



The Iowa Automotive Recyclers NEWS

AUGUST / SEPTEMBER 2008

IAR Direct Member Profile SANDHILL AUTO SALVAGE

Sandhill Auto Salvage, a family owned and operated business, has been in existence for 38 years. Sandhill Auto Salvage is located in Tama, Iowa (population 2,731) which is situated two miles south of Toledo, the county seat. Tama was located on the historic Lincoln Highway and is home to an original Lincoln Highway bridge, listed on the National Register of Historic Places.

Owned by Joe Waterbury, Sandhill Auto Salvage lies on 40 acres and is comprised of a 50 x 50 tear down building, a 50 x 200 Trans shed, a 50 x 50 motor shed, and a 26 x 36 office building with an attached 50 x 150 racked parts area with a 50 x 50 tire storage and dismantling area. Owner Joe Waterbury plans on adding a 24 x 36 shipping and receiving facility in the near future.

Sandhill Auto Salvage specializes in late models, both foreign and domestic. Sandhill's offer a 30 day, 1,000 mile warranty (includes no labor). Joe Waterbury's son Mike Waterbury says,

...Sandhill continued on page 9



Sandhill Auto Salvage Front Office



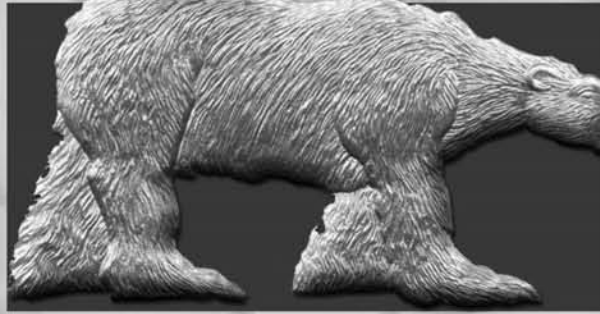
Sandhill Auto Salvage

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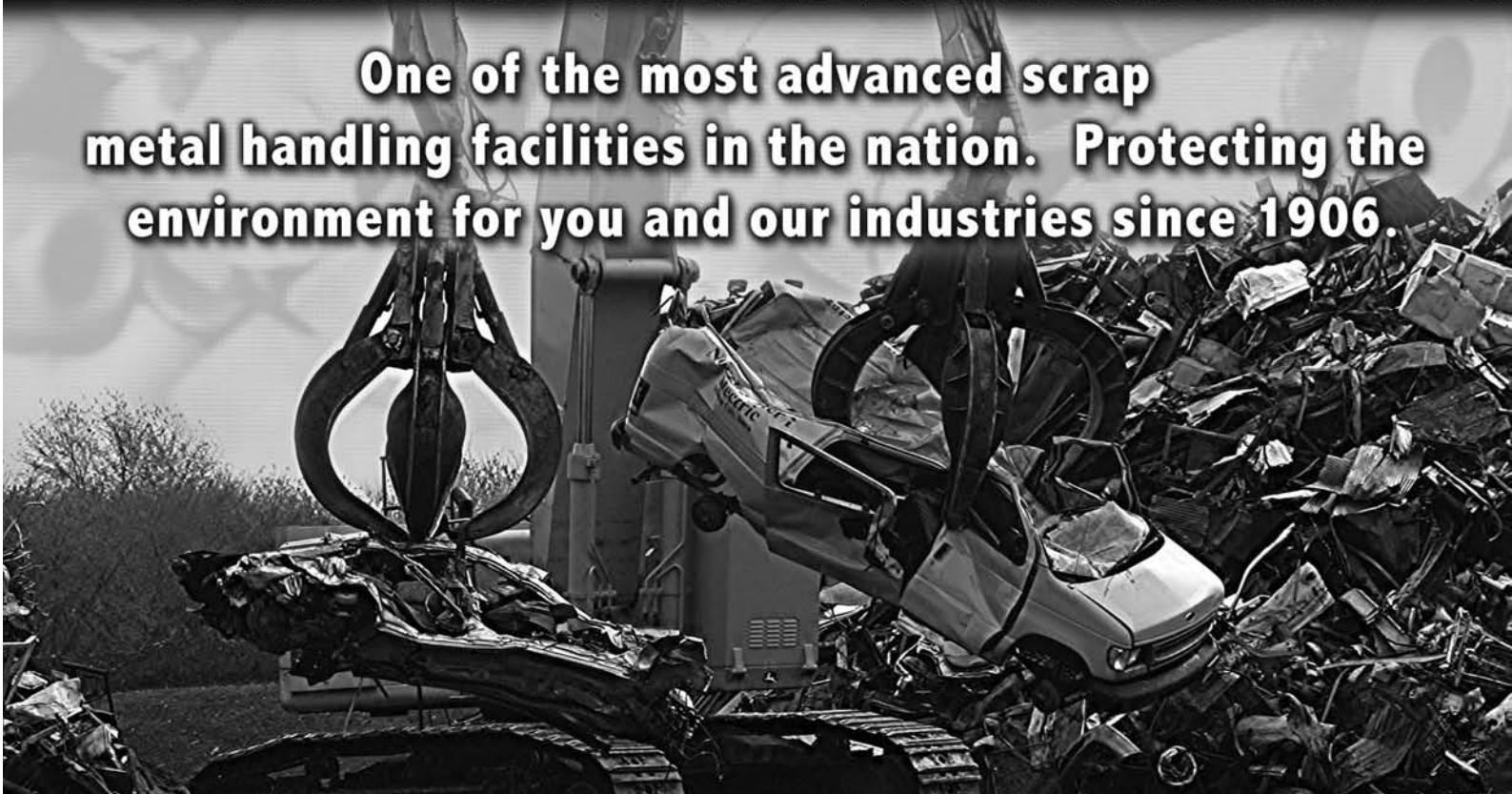


