERPAYING FOR OEM EQUIPMENT

SAVE UP TO 45%
VS TRADITIONAL CHANNELS
UNLOCK PRICING

Experience the CRTE Difference

We offer:
• Direct Pricing
• Real Support
• Transparency
• And we’re easy to work with!



**VISIT OUR WEBSITE
FOR HUGE SAVINGS**

Explore our full lineup of GYS equipment, exclusive pricing, special offers, and expert support.

SCAN TO LEARN MORE!



88%

FIRST-TIME REMOTE
SUCCESS RATE

- REMOTE DIAGNOSTICS
- TRAINING
- SUPPORT



It Takes Genuine Honda Collision Repair Parts To Achieve a Genuine Honda Fit.

Honda collision repair parts are engineered and manufactured to Honda standards. In the collision-repair business, time is money, and you can't waste time on parts that almost fit properly. Use Genuine Honda replacement parts. Your reputation depends on it.

For Genuine Honda parts, contact these Authorized Honda dealers.

Bernardi Honda

960 Worcester Road
Natick, MA 01760
Parts Direct: 800-247-3033
FAX: 508-651-1220
www.bernardihonda.com



Honda of Enfield

20 Palomba Drive
Enfield, CT 06082
Toll Free: 800-222-6632
FAX: 860-253-5419
www.liahondaofenfield.com



Schaller Honda

1 Veterans Drive
New Britain, CT 06051
Toll Free: 800-382-4525
Direct: 860-826-2080
FAX: 860-826-2083
e-mail: jkiniry@schallerauto.com
www.schallerauto.com



Balise Honda

400 Riverdale St.
West Springfield, MA 01089
TOLL FREE: 800-992-6220
FAX: 800-254-3544
wparts@baliseauto.com
www.BaliseWholesaleParts.com
One Call, One Truck for 14 Brands!

Lia Honda of Northampton

293 King Street
Northampton, MA 01060
Toll Free: 800-369-7889
Direct: 1-413-587-2900
FAX: 1-413-585-0502
www.liahondanorthampton.com



Honda North

382 Newbury Street
Danvers, MA 01923
Toll Free: 800-882-9797
FAX: 978-774-9483
e-mail: eadams@iclaautos.com
www.hondanorth.com



Lundgren Honda of Auburn

525 Washington Street
Auburn, MA 01501
Toll Free: 800-777-2044
FAX: 508-721-0872
e-mail: pmccarthy@lhonda.com
www.lhonda.com



Balise Honda of West Warwick

509 Quaker Lane
West Warwick, RI 02893
TOLL FREE: 800-992-6220
FAX: 800-254-3544
wparts@baliseauto.com
www.BaliseWholesaleParts.com
One Call, One Truck for 14 Brands!



WHY GENUINE PARTS?

It's the Right Thing to Do



You lose money when aftermarket parts don't fit. Toyota Dealers are your best source for Genuine Toyota Parts. All it takes is one call.

For Toyota Genuine Parts please call one of these authorized local Toyota Dealers:

IRA Toyota of Manchester

33 Auto Center Road
Manchester, NH 03103
Toll Free: 800-828-6076
Direct: 603-657-2410
Fax: 603-657-2419
stirrell@iramotorgroup.com
www.iramotorgroup.com



IRA Toyota Danvers

161 Andover Street
Danvers, MA 01923
PH: 800-774-8411 ext.1
Direct: 978-739-8306
FAX: 978-739-8098
www.iramotorgroup.com

Grieco Toyota

415 Taunton Ave.
East Providence, RI 02914
Direct: 401-438-2206
Fax: 401-431-0673
toyotaparts@griecocars.com
www.griecotoyota.com



Wellesley Toyota

216 Worcester Street
Wellesley, MA 02481
PH: 800-734-0006
Direct: 781-237-4042
FAX: 781-237-3481
parts@wellesleytoyota.com
www.wellesleytoyota.com

Bernardi Toyota

1626 Worcester Road
Framingham, MA 01702
Parts Direct: 800-247-3033
FAX: 508-879-7895
www.bernarditoyota.com



Balise Toyota

1399 Riverdale St.
West Springfield, MA 01089
TOLL FREE: 800-992-6220
FAX: 800-254-3544
wparts@baliseauto.com
www.BaliseWholesaleParts.com
One Call, One Truck for 14 Brands!

