Spring 2020

2019 CVSN Industry Financial Benchmarking Report Included In this Issue!

HD Repair Forum, TRALA, HDA Truck Pride meetings postponed amid COVID-19 concerns

Photo: www.fastcompany.com
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Greetings CVSN Members and the entire Commercial Vehicle Aftermarket Community -

These are strange and unprecedented times we are living in. There are going to be entire chapters of textbooks written about this period. I sense myself flipping back and forth in my own head between thinking this can't be real and all these measures being taken globally are way overblown to wondering if I'm doing enough to protect myself, my family, my employees and my fellow citizens. I have become convinced that we must do whatever we can to flatten the curve (https://www.livescience.com/coronavirus-flatten-the-curve.html). Our healthcare system is not equipped to handle the demand of beds and respirators needed if we do not slow the spread of the virus. Italy is experiencing this as I write this. Day by day and hour by hour, new information comes in and totally changes what I had been working on up to that point. Mostly, I just feel like I'm in a daze.

I find comfort in knowing that there are others that I can rely on. I am proud to be a citizen of this country and a member of this global community. I am also proud of being a part of the Commercial Vehicle Aftermarket. I have been engaged in some late night phone calls this week with people I consider to be close friends. We have been discussing what is happening and trying to bounce ideas off of each other to plan for the future - as best we can.

My goal and vision for CVSN is for it to be an organization that can help this entire community and also be an organization that all of you can be proud of. CVSN (along with many, many other great organizations within and outside of truck parts) has been collecting information related to Coronavirus and best practices on how to respond to it from a business perspective. We are in the middle of a raging storm right now. I offer our services to anyone who thinks we can be of service. Please do not hesitate to reach out to me directly or anyone affiliated with CVSN. I am available 24/7.

Very respectfully,

Sean Ryan

President, CVSN
President, Point Spring & Driveshaft
In November, my article was titled, “I NEED YOUR HELP”. As an industry of individual owners of parts and repair shops, it is difficult to get people to take time away from their businesses to help in this very important effort. I want to thank Greg Klein, President of Inland Truck Parts who has agreed to help us accumulate the necessary information of software deficiencies that will enable us pull the OE Manufactures in to greater compliance with the Massachusetts Right to Repair Act and the Memorandum of Understanding between the OE’s and CVSN and AutoCare.

In the law and the MOU, complaints must first be registered with NASTF (National Automotive Safety Task Force). My problem up to now has been to get our industry to file the Service Information Requests (SIR) with NASTF that are required before any action can be taken to bring the OE’s into compliance. NASTF works through the OE manufacturers to get changes in the software. If the changes are not forthcoming, we have a dispute resolution process we can initiate to force the OE into compliance. In recent discussions with NASTF, they have promised a stronger working relationship with CVSN and our right to repair effort. Having NASTF’s commitment to work with us could be a game changer.

There is more news on the Right to Repair front. The new threat to us is that the OE truck manufacturers will do away with the diagnostic port in the near future because they can get the necessary data through telematics. Since the Right to Repair agreements and law do not cover telematics, we have had to move quickly to get telematics covered. There is a referendum scheduled in Massachusetts to be voted on in November which added Telematic access to the current Right to Repair law. I recently testified before the Massachusetts legislature on the importance of including telematics for heavy duty trucks in the Right to Repair law. Our hope is that the legislation will choose to pass a law by May and avoid the referendum. CVSN has a great paid lobbyist working on our behalf to make sure heavy duty trucks are including in any telematics legislation. But the OE manufacturers are fighting this. I have attached a recent article that gives some insight to the fight. Also, I have attached a recent press release from those fighting the referendum. Of course, we are fighting back. Included in this update is an advertisement currently running in Massachusetts promoting the referendum.
RIGHT TO REPAIR UPDATE

It is focused on car owners because they are the majority of the voters, but we are making sure any legislative action includes heavy trucks. Check out this YouTube video https://youtu.be/jQ46YOPe-qM

Anyone who wants to help us with information or just volunteer to help should contact me or Angelo Volpe. We need everyone in the game.

MARC KARON
President of Total Truck Parts
CVSN Right to Repair Chairman

NEWS RELEASE FROM “COALITION FOR SAFE AND SECURE DATA”

BOSTON — The coalition organized to fight against a 2020 ballot question that would increase access to a vehicle’s digital data said Monday that it planned to spend half a million dollars over the next few months on billboards and digital ads.

The Coalition for Safe and Secure Data said the public awareness campaign will ask voters: “You wouldn’t give your car keys to a stranger, why give up your data?”