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The Iowa Recycler is published six times per year for the Iowa Automotive Recyclers. None of the material in this publication necessarily reflects the opinion of IAR, its officers, directors, staff, members or its Publisher. Statements of fact and opinion are the responsibility of the author alone. Articles and letters suitable for publication will be published in the next scheduled newsletter as space permits. Material should be sent to Kelly Lynch-Salseg, 3333 Skycroft Circle, Minneapolis, MN 55418, Phone: 515-943-3516, Email: iowaautorecyclers@bitstream.net Articles may be edited for length.

Throughout this issue, trademarked names are used. Rather than place a trademark symbol in every occurrence of a trademarked name, we state we are using the names only in an editorial fashion, and to the benefit of the trademark owner, with no intention of infringement of the trademark. Mention of trade names, commercial products, or techniques does not constitute endorsement or recommendation for use.

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55 W. 32nd Street
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Email: parts@vangorpia.com

IAR BOARD NEWS

Iowa Automotive Recyclers Board Meeting

Okoboji Grille – Pleasant Hill, IA

JUNE 6, 2008 1:00 P.M.

The meeting was called to order by President Mike Swift at 1:15 p.m. Members present were: Mike Swift, Kelly Salseg, Brent Nugent, Tom Snyder, Eric Piper, Scott Frank, Jodi Kunde, Clyde Lems, David Hesmer, Mike Waterbury and Jeff Smid.

MINUTES: The minutes from the last two meetings were distributed and read silently by the board members. Scott made a motion to approve them with a second from Jodi; motion carried.

FINANCIAL REPORT: Mike S. gave the financial report in Joel's absence. A copy was given to each board member. Mike S. reported that Joel has not written the checks yet for the scholarship winners and also has not moved the scholarship money into the bond fund as was previously voted to do. He wanted to get the scholarships paid first. If anyone has any questions about the financial report, Joel said to feel free to contact him. Jodi informed the board that the four \$1000 scholarship checks will be sent out in August after confirmation has been received from the colleges of the award winners. David H. made a motion to approve the financial report. Mike W. seconded the motion; motion carried.