Balise Toyota of Warwick

1400 Post Rd.
Warwick, RI 02888
TOLL FREE: 800-992-6220
FAX: 800-254-3544
wparts@baliseauto.com
www.BaliseWholesaleParts.com
One Call, One Truck for 14 Brands!



Wholesale Parts

Where the Pros Go for Genuine Toyota Parts

ToyotaPartsAndService.com

Genuine Replacement Parts For the Road Ahead.



Avoid problems down the road that will cost you time, money and customers. Choose Genuine Subaru Replacement Parts, engineered to fit better today, and perform better tomorrow.



GENUINE PARTS

For Genuine Subaru Body Parts, contact the following Authorized Subaru Dealers:

Long Subaru

7 Sutton Rd.
Webster, MA 01570
800-982-2298
Fax: 508-879-1212
tschube@longauto.com



Balise Subaru

561 Quaker Ln.
Warwick, RI 02893
TOLL FREE: 800-992-6220
FAX: 800-254-3544
wparts@baliseauto.com
www.BaliseWholesaleParts.com

**One Call, One Truck for
14 Brands!**

Patrick Subaru

247 Boston Turnpike
Shrewsbury, MA 01545
508-756-8364
Fax: 508-752-3691
www.patricksubaru.com
bsuffoletto@patrickmotors.com



repairlink™



CIC Recap: State Farm Called Out for Systematic Tactics

During the Spring Collision Industry Conference (CIC) held in Charlotte, NC, Michael Bradshaw (K&M Collision; NC) took action during the open mic portion to call out State Farm for engaging in practices like “reducing labor rates across the country” ultimately affecting shops and, more importantly, consumers nationwide.

State Farm Property and Casualty Claims Director Ed Mondragon exclaimed from the audience that Bradshaw’s comments “encroached on anti-trust,” though ultimately the claim was denied as having been in violation.



Michael Bradshaw
(K&M Collision; NC)

Bradshaw shed light on the tactics of the carrier’s centralized review team, which “removes countless operations without discussion with the body shop, review of the proper documentation or without explanation or names of the individuals on the central review team” following the

initial inspection with the carrier’s appraiser. These tactics lead to supplement after supplement, resulting in a 45-60 day process.

Bradshaw presented a challenge to the industry: “We are seeing a systematic approach to devalue the repair and omit required operations, placing consumers in vehicles that are far less safe than they were prior to the accident. If we can’t engage as a body and call out this conduct, why are we here? What are we doing to move the needle forward?” Then to Mondragon, he stated, “I have copied you on emails and I would love to have a conversation with you without having to come to the open mic to bring this to attention.”

The scope of the podcast-style “Industry Experiment” segment between Society of Collision Repair Specialists (SCRS) Executive Director Aaron Schulenburg and Opus IV CEO Brian Herron examined the role of identification or “scrubbing” tools in the ADAS diagnostic and calibration space, how OEM procedures fit in and how the industry is embracing it all.

Herron commented that “collision repairers are the center of

Opus’ universe.” Explaining what the company set out to do initially, he noted, “The problem that we were originally trying to solve was to help the estimate writer identify things that maybe they were missing and bring to their attention.” When asked how consumers and insurers fit into the equation, Herron shared that consumers most likely are unaware about what goes into a repair. He explained that the company’s relationships to insurers developed on behalf of their sole focus – repairers. “Our approach was to help our repair shops with OEM scans so our conversations with carriers had to do with helping them understand why OEM scanning is necessary.”

Body filler may have evolved in modern times, but the mindset to carry out these techniques has not necessarily followed suit. On behalf of the Repair Process and Procedures Committee, Co-chairs Kye Yeung (European Motor Car Works; CA) and Barry Dorn (Dorn’s Body and Paint; VA), were joined by Ricky Miller (3M), George Smith (SoCur) and Emma White (KECO) to chisel away at some of the wrongdoings in favor of meeting standards.

Dorn suggested the industry should be past this point and more awareness is needed to get repairers on board with best practices. “One of the problems is that technicians think they need to get things done quickly so they can get it to the painter,” Yeung suggested.

Panelists considered the role of training and if discrepancies in that area have indirectly passed along bad habits. They also considered the use of new tools. White explained there is a cultural shift for those who embrace the modern non-invasive Glue Pull Repair (GPR) technique. “It’s not difficult, but it is different and training is absolutely necessary.” Panelists expressed that change is hard. “Technicians may not like the idea of changing their habits,” Miller observed.