Opponents of the digital “right-to-repair” question argue that privacy and cybersecurity would be at risk if national special interest groups successfully pass the ballot measure in November.

“Make no mistake – this proposal risks handing your information over to shady groups and bad actors all over the world,” said Conor Yunits, spokesperson for the Coalition for Safe & Secure Data. “It will create real personal safety, data privacy, and cybersecurity threats for everyone in Massachusetts, while doing absolutely nothing to improve the consumer experience.”
“Fear Campaign” Alleged in Vehicle Repair Battle McMurtry Hopeful About Legislative Alternative

Chris Lisinski 2/12/20 4:15 PM

Rep. Paul McMurtry, who emceed a "Right to Repair" briefing on Wednesday, greeted former Boston Police Commissioner Ed Davis, a paid consultant to the campaign. [Photo: Sam Doran/SHNS] STATE HOUSE, BOSTON, FEB. 12, 2020.....Opponents of a proposed ballot question that would require vehicle manufacturers to allow repair shops to access digital information are running a "fear campaign" by alleging that the suggested law would create privacy risks, consultant and former Boston Police Commissioner Ed Davis said Wednesday.

The proposal, which would update a 2013 law by mandating that vehicle owners and independent repair shops can access telematic data often held by manufacturers, has prompted significant debate about cybersecurity.

A coalition formed to oppose the idea argues that current law provides sufficient access to automobile diagnostic information and that expanding the statute would expose personal data to hackers. The group plans to spend half a million dollars on an advertising campaign calling for voters to oppose the ballot question.

Davis, who launched his own security firm after retiring from the Boston Police Department and is a paid consultant for the Right to Repair group pushing the ballot question, said at a legislative briefing that those claims are unfounded.

"I know a little bit about this business, and I also know a fear campaign," Davis said. "That's what we're seeing here. When I drive down Route 93 and I see billboards with menacing-looking people with hoodies on talking about your security — that's inappropriate for what we're having here."

"If I buy a car and I drive out of the dealership, I don't want to be bound by chains to that dealership," Davis continued. "I want to be able to do what I do with my own car. This prohibits that (binding) from happening."
Since the "right to repair" law was approved in 2012 and implemented in 2013, supporters say, technology has evolved and automobiles have increasingly included digital features. They hope the update will ensure that manufacturers cannot prevent outside shops from accessing important information about their customers' vehicles.

Proponents are hoping to use the initiative petition process to trigger either a legislative change or a November ballot question. They want to expand the existing law to guarantee consumer or independent business access to telematic information exempted in the 2013 statute.

"When we agreed to that (exemption) as the olive branch with the manufacturers back in the original generation of this bill, telematics was in its infancy. It is no longer," said Glenn Wilder, whose family has owned the Wilder Brothers tire and repair shop in Scituate for 112 years. "Cars we're using right now have it in there right now. My fear moving forward is there's real-time information manufacturers are collecting through telematics that are not being shared with the independent repairers."

The Coalition for Safe and Secure Data, which opposes the ballot question, argued in response that existing law already allows access to diagnostic and repair telematic information and only exempts other information such as location data.

In a statement after Wednesday’s briefing, CSSD spokesman Conor Yunits — whose group already launched its own advertising campaign — said "deep-pocketed groups have invested more than a million dollars into their misinformation campaign and indicated their clear intent to put this question in front of voters."

"So let’s be equally clear, remote access to driving habits and location in real-time is never necessary to diagnose or repair a vehicle," Yunits said. "Under this ill-conceived proposal, the personal data of Massachusetts drivers will be readily available to strangers, hackers, and criminals without any safeguards for protection. Our Coalition will continue to advocate for safe and secure data and work to defeat this dangerous ballot question."
Several speakers at the briefing hosted by right-to-repair reform supporters pushed back on allegations that opening up access to the information is dangerous. Brian Romansky, chief technology officer at Owl Cyber Defense, said the technology in question more securely manages credentials and rights than do most web platforms.

Retired U.S. Navy Rear Admiral Michael Brown, who previously served as director of cybersecurity coordination for the Department of Homeland Security and now works for Davis’s company, agreed that the transmission of information can and must be done securely.

"The owner of the vehicle may want a certain part of the information, whereas, rightfully so, the manufacturer may not want to provide access to elements of its operating system, but from a repair standpoint, that information can and should be provided to independent users," Brown said. "You have control over how the information is accessed and you have control over who has access to that information."