ENVIRONMENTAL COMMITTEE: Tom reported on Sue Schaul's progress in the development of the Iowa Certification Program. She has completed the implementation documents for the MSDS program, the Cutting Torch program and Storm Water Employee program. Sue is also working on getting a group discount from TestAmerica Labs who does the storm water testing. It is currently 10% but Sue would like a higher discount. She is also reviewing the Minnesota and Florida CAR programs to get more ideas for Iowa's program and plans to have her report ready by the end of June.

LEGISLATIVE COMMITTEE: Clyde discussed the contract for our lobbyist, Dave Scott. It will be up for renewal at the end of 2008. Clyde suggested that the board needs to consider what they want to do and what is Dave doing or not doing to reach these goals. Clyde said his committee will come to the next meeting with a recommendation as far as the contract renewal or termination.

FALL OUTING: Kelly reported that the Fall Outing will be held on October 3rd and 4th with an exact location for the meetings to be determined. The tentative schedule is:

Friday, October 3rd:

3:00 PM IAR Board Meeting
6-8:00 PM Welcome Reception

Saturday, October 4th:

9:00 AM Yard Tour at Hurst Salvage, Spencer
Light breakfast compliments of Hurst Salvage
9:45 AM Yard Tour at Vander Haag's, Spencer
11-1:00 PM Vander Haag's Truck Museum
 Sanborn
Lunch compliments of Vander Haag's
1:30-3:00 PM Vander Haag's Home Museum
 Sanborn
5:30-6:30 PM Cocktail Reception
6:30 PM Banquet, Awards Ceremony & Auction

MEMBERSHIP COMMITTEE: Kelly presented 2 new associate members to be voted on for approval: Quality Replacement Parts and Brock Supply. Brent made a motion to accept them with a second by Mike W.; motion carried. That brings the total membership to 54 direct members and 23 associate members.

Kelly asked if the board would approve the \$50 membership fee to IADA and IADA-National. David H. made a motion to pay the \$50 fee. Jeff

IAR BOARD NEWS

seconded the motion, motion carried.

NEWSLETTER/WEBSITE COMMITTEE: Both of these have been well received. Kelly encouraged the board members to contact her if anyone has any ideas for the newsletter or website.

SCHOLARSHIP COMMITTEE: Jodi reported earlier that the four \$1000 scholarship checks will be sent in August after receipt of the college confirmations.

PAC REPORT: Jodi reported the PAC fund balance as of May 31, 2008 and informed the board that two checks were written in May: \$125.00 to Cohoon for Representative and \$250.00 to Jim Lykam., both members of the House Transportation Committee.

POTENTIAL CONVENTION MERGER WITH UPPER MIDWEST: The date of the Upper Midwest Convention has been set for May 1st-2nd, 2009 in Eau Claire, WI. After some discussion, the IAR Board seemed to want to continue with gathering more information and having further talks with the Upper Midwest people but is not committed to anything yet.

OTHER BUSINESS: It was brought to the attention of the board that we should all thank our president, Mike Swift, for the excellent job he is doing which brought a round of applause from the board!

The next meeting will be determined at a later date and as needed.

A motion to adjourn was made by David H. with a second from Tom; motion carried. The meeting was adjourned at 3:45 p.m.

Respectfully submitted,
Jeff Smid, Secretary



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The President's Pitch

By Mike Swift

Trail's End Auto & Truck Salvage, Des Moines

Well I hope that everyone is getting back to normal after all of the flooding that has been going

on in our state. I wish the Aikey family all of the luck in the world and I hope that for their sake that

this was the last of the "500 year floods" in at least our lifetimes. I haven't talked to Jeff or Julie but if there is anything that the IAR can do for you, please let us know. If any other of our members has been devastated by the floods of '08 please call Kelly Lynch-Salseg, IAR Executive Director, or myself, and if there is any kind of help you need please let us know and we will see what our association can do for you.

It seems like every time I write this article I get on a tangent about getting involved in the IAR or the ARA. I have heard from several non IAR members in the last few months about "I can't see what the association does for me." I told them that they needed to get more involved because we are the voice of our industry in the state of Iowa!