On behalf of the Estimating & Repair Planning Committee, Scott VanHulle (I-CAR), Mark Fincher (CCC Intelligent Solutions) and Raj Pofale (Claims Genius) considered how technology is taking photo estimating to the next level. Photo estimating was never intended to replace blueprinting; it’s designed as a replacement for the intake process to get that initial estimate, VanHulle relayed.

Advanced tools are improving accuracy but panelists suggested that human interaction will remain necessary. “There will always be a gap; it won’t be 100-percent accurate,” observed Pofale. “There are thousands of parts on a car so a human will always need to come look at it.”

“It can’t guess things that it can’t see and that’s why human involvement and full disassembly is key,” Fincher added.

Don’t miss out on the next CIC set for Wednesday, July 22 in Chicago/Schaumburg, IL. For more information, visit ciclink.com.



Aaron Schulenburg,
SCRS Executive Director

GENUINE GENESIS PARTS.

Contact us for all your Genesis parts needs!



GENESIS OF WEST WARWICK

405 Quaker Lane
West Warwick, RI 02893
TOLL FREE: 800-992-6220
FAX: 800-254-3544
wparts@baliseauto.com
www.BaliseWholesaleParts.com



SAVE MONEY TODAY

Reduce your credit card
processing fees

Rates As Low As 0.05%*



Switch Now
and get a
**FREE SMART
TERMINAL***



Accept EMV/NFC
(Apple Pay, etc.)



Next Day
Funding



Free Standard
Terminal is also
Available

- ✓ Lightning-fast approvals and no setup fees
- ✓ Chip card & contactless payment acceptance (Apple Pay, etc.)
- ✓ Seamless integration with your current POS system**
- ✓ One-time & recurring invoices that you can upload in bulk**

- ✓ Emailed and textable receipts
- ✓ \$295 towards any early termination fees**
- ✓ A secure online merchant portal
- ✓ Access to multiple online payment gateways
- ✓ Free printer paper, & more*

OPTIONAL PROGRAM

**Accept Credit Cards
Without Paying
Processing Fees***

Eliminate processing fees with the Edge Program*, only from North. Edge is a true dual pricing program combining Flat Rate Pricing with Cash Discount.

Compatible with Gas Cards

- ✓ Wright Express
- ✓ Fleet Cards
- ✓ Voyager
- ✓ and More...

Go North. Call Today
866.481.4604

North
nynorth.com

©2025 North is a registered DBA of NorthAB, LLC. All rights reserved. NorthAB, LLC is a registered ISO of BMO Harris Bank N.A., Chicago, IL, Citizens Bank N.A., Providence, RI, The Bancorp Bank, Philadelphia, PA, and FFB Bank, Fresno, CA. *Merchant Classification restrictions apply. Dual signage pricing required. Other fees may apply. Contact North for more details. **Some restrictions apply. Merchant agreement required. Hardware is free for use while processing and must be returned upon termination of merchant agreement. Other fees may apply. Contact 866.481.4604 for details.



**Timely
Turnaround
Time: Usually
4 - 6 hours!**

CROWN
COLLISION SOLUTIONS
ADAS CALIBRATION SHOP

**Vehicle Pick Up
& Delivery Options
Available - Call
To Confirm**

YOUR DEALERSHIP ALTERNATIVE SOLUTION!

ADAS CALIBRATION SERVICES INCLUDING:

- Programming
- Diagnostic Scanning
- Alignments
- A/C Service
- OE Approved Facility Requirements
- Wiring and Electronic Repairs
- Provide OEM Documentation of Repairs
- We work on most makes and models
- Access to OE factory programming means if it fails, we have the ability to fix it!

NOW WITH TWO LOCATIONS TO SERVE YOU BETTER

VISIT US AT WWW.CROWNCOLLISIONSOLUTIONS.COM OR SCAN QR CODE

SOUTH SHORE / SOUTH COAST
20 Scotland Blvd. Unit 7&8
Bridgewater, MA 02324
(508) 443-2134



CAPE COD & THE ISLANDS
21 Commerce Park Rd., Unit C
Bourne, MA 02559
(508) 392-9707



The most advanced spray booth in the world.