Lawmakers have until May to act on the proposed "right-to-repair" update and other ballot questions for which supporters collected enough signatures. If the Legislature declines, campaigns can collect 13,374 signatures to force the question onto the November ballot.

The Joint Committee on Consumer Protection and Professional Licensure grilled advocates from both sides of the issue in January.

Rep. Paul McMurtry, who hosted Wednesday’s briefing and filed legislation mirroring the ballot question, told the News Service he is hopeful that fellow lawmakers will find consensus and avoid a statewide ballot question.

"I always feel better public policy is generated through the legislative process, so I’m going to remain optimistic that we’re able to continue the conversation, like today’s briefing, and educate my colleagues on this issue," he said. "I remain hopeful we can act on it before a ballot question is taken up."
Members, we completely understand that in the current environment of the world, many of you are already seeing the financial impact on your companies. These times are going to reflect the strength of companies similar to the 2008/2009 years. The Benchmarking Survey could not be more important now to your company, so you can prepare for the future, post the coronavirus. This is a benefit of membership and is FREE to all CVSN distributor members. The 2020 survey materials will be sent later in April. For your company’s sake, participate.

For the full page report click HERE
GenNext has been busy early in 2020 with its participation at Heavy Duty Aftermarket Week (HDAW) in January and its preparations for the 2020 GenNext and Commercial Vehicle Solutions Network (CVSN) Distributor Training Expo and upcoming first quarter webinar.

GenNext’s opening webinar of the year will be held at 11 a.m. ET on March 25. The free 30-minute webinar will be led by Dinex North American Sales Manager Sebastian Houde. GenNext says Houde’s presentation will help attendees better understand the functionality of aftertreatment systems and offer troubleshooting tips for diesel particulate filters (DPF), diesel oxidation catalysts (DOC) and selective catalytic reduction (SCR) technologies.

“Registering and attending one of the GenNext webinars, such as the upcoming session provided by Dinex, provides upcoming industry leaders easy access to learn more about a specific topic relevant to the commercial vehicle aftermarket,” says Meritor’s Justine Scriptunas, who also serves as GenNext’s education chair. “GenNext strives to provide pertinent content so that we can continue learning and support ongoing career development.”

GenNext is also soliciting suggestions for future educational webinars and says all aftermarket professionals are welcome to suggest a topic to the organization’s Education committee that could be covered in future quarters.

Potential ideas can be sent to info@gennexthd.com or justine.scriptunas@meritor.com.

Additionally, registration is now open for DTE, which will be held Aug. 21-23, 2020, in Atlanta. Interested suppliers and distributors can learn more and sign up with the following links,

Distributors:  www.miregistration.net/gncvsndist

Suppliers:  www.miregistration.net/gncvsnsupl
SUPPLIERS & DISTRIBUTORS!
BOOK YOUR SPACE NOW FOR THE FIFTH ANNUAL CVSN/GENNEXT TRAINING EXPO!

This program is designed for suppliers interested in training 200 distributor outside sales, parts managers, and branch managers coast-to-coast from the U.S. and Canada from all industry affiliations and groups. This saves each supplier a considerable amount of time and money in travel, housing and other expenses!

This is a great opportunity to train your distributor customers at one place at one time at a significant cost savings for your company. The cost of this event is comparable to other industry events but gives suppliers more face to face time with the people who actually sell their products everyday. This is your opportunity to give them the tools to sell your product more effectively.

HYATT REGENCY
AUGUST 21ST-23RD, 2020
ATLANTA, GEORGIA
Distributors: Lock in your early bird rate of $549  ($649 after June 5th)
SUPPLIER COST:
$20,000 for a Gold Level Sponsorship
$12,000 for a Silver Level Sponsorship
* Must be a company or individual member of CVSN or GenNext to attend DTE.
* Previous Year Suppliers have first right of refusal on sponsorship until December 31st. After December 31st, sponsorship will be awarded on a “first to sign up” basis. Supplier companies are encouraged to register asap and new supplier spots will be confirmed after the December 31st deadline.

SPONSORSHIP INCLUDES:
- Classroom and booth training area space so you can network, discuss and train 200 of the front line sellers of your product in the aftermarket
- All meals and networking receptions
- 10x10 or 10x20 individual training area booths

If suppliers want to bring extra manpower above the 4 attendees included in the Gold level sponsorship and 2 attendees in the Silver level sponsorship the cost is $495 per person to cover F&B. With this event, the training is completed in one weekend at a desirable cost of less than $70.00 per person. Without this event, a supplier might spend more time training for a month at a cost-per-person much higher. Even more, we feel the distributor salespeople will be more receptive to training in this out-of-office face-to-face environment.