In the last year I have been bugging the Iowa DOT about how our recyclers license is set up and all of the hobbyist's in our state that can put out newspaper ads - the "WE BUY JUNK CARS TOP PRICES PAID NO TITLE NO PROBLEM". The DOT has added a

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IAR NEWS

new spot on their website to hopefully address this issue. I have been talking and e-mailing Kerry Kirkpatrick for the last year and he has assured me that they also want to get something done about this issue! In the last month Kerry has retired from the DOT but we are now working with the new director, Paul Steir, who assured me that this will not be forgotten. If you would like to look at the website go to www.iowadot.gov/endoflifevehicles/.

We are working on the fall outing coming up

REMEMBER THIS IS YOUR ASSOCIATION – PLEASE GET INVOLVED

October 3rd and 4th that will be held in Okoboji, Iowa. This is the IAR 50th Anniversary and is just right around the corner. We should have all of the

information out to you shortly and we hope that all of our members - associate and direct – will attend. It looks to be a great time. If you have anything you would like to see at the outing please contact Kelly, myself or any of you IAR board members.

Mike Swift

WELCOME TO IAR’S NEW MEMBERS ASSOCIATE MEMBERS

ADVANTAGE METALS RECYCLING, LLC

3005 Manchester Tfwy.
Kansas City, MO 64129
Contact: Cora Ferris
Phone: 816-922-1796
Fax: 816-922-1795

Email: cjf@advantagerecycling.com
www.advantagerecycling.com

IOWA INDEPENDENT AUTOMOBILE DEALERS ASSOCIATION (IIADA)

P.O. Box 337
Panora, IA 50216
Contact: Administrative Offices
Phone: 641-755-4177
Fax: 641-755-3247
Email: iiada@netins.net
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IAR NEWS

From the Executive Director's Desk

By Kelly Lynch-Salseg

Mark Your Calendars for October 3 & 4 Join IAR in Okoboji and Help Us Celebrate Our 50TH Anniversary

Please mark your calendars for Friday & Saturday, October 3 & 4, and plan on joining the Iowa Automotive Recyclers at our 50th Anniversary Celebration. The 50th Anniversary Party will be held at Bridges Bay Resort (www.bridgesbayresort.com) in Okoboji, Iowa. Nestled in the beautiful Iowa Great Lakes Region, Bridges Bay Resort is Okoboji's newest resort and features a huge indoor water park.

Activities will kick off Friday evening at an informal and relaxed Welcome Reception. Saturday we will tour Hurst Salvage and Vander Haag's in Spencer. From there we will bus to Vander Haag's Truck Museum for a tour and lunch, and follow up with a tour through the Vander Haag Home Museum. Saturday evening we will host a cocktail reception followed by an awards banquet and auction at Bridges Bay sister resort – Arrowwood Resort & Conference Center - a mere 1.9 mile scenic drive from Bridges Bay. For those of you that would prefer, IAR has arranged for shuttle services between the two resorts Saturday

evening. Expect to receive a mailing with more information and registration materials in August and start thinking now of what great item(s) you can contribute to the IAR auction!

The first meeting of IAR (then known as IATWA – Iowa Auto Truck Wreckers Association) was organized and put together by John C. Vander Haag and held at the Hotel Fort Des Moines in Des Moines, Iowa. How inspiring that John C. Vander Haag and his wife Ruth, 50 years later, are still involved with IAR and have been instrumental in planning our 50th Anniversary Celebration!

IAR is busy tracking down all of the Past Presidents of IAR as well as some "pioneers", who although may not have served as Board President were none the less instrumental to the success and longevity of our association – and hope that they will be able to join us this October.

We are very excited about our 50th Anniversary and sincerely hope to see each and every IAR yard and associate member represented at our shared celebration of 50 years! Come help us honor those that laid the ground work for us and help us celebrate in our accomplishments over the years. IAR enables members to get involved and accomplish collectively what none of them could do individually. IAR means fellowship with other automotive recyclers and associated businesses. It means exchanging ideas and promoting common action. This is what we have done for the past 50 years and what we will continue to do in the years to come.