The ultimate expression of USI Italia technology, Chronotech HE is the ideal spray booth solution for repairers looking for:



- + High-quality painting processes
- + Reduced energy consumption
- + Lower management costs
- + Optimal finishing results
- + Increased productivity
- + Lessened processing times
- + Easy operation

Chronotech HE: A Reloaded Success.

Contact us today to learn more!



**Extraordinary USI.
Extraordinary Innovations.**

USI of North America Inc.

565 Commerce Street
Franklin Lakes, NJ 07417
201-405-7760 info@usius.com



Volkswagen Collision Parts: The Perfect Fit!

You've got the right tools, staff, technology and procedures to give your customers the best repair possible. The missing piece of the puzzle? Genuine Volkswagen Collision Parts. Contact an authorized dealer today and find your perfect fit.

Mattie Volkswagen
80 William S. Canning Blvd.
Fall River, MA 02771
800-678-0914
fax: 508-730-1283



Lia Volkswagen
140 Elm Street
Enfield, CT 06083
860-698-6890
fax: 860-265-7840
www.liavw.com



Volkswagen of Hartford
133 Leibert Road
Hartford, CT 06120
Direct Parts: 860-543-6012
fax: 860-728-4408
email: ebautista@vwofhartford.com



Balise Volkswagen
525 Quaker Ln.
West Warwick, RI 02893
TOLL FREE: 800-992-6220
FAX: 800-254-3544
wparts@baliseauto.com
www.BaliseWholesaleParts.com
One Call, One Truck for 14 Brands!

Mastria Volkswagen
1619 New State Highway
Raynham, MA 02767
Toll Free: 888-581-1146
Direct Parts: 508-802-9955
fax: 508-802-9966
email: vwparts@mastria.com
www.mastriavw.com



**Wholesale
Parts**

"Volkswagen" and the Volkswagen logo are registered trademarks of Volkswagen AG. ©2026 Volkswagen of America, Inc.

sales tax

A New Sales Tax Law – and a New Risk: Why Insurer Reporting May Not Reflect Your Shop's Reality

Who Controls the Narrative?

Massachusetts has introduced a new rule that will affect how repair shops are seen from a tax standpoint. The regulation – **830 CMR 62C.8.2** – comes from the Department of Revenue (DOR) and applies to payments made on or after **January 1, 2025**. On its face, it looks like a simple reporting requirement. In reality, it changes how your work may be measured.

Under this rule, insurance companies must file an annual report showing how much they paid your shop during the year. They must also report how much of those payments they say went toward **sales tax**. Just as important, they must send a copy of that report to both the state and your shop.

That may sound routine. It is not.

For the first time, the state will have a second version of your transactions – one created by the insurer, not by you. Your books show what you billed and what you collected. The insurer's report shows what they decided to pay, and how they chose to break it down.

Those are not always the same numbers.

So the real question becomes: **what happens when the insurer's version of the job does not match yours?**

That question is not theoretical. It is built into how this rule works – and it is where the risk begins.

What the Regulation Requires – and What It Assumes

At a basic level, the rule applies to **motor vehicle insurers** that issue policies in Massachusetts. If an insurer pays your shop for a repair – or for related charges – they now have a reporting obligation to the state.

Each year, insurers must file a report that includes key details about your business, such as your shop name, federal ID number, address and license number. More importantly, they must report two numbers:

“the total amount of payments” made to your shop
“the total amount... attributable to... sales and use tax”

Those two figures sit at the center of this rule.

The reporting is not limited to repair work alone. The regulation specifically includes payments for items like:

“sublet towing, gate fees, estimate fees and storage”

In other words, insurers are required to report a wide range of payments – some taxable, some not – under a single reporting framework.

There is also a defined timeline. Insurers must send a copy of their report to your shop by January 31 each year. They must file that same report with the Department of Revenue by March 31. If they later find an error, they have until December 31 to correct it.

On paper, this system appears straightforward. But it rests on two key assumptions.

First, it assumes that what an insurer pays is a reliable stand-in for what your shop actually sold. Second, it assumes that insurers can consistently determine how much of those payments relate to sales tax.

Those assumptions sound reasonable.

In practice, they often do not hold.

Core Disconnect: Payments Are Not Taxable Sales

At the center of this new rule is a simple idea that does not hold up in the real world.