DISTRIBUTOR COST:
- $549 per person includes flight, hotel, meals, keynote speaker, classroom time, trade show and hotel transfers
- Maximum 8 distributor guests per company
- Recommended attendees: Outside Sales, Parts Counter Sales, Sales Managers, Branch Managers, Purchasing
- This deeply discounted cost is offset by the supplier sponsorship
- Open to all HD distributors but first preference will be given to CVSN/GenNext Members.

HOW IS THIS EVENT DIFFERENT FROM HDAW OR A BUYING GROUP SHOW?
The GenNext/CVSN Distributor Training Expo is not comparable to a buying group show or HDAW. It’s a completely different show. Buying Group shows and HDAW are sales and networking based shows that cater to the principle. This is a training event that caters to the salesperson. Any supplier company that has a focus on training, heavy duty aftermarket inside/outside salespeople and counter people will benefit from this show.

BOOK TODAY!!

Angelo Volpe from CVSN and Adam Clark from Midwest Wheel Companies are the event co-chairs. Contact Adam at adamclark@midwestwheel.com or Angelo at avolpe@cvsn.org if you have any questions.

Limited supplier spots are on a first-come first-serve basis.
We have 8 Gold Level Sponsor slots at $20,000 and 23 Silver Level Sponsor slots at $12,000.

Suppliers, BOOK NOW AT www.miregistration.net/gncvsnsupl
Distributors, BOOK NOW AT www.miregistration.net/gncvsndist
As I reflect on HDAW 2020, it was truly a new beginning at our new home, The Gaylord Texan Resort. I could feel the energy and excitement from all the attendees who I interacted with throughout the week. We broke attendance records for the event with 4% more attendees than last year in Las Vegas. I personally enjoyed the new show floor, the new software and room layout for one-on-one meetings. It definitely made getting business done more efficient and convenient.

The entire week was designed around our theme of Command the Road Ahead. The education and keynote speakers all exceeded what I was expecting, and delivered valuable take-aways for every attendee.

As I think about all that was accomplished during the week, the following highlights come to mind:

• Our keynote address from Daymond John, who spoke about how he took an idea and turned it into a multi-billion-dollar empire;

• Our education sessions and the information provided to each attendee to help their business prepare for changing product technology and fleet repair events, while maximizing their sales and profitability;

• Our latest Hall of Fame Inductee, Don Reimondo; and

• Our Distributor of the Year Winner, Action Truck Parts.

I sincerely hope you left HDAW 2020 with information to improve your business today, tomorrow and in the future.
As with all events of this scale, HDAW was not done alone. I want to thank my co-chair, Sean Ryan, for his partnership and selfless dedication, the speakers who delivered “on point” messages to bring our theme to life, and the HDAW Joint Operating Committee members and their staffs for their work behind the scenes making a new location seem like home for all of us. After HDAW 2020, I think our industry is better prepared to Command the Road Ahead. It was my honor to serve each of the attendees, the Joint Operating Committee and the industry that I have been a part of for 30 years. The entire experience was one that I will never forget, and I thank everyone that contributed to such a successful event. I can’t wait to see what HDAW 2021 has to offer from January 25-28, 2021, back at the Gaylord Texan Resort.

Tim Bauer
Vice President Aftermarket
Eaton Vehicle group
HDAW 2020 Supplier Co-Chair
Check out our new Job Board

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A NEW WAY TO FIND THE JOB OF YOUR DREAMS.

www.hdjobboard.com

- Easily add your job description and find employees that are specialized in your industry.
- Easily search for jobs that fit your experience in the HD industry.
- A great way for employers and job seekers to connect!
- Go to www.hdjobboard.com and enter:
  Username: hdjobboard
  Password: CVSN1234
HD Industry Meeting Schedule

HDA Truck Pride Annual Meeting
Postponed Due to COVID-19 check
with HDA for updates

CVSN Aftermarket Distribution Summit Postponed Due to COVID-19 check back for updates.

Distributor Training Expo
AUGUST 21ST-23RD, 2020
Hyatt Regency
Atlanta, Georgia

VIPAR Annual Business Conference
October 18-23, 2020
JW Marriott Orlando Grand Lakes
Orlando Florida

HDAW 2021
January 25-28, 2021
Gaylord Texan
Grapevine Texas
THANKS TO OUR INDUSTRY SPONSORS!

PRESIDENT’S CLUB

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