*So Save The Dates October 3 & 4, 2008
Come Be A Part Of The Celebration!*

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Manager

Local #: 319-234-2445

IAR NEWS

...Sandhill continued from cover

“We have a reputation of being fair and courteous to our customers. We will go out of our way to try and resolve any problems our customers may have and have a very large repeat customer base.” Mike Waterbury continues, “We have very little employ-

President. Says Mike Waterbury, “IAR really is helpful in facilitating the exchange of ideas amongst recyclers, building a sense of fellowship amongst recyclers, and is instrumental in tracking and tackling legislative issues that effect our industry.”

Please join the IAR staff and board in thanking the Waterbury family and the entire staff of Sandhill for their hard work and dedication of time to improving the automotive recycling industry and IAR over the years!



Tear down building and motor storage



Tranny Shed

ee turn over. We have employees that have worked here since the business started 38 years ago. One of the great joys of this industry is how it allows you to meet new people on a continuing basis as well as dealing with our fellow recyclers.”

Sandhill Auto Salvage has been an IAR member for 35 of their 38 years in business, and the Waterbury family has been heavily involved in and supportive of the IAR association. Owner Joe Waterbury served as IAR Board President from 1983 – 1985, his late son Steve Waterbury served on the IAR board from 1994 – 1995, and son Mike Waterbury currently serves as IAR Board Vice

Sandhill Auto Salvage contact information:

Owner: Joe Waterbury

Address: 1981 Hwy. E-64, Tama, Iowa 52339

Phone: 641-484-2058

Toll Free: 800-542-7880

Fax: 641-484-5555

Email: parts@sandhillautosalvage.com

Web: sandhillautosalvage.com

***It is not only what you do,
but also what you don't do, for
which you are accountable.***

***Anonymous
Day by Day***

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Why Should You Join Iowa Automotive Recyclers?

NEWSLETTER - The Iowa Automotive Recyclers News, *free to all members*, is mailed out six times a year. The newsletter will keep you up-to-date on IAR members, events, current legislation, business and market conditions, industry related news, announcements, advertisements and more.

IAR WHO'S WHO MEMBERSHIP DIRECTORY - A listing of all IAR members, which is distributed annually to members, insurance adjusters, body and mechanical shops, and state legislators. *FREE LISTING to IAR members!*

ANNUAL MEETING - *Free to all members.* Every fall, IAR members and their families meet to choose future leadership in the organization, attend educational sessions, exchange ideas and information, meet and socialize with others in the industry and have fun!

GREATER MIDWEST AUTOMOTIVE RECYCLERS EXPOSITION - Recyclers from Iowa, Nebraska and Kansas meet annually for a trade show, to hear from industry leaders, for educational presentations, and to become better acquainted with members of the other states' organizations.

LEGISLATIVE REPRESENTATION - IAR retains a lobbyist who monitors the state legislature for actions which affect IAR members.

WEB SITE - www.iowaautorecyclers.com - An information source for recyclers, body and repair shops, and retail customers. Our Members Page contains complete contact information and web site links to all IAR members - *FREE!*

MEMBERSHIP PLAQUE - All IAR members are provided with a plaque denoting membership in IAR, for daily display in their place of business.

IMPROVED PUBLIC AWARENESS AND RESPECT - By working together, IAR members promote awareness of the advantages of recycling.

MEMBER OF AUTOMOTIVE RECYCLERS ASSOCIATION - IAR is an affiliate of the international Automotive Recyclers Association and receives valuable information and alerts - which are passed on to IAR members.

BOARD MEETINGS - The IAR Board of Directors meet at least quarterly to make sure your association is running smoothly and to deal with issues affecting the association.