Under Massachusetts law, sales tax is based on the **retail price your shop charges** for the repair. It is not based on what an insurance company decides to pay. That distinction has always mattered – and it matters even more now.

The regulation, however, focuses on something different. It requires insurers to report: “the total amount of payments made...”

That sounds straightforward. But those payments rarely match the full value of the job.

Your invoice reflects the total repair. It includes all parts, labor and any taxable items. It also reflects the true selling price – the number your tax is based on. Insurer payments, on the other hand, often reflect only a portion of that amount. They may exclude deductibles, delay supplements or leave out disputed items entirely.

This is not unusual. It is how the system has always worked.

In day-to-day operations, shops deal with:

- Partial payments from insurers
- Supplements that are paid later – or sometimes not at all
- Deductible amounts paid directly by the customer

- Operations that are reduced or denied

Each of these situations creates a gap between what was billed and what was paid.

That gap is the problem.

Insurer reports will show **payments**. Your records show **sales**. Those are not the same number – and they never have been.

Yet this rule puts those two numbers side by side, as if they should match. In doing so, it attempts to compare two sets of data that are **structurally different by design**.

Where the Data Breaks Down in Practice

The issues created by this rule are not rare or unusual. They are part of everyday operations in a repair shop. Once you look closely at how the numbers are actually created, the gaps become hard to ignore.

One of the biggest problems starts with how insurers are supposed to report sales tax. The rule requires them to report: “the amount...attributable to...sales and use tax”

But it never explains **how** to calculate that number. There is no set method. There is no requirement that all insurers use the same approach. And there is no link to how shops actually calculate and report tax.

As a result, two insurers could look at the same repair and report two different tax amounts. Both reports might follow their internal systems. Neither may match the shop's records.

The issue becomes even clearer when you look at how tax applies to parts. Under Massachusetts law, sales tax is based on the **retail selling price**, including any markup. That is not optional – it is how the tax is defined.

There has already been at least one example where this broke down. An insurer failed to pay sales tax on the marked-up portion of a recycled part. While that issue may have been corrected, it highlights a larger concern. If an insurer under-calculates tax and then reports that lower number to the state, it creates a mismatch with what the shop is required to report.

The problem is not limited to parts. The rule also requires reporting on a wide range of charges, including: “towing, gate fees... storage.”

Some of these charges are taxable. Some are not. Some depend on how they are billed. In practice, they are not always treated the same way by every insurer or every shop. If those items are misclassified, the reported data becomes even less reliable.

Timing adds another layer of confusion. Shops report sales tax based on when the work is billed. Insurers report based on when payments are made. Those two timelines do not always line up. A job billed in one year may be paid in another. When that happens, the numbers can look off – even when everything was handled correctly.

Finally, there is the role of estimating platforms like CCC, Mitchell and Audatex. These systems often drive how insurers calculate and record payments. But they do not always reflect the final invoice. Supplements, adjustments and real-world changes may never be fully captured in the system data that feeds the insurer's report.

The result is a set of numbers that may be consistent inside the insurer's system – but incomplete when compared to what actually happened at the shop.

continued on pg. 34

Coverall Law puts you in the driver's seat, ensuring your peace of mind with legal services tailored to meet your unique needs. Whether you're navigating today's challenges or gearing up for tomorrow's adventures, we've got you covered.



COVERALL LAW

Built to Cover You.

Other firms might step in like a pit crew, getting tasks done quickly. But at **Coverall Law**, we go beyond speed - we deliver efficient, thorough solutions that get your life back on track and running better than ever!

With our dedication, **Coverall Law** gives you the expertise, insight, and strategic guidance you need.

(508) 635-5329
www.CoverallLaw.com

YOU NEED A GREAT LAW FIRM. WE'RE THAT, AND MORE!

continued from pg. 33

Taken together, these issues point to a larger problem. The reporting system produces data that is **inconsistent, not standardized, and in many cases difficult – if not impossible – to reconcile.**

Why This Matters: Risk Shifts to the Shop

All of these technical issues lead to one practical result: **the risk does not stay with the data – it shifts to the shop.**

Under this rule, the Department of Revenue will now receive two separate versions of the same activity. One comes from your shop, through your normal sales tax filings. The other comes from insurers, through their annual reports showing what they paid and how much tax they believe was included.