Iowa Automotive Recyclers Application for Membership

Company Name _____

Contact Person & Title (Name in directory) _____

Address: _____

City, State, Zip: _____

Phone: _____ Fax _____

E-mail: _____ Web Site: _____

Recyclers License # (If applicable): _____

Dealers License # (If applicable): _____

ENCLOSED IS MY IAR MEMBERSHIP CHECK:

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- \$150.00 Associate Membership**
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*Rates are based on annual membership.
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Signature: _____

**Please return this form with your membership check to:
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Iowa Automotive Recyclers Code of Ethics

1. To promote goodwill by maintaining fair business practices and the very highest standards possible in the sale of all parts.
2. To sell high quality parts, recognizing a fair price structure, free of deceptive practices and misrepresentations.
3. To work towards customer satisfaction through parts guarantees whenever possible and when necessary, make reasonable adjustments.
4. To give courteous and fair treatment to all customers, answer all questions and make every effort to satisfy any reasonable complaint.
5. To cooperate with law enforcement authorities to help curb theft of both autos and parts.
6. To make every effort to work towards clean and orderly working conditions and attractive business locations.
7. To advertise our products honestly, avoiding false, misleading and deceptive statements, in order to maintain goodwill and good faith in our industry.
8. To make every effort for customers in finding the parts they need through parts locating services.
9. To support the policies and regulations of the Iowa Automotive Recyclers, and to abide by the standard trade practices of the Automotive Recyclers Association.

IAR NEWS

Certified Iowa Automotive Recycler Program Being Developed

By Sue Schauls

Sue Schauls is currently developing the **Certified Iowa Automotive Recycler** program for the Iowa Automotive Recycling association. The certification program will be useful in identifying the IAR members as professional automotive recyclers by certifying compliance with all environmental regulatory permits and waste management requirements applicable in the state of Iowa under state and federal jurisdiction. These rules are enforceable by the Iowa Department of Natural Resources (DNR) and the United States Environmental Protection Agency (EPA). The project will take place in three phases over a two-year period.

The Certified Iowa Automotive Recycler program is currently in Phase I of the project which is identifying environmental and waste management compliance issues. Salvage yard permit requirements are generally straight-forward. The certification program identifies the requirements, annual renewal criteria and the governing agency. These permit issues include:

- Hazardous Waste Generator Identification Number and Record Keeping
- Iowa Storm Water Permits
- Iowa Air Quality Permits
- Household Hazardous Material Retail Sales Permit
- Spill Prevention Control and Countermeasures Plan

Waste management issues on the other hand are somewhat subjective. Waste management issues were identified and a set of acceptable standards will be developed to qualify as a certified automotive recycler in Iowa. Waste management issues include:

- Hazardous Waste Inventory
- Used Antifreeze

- Used Oil
- Brake
- Transmission Fluid
- Hydraulic Fluid
- Oily Waste
- Used Fuels
- Spent Lead-Acid Batteries
- Scrap Tires
- Fluorescent Bulbs
- Mercury Switches
- Refrigerant
- Solvent Waste

A comprehensive checklist was developed to easily identify all environmental and compliance issues facing an automotive salvage yard. The checklist will serve as guideline to full certification and a means to attaining and maintaining regulatory compliance. Participation in the certification program can be the vehicle which member yards use to assure their full compliance with environmental rules and regulations.

In addition to demystifying the steps to satisfying Iowa DNR and U.S. EPA enforcement issues the certification program is being reconciled with



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the ARA CAR program. On the website for the national Automotive Recyclers Association (ARA) it states that "the Certified Automotive Recycler (CAR) program was established in 1994 to produce a set of standards for general business practices as well as environmental and safety issues and to provide a guidance for member facilities in adhering to these standards."

The ARA CAR program includes criteria for general business practices as well as occupational safety requirements. By incorporating these additional standards into the Iowa certification program, member yards will be able to certify for both programs upon completion of the Iowa certification process once the ARA Board has accepted the final product as sufficiently meeting their criteria.

The ARA criteria include some new items such as mandatory participation in the mercury switch

removal program and the implementation of a Cutting Torch Protocol for safely conducting cutting torch activity. Sue has developed some guidance material for each of these new criteria as well as the summary for implementing a Material Safety Data Sheet Program published in the last issue of this newsletter and handed out at the GMARE conference in Des Moines last March.

Where the Rubber Meets the Road

In the coming months and following acceptance from the IAR board, Phase II will commence implementation of the certification process which will proceed in two steps.

The first step will begin with distributing the comprehensive checklist to each of



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the IAR member yards. After distribution of the checklist, follow up telephone calls will be made to each salvage yard to verify and document their compliance issues.