That creates a **parallel dataset.**

Once both sets of numbers are in the system, the next step is easy to predict. They will be compared. Differences will stand out. And those differences may trigger questions.

That is where the exposure begins.

For shops, this can mean:

- Being flagged for a discrepancy that is not actually an error
- Increased scrutiny from the state
- The need to explain why your numbers do not match the insurer's report

Even when your records are correct, you may still have to defend them.

There is also a clear imbalance in how responsibility is assigned. Shops are legally responsible for collecting and remitting the correct amount of sales tax. That obligation is strict, and it does not change under this rule.

Insurers, on the other hand, are responsible for reporting. They must file the required information, but they are not responsible for the underlying tax liability in the same way. If their numbers are incomplete or inconsistent, the burden does not fall on them in the same way it falls on the shop.

That creates a difficult position.

Shops may be asked to explain differences that come from **data they did not create and do not control.**

When Reporting Becomes a Liability

It is important to be clear about one point. The risk created by this rule does not depend on bad intent. It does not require insurers to act improperly. The issue is more basic than that.

The system itself is built on inputs that do not line up.

Insurers report what they pay. Shops report what they sell. Those numbers are created in different ways, for different purposes. When those two sets of data are put side by side, differences are not the exception – they are expected.

Problems begin when those differences are treated as errors.

In a typical scenario, an insurer may underpay part of a repair. That could include labor, parts or taxable markup. The insurer then reports the payment it made, along with the amount of tax it believes was included. That figure is sent to the state as part of its annual filing.

At the same time, the shop reports sales tax based on the full retail price of the job, as required by law.

Now there are two numbers in the system. One is lower. One is higher.

If those numbers are compared without context, it can create the appearance that the shop overreported – or that something does not add up. In reality, the shop may have done everything correctly.

This is where the concern becomes real.

The danger is not just non-compliance. It is the **misinterpretation of compliant conduct.**

Best Business Practices for Shops

The good news is that while you cannot control how insurers report their data, you can control how your shop documents and supports its own. In this environment, strong internal practices are no longer optional – they are your best protection.

Start with billing. Your invoices should always reflect the **full retail value of the repair**, with the correct sales tax applied to all taxable items. That includes markups where applicable. Do not adjust how you calculate or apply tax based on what an insurer chooses to pay. Your obligation is tied to the law, not the payment.

It is also important to separate how you track tax from how you track payments. Sales tax should be recorded based on what you bill, not what you receive. That means clearly tracking three numbers: the tax you billed, the tax you collected and the tax you remitted. Insurer payments should not be used as a shortcut for any of those figures.

At the same time, shops should begin tracking differences between what was billed and what was paid. These gaps are common, but under this rule they need to be documented. When an insurer pays less than the invoice total, there should be a clear record of why. That explanation may become important later.

Documentation, in general, takes on a larger role. Shops should retain complete files for each job, including estimates, supplements, final invoices, payment records and any communication with the insurer. The goal is simple: if a question comes up, your file should be able to tell the full story without guesswork.

When insurers begin issuing their annual reports, those documents should not be ignored. Review them. Compare the reported totals to your own records. If there are differences, identify them early and keep a record of what you find. These reports may become part of how your business is evaluated.

Finally, this is an area where professional guidance matters. Work with your accountant or tax advisor to make sure your processes align with Massachusetts requirements. It is also worth thinking ahead about how you would respond to an audit or inquiry. Having a plan in place before there is a problem can make a significant difference.

None of these steps eliminate the mismatch built into the system. But they do put your shop in a position to explain it – and defend your numbers if you ever need to.

A System That Still Needs Clarity

While the reporting requirement is now in place, many of the details that matter most to shops remain unclear. The rule outlines what insurers must report, but it does not explain how those numbers will be used – or how differences will be handled.

There is no clear framework for reconciling the two sets of data. The regulation does not provide a method for comparing insurer-reported payments to shop-reported sales. It also does not define how insurers are supposed to calculate the portion of a payment that

continued on pg. 36



**CONTACT US TODAY FOR A COMPETITIVE QUOTE
ON YOUR NEXT COLLISION REPAIR ESTIMATE.**



BALD HILL DODGE CHRYSLER JEEP

1035 Bald Hill Rd
Warwick, RI 02886

Order Hotline: (800) 822-3015

17 delivery trucks serving RI, MA and CT daily!

QUIRK AUTO DEALERS

115 E. Howard Street
Quincy, MA 02169

Order Hotline: (877) 707-8475

KELLY JEEP CHRYSLER

353 Broadway Route 1 North
Lynnfield, MA 01940

Order Hotline: (800) 278-8558

Fax: (781) 581-2490

Email: kjcparts@kellyauto.com

**Over \$1,000,000 in stock to support your business,
and fast free delivery!**

Check out MoparRepairConnection.com for resources, promotions and technical information.

©2020 FCA US LLC. All Rights Reserved. Chrysler, Dodge, Jeep, Ram, Mopar and SRT are registered trademarks of FCA US LLC.

[LEGAL] PERSPECTIVE

continued from pg. 34

is “attributable” to sales tax. As discussed earlier, that number can vary depending on the approach used.

Just as important, there is no guidance on what happens when the numbers do not match. The rule does not explain how discrepancies will be reviewed, or what level of difference may trigger further action.

This leaves several open questions.

How will the Department of Revenue evaluate conflicting information? If an insurer’s report and a shop’s records show different numbers, which one will carry more weight? Will there be any allowance for normal business differences, or will any mismatch raise a red flag?

At this stage, those questions do not have clear answers.

Until more guidance is provided, shops are left operating in a system where the reporting requirements are defined – but the rules for interpreting the data are not.

Preparing for a New Compliance Environment

This new regulation does more than add a reporting requirement. It marks a shift toward **third-party data comparison** as part of tax oversight in Massachusetts. For repair shops, that shift brings greater visibility – but also new challenges.

With insurer reports now entering the system, the state will have another way to look at your business activity. That added visibility can highlight differences that were never meant to match in the first place. As a result, shops may face new risks, along with a

greater administrative burden to explain and support their numbers.

The practical takeaway is straightforward. Shops should assume that insurer data will be used, and that any differences between that data and their own records will matter. Even routine variations may require explanation.

The best way to prepare is not to change how you calculate tax, but to strengthen how you document it. Accurate billing, complete records and clear internal tracking are no longer just good practice – they are essential.

Until more guidance is provided, the safest position is to be ready to show your work. A shop that can explain its numbers clearly and consistently is in a far better position than one that cannot.

Until the system is clarified, a shop’s best protection is the ability to demonstrate – clearly and consistently – that its records reflect the true taxable transaction, regardless of how that transaction is reported by others.

Coverall Law Managing Attorney Sean Preston finished in the top of his law school class at the historic Howard University School of Law in Washington, DC after serving in the United States Army. He went on to excel in business and legal strategy, serving some of the world’s most recognizable brands in neighboring industries. Sean recently returned from Berlin, Germany with his family (where he served in Rolls-Royce’s General Counsel function) and today resides in Wareham, MA, where he helps to oversee and meaningfully lead efforts in the region for Coverall Law. He can be reached at (508) 635-5329 or via email at spreston@coveralllaw.com.



Superior service starts with superior parts.

Rely on what Mazda drivers already know-Genuine Mazda parts extend a car's life.



Designed specifically for Mazda vehicles
Get the right part the first time
We're an accurate, trusted resource as close as your phone
Give us the opportunity to serve you

Contact these Mazda dealers for all your parts needs:

Mastria Mazda

1545 New State Highway
Route 44
Raynham, MA 02767
Phone: 508-822-3445
Fax: 508-802-4074
wholesale@mastria.com



Balise Mazda

733 East Columbus Avenue
Springfield, MA 01105
TOLL FREE: 800-992-6220
FAX: 800-254-3544
wparts@baliseauto.com
www.BaliseWholesaleParts.com
One Call, One Truck for 14 Brands!





THE CADILLAC OF
CADILLAC DEALERS SINCE 1927

www.longauto.com

800-982-2298



GENUINE
PARTS



Cadillac



THE CADILLAC OF
CADILLAC DEALERS SINCE 1927

- Internet Based National Parts Locator
- Over \$2 Million in Inventory
- 40,000 sq/ft. Warehouse
- Fleet of 19 Wholesale Delivery Trucks
GPS-Equipped
- Experienced GM- and ASE-Certified Sales Staff
- Snap-On Parts Catalog
- Competitive Discounts
- Liberal No-Hassle Return Policy
- GM Bump the Competition Conquest Program
- OE CollisionLink Dealer
- CCC One Vendor

**THE RIGHT PART, THE RIGHT PRICE,
AT THE RIGHT TIME**



GENUINE
PARTS

We carry parts for all GM makes and models.