The second step will work through all non-compliant problems for each yard. Sue will work hands on with each yard to identify specific instructions for action items necessary to attain certification based on the criteria for the standard of excellence in the Certified Iowa Automotive Recycler program. Her assistance will be available to conduct permit writing, storm water sampling, record keeping, and prepare training material as needed. Upon certification each yard will have the peace of mind to know that all their environmental regulations have been met and are documented. The documentation will be useful in the event of an enforcement inspection by either the Iowa DNR or the U.S. EPA.

Finally, in Phase III, the data from the comprehensive checklists and the work done by each operation to attain certification will be compiled and analyzed. The data will identify gaps in the understanding and practice of specific waste management issues and permitting requirements. This gap analysis will be useful in determining training sessions to be sponsored by the IAR association in the future.

The Certified Iowa Automotive Recycler program will identify and implement a checks and balance system for every regulatory compliance issue for the automotive recycling industry in

Iowa. Each member and the membership as a whole will achieve better environmental strategies in waste management and environmental compliance through certification. The certification process will ensure that each member is representing a professional salvage yard with documented compliance practices.

Sue Schauls has a Bachelor of Arts degree in Science: Environmental Planning from the University of Northern Iowa (1996). She has twelve years of pollution prevention, environmental regulatory compliance and project management experience.



She has conducted waste management training for over 7,500 people in more than 22 states and conducted hundreds of on-site environmental audits. She is currently working exclusively with Iowa Automotive Recyclers as Sue Schauls Consulting in Waterloo, Iowa. She serves the recyclers statewide by providing hands on assistance, training material, workshops, and compliance assistance. She can be reached at Schauls3@mchsi.com or by telephone at 319-233-7970.

Flood Relief Funds Available to IAR Full Members

In an effort to help the recyclers, employees and their families who had been affected by Hurricane Katrina, a relief fund was established by the Auto & Truck Recyclers of IL and all concerned fellow recyclers.

A significant amount of money remains in that

fund, and is open to any Iowa Automotive Recycler full member that has been adversely affected by the recent flooding for relief assistance.

For more information call Michelle Lechner at **877-880-2874**, Executive Director of the Auto & Truck Recyclers of Illinois.

IAR NEWS

IAR DIRECT MEMBERS

Ace Auto Recyclers	Iowa City	Nugent Auto Sales, Inc.	Maquoketa
Action Auto Parts	Marshalltown	Osage Auto Salvage	Osage
Aikey Auto Salvage	Cedar Falls	Pat's Auto Salvage	Waterloo
A & L Auto Parts	Holland	Poell's Enterprises Inc.	DeWitt
B & B Salvage	Sioux Center	P.Q. Auto Parts	Sioux City
Birdnow Auto Salvage	Fayette	Quandt Auto Salvage	Carroll
Boyes Auto & Truck Wrecking	Dubuque	Sam's Riverside Auto & Truck Parts	Des Moines
Carroll Auto Wrecking	Des Moines	Sanborn Auto, Inc.	Sanborn
Charlie Brown Auto, Ltd.	Creston	Sandhill Auto Salvage	Tama
Chase Auto Parts	Waterloo	Smith Auto Parts & Sales Inc.	Fairfield
Delp Auto & Truck	Fort Dodge	Smitty's Auto Parts	Des Moines
Don's Auto & Truck Salvage	Des Moines	Snyder's Auto Body	Clarinda
Dumont Auto Parts	Dumont	Spilman Auto Parts	Bloomfield
Hawkeye Auto Salvage	De Soto	Stuber Trucks	Waterloo
Hogeland Auto Plaza and Salvage	Marshalltown	Sun Line, Inc.	Cedar Rapids
Hulett & Sons Auto Salvage	Creston	Sunset Beach Auto Salvage	Des Moines
Hurst Salvage	Spencer	Swift Auto Parts	Des Moines
JBS Auto Parts, Inc.	Britt	Trail's End Auto & Truck Salvage	Des Moines
Jeff Smid Auto, Inc.	Iowa Falls	Vander Haag's Inc.	Spencer,
Jerry Carney & Sons	Ames	Council Bluffs, Des Moines,	Sioux Falls
John's Auto	Aplington	Van Gorp Used Cars, Inc.	Oskaloosa
Kabele Truck & Auto Parts	Spirit Lake	Van Horn Auto Parts	Mason City
Lems Auto Recyclers	Doon	Walker Auto Salvage, Inc.	Waverly
Lyle's Auto Salvage	Oto	Waterloo Auto Parts, Inc.	Waterloo
Midwest Auto Parts, Inc.	Waterloo	West Edge Auto Salvage	Independence
North End Auto Wrecking	Dubuque	Wrench 'N Go	Des Moines