218 TURNPIKE ROAD SOUTHBORO, MA 01772

1.800.982.2298

24 Hour Fax: 508.879.1212

Email: tschube@longauto.com

KEEP IT GENUINE

INSIST ON GENUINE GM PARTS



Contact the following dealers for all your Genuine GM Parts needs:

Boch Chevrolet

381 Boston Providence Hwy
Route 1, The Automile
Norwood, MA 02062
Parts Line: 781-762-9210
Toll Free: 800-559-9210
bchwholesale@boch.com

Balise Chevrolet Buick GMC

683 E. Columbus Ave.
Springfield, MA 01105
Toll Free: 800-992-6220
Fax: 800-254-3544
wparts@baliseauto.com
www.BaliseWholesaleParts.com
One Call, One Truck for 14 Brands!



Quality Repairs Start With **Volvo Genuine Parts.**

For over eight decades, the Volvo name has been synonymous with unmatched quality and performance. that legendary Volvo quality starts with Volvo Genuine Parts.

Rely on Volvo Genuine parts to get the right fit, at the right price, right now.

For all of your Volvo parts needs, please contact:

Volvo of Wellesley

962 Worcester Street
Wellesley, MA 02482
Parts Direct: 800-247-3033
Fax: 508-651-1220
www.volvoofwellesley.com



www.volvogroup.com

AUTOMOTIVE REPORT

ADVERTISERS' INDEX

ADAS of New England.....	8
Albert Kemperle	16
Alloy Wheel Repair Specialists	3
Applied Automotive Technology.....	17
Audi Group	21
Balise Genesis	28
BASF	4
BMW Group.....	20
Celette	9
Colonial Auto Group.....	2
Coverall Law.....	33
Crown Collision Solutions.....	29
Empire Auto Parts	11
GM Genuine Parts	38
Honda Group.....	25
Hyundai Group.....	11
Innovative.....	24
Ira Subaru.....	14
Ira Toyota of Danvers.....	15
Kelly Automotive Group	IBC
Kia Group	11
Lombard Equipment	OBC
Long Automotive Group	37
Mazda Group	36
Mopar Group	35
Nissan Group	13
North	29
Prime Consulting	17
Subaru Group.....	27
Telwin	25
Toyota Group	26
USI North America	30
Volvo Group.....	38
VW Group	31
Wagner Motors.....	12



WHOLESALE PARTS

Dedicated to Your Wholesale Parts Needs!



- A Fleet of 20 Radio Dispatched Trucks
- 2 Delivery Runs Daily in Mass & NH
- Competitive Wholesale Pricing & Discounts
- Premium Dedicated Wholesale Parts Staff
- Same Day Delivery on All In Stock Parts
- Phone, E-mail or Fax Ordering Available



275 Broadway (Rte. 1N)
Lynnfield, MA 01940
781.598.1234



95 Cedar St (Jct. 128 & I-93)
Woburn, MA 01801
781.835.3500



I N F I N I T I

155 Andover St (Rte. 114)
Danvers, MA 01923
978.774.1000



540 Lynnway (Rte. 1A)
Lynn, MA 01905
781.595.5252



72 Andover St (Rte. 114)
Danvers, MA 01923
978.774.8000



353 Broadway (Rte. 1N)
Lynnfield, MA 01940
781.581.6000

KELLYAUTO.COM



LOMBARD EQUIPMENT INC.

COLLISION REPAIR SYSTEMS

BRAND NEW FOR 2026:

GYS PTI Genius Plus Spot Welder

THE #1 SPOT WELDER ON PLANET EARTH!!!

- G** *New larger, easier to read display screen*
- G** *Technicians can control tool balancer from gun - more ergonomical!*
- G** *Redesigned overhead boom for more range of motion*
- G** *Illuminated coolant level gauge*



OEM

APPROVED!!!



**CHECK OUT OUR
NEW WEBSITE!**



Welding Systems | Frame Machines | Riveting Systems | ADAS Calibration
Dent Pulling | Dust Extraction | Sanitization | Training | Service | Support & MORE!