IAR NEWS

Thoughts on Customer Service

By Trissel Graham & Toole



Hans Mufflers instituted a customer service improvement program based on the slogan, "Every customer, every time." In order to make this slogan come to life, they asked themselves, "What do we want to happen to every customer every time in order to promote good customer service?"

The whole process was distilled down to four behaviors that Hans Mufflers thought everyone could deliver:

1. Greet customers every time they enter the store or if a customer calls answer confidently right away.
2. Every time a salesperson sees a customer searching for a product, the employee asks the customers if they need assistance.
3. Make eye contact with customers every time you speak to them.
4. While on a customer phone call pay attention to the customers needs until the call is finished.

Then they distributed a two-page training guide to each store manager for use in implementing this strategy. The training guide was to be used at an employee meeting. Each store manager was

responsible for conveying the information to their employees and making sure with observation and coaching that everyone was practicing the new behaviors.

Next, Hans Mufflers set about measuring how well the standards were being implemented. They sent paid "mystery shoppers" into the stores and had them call the store to check for the use of the three behaviors. The shoppers reported compliance about 90% of the time.

Hans Mufflers also measured whether the number of complaints to their customer service representatives rose or fell, and found that they were falling, while a number of comments from satisfied customers went up. From these measurements, the program was deemed a success.

"Every customer, every time" became more than a slogan; it became a way of doing business because the service standards were specifically stated and then measured on a regular basis. It became the store manager responsibility to reinforce the specific service standards in his or her employees. And over time it became part of each stores culture of service, "every customer, every time."

IAR MEMBER NEWS

TRAILS' END AUTO & TRUCK SALVAGE: Happy Belated Birthday wishes to Trail's End Co-owner Steve Swift who celebrated another year on July 18th.

We also wish to acknowledge the 1st anniversary date of the passing of Tim Hedges, who left us too soon on August, 25, 2007. Our thoughts are with the gang at Trail's End and Tim's family.



JEFF SMID AUTO PARTS: HAPPY BIRTHDAY GREETINGS go out to Jeff Smid and his dog, Shade, who will both be turning another year old this August!

"Please contact the IAR office with your and your employee's birthdays, anniversaries, weddings, births, etc. coming up. We will gladly include them in the "IAR Member News" section. Gather those dates, names and occasions and let us know. Also, if your company or any employees have received any kind of special civic commendation or award, or you have made any changes to or with your business - pass that info. along as well. Email (iowaautorecyclers@bitstream.net), fax (612-781-7052) or phone (515-943-3516) the information in!

IAR NEWS

Iowa DOT Puts Illegal Motor Vehicle Scrappers on Notice

AMES, Iowa – May 13, 2008 - The Iowa Department of Transportation's (Iowa DOT) Office of Motor Vehicle Enforcement is currently cracking down on and stepping up investigations into the activities of illegal motor vehicle scrappers, including persons placing classified advertisements on Web sites (e.g., CRAIGSLIST®) and in local newspaper publications, and displaying signs that say – “WE BUY JUNK CARS FOR CASH \$\$\$.”

High scrap metal prices have made illegal scrapping a lucrative moneymaker for those who prey on Iowans anxious to get rid of their junk vehicles. It's not uncommon for these individuals to make false claims such as, “We are able to remove vehicles without titles.”

According to Major Kerry A. Kirkpatrick with the Iowa DOT's motor vehicle enforcement investigative unit, “Legitimate entities that are properly licensed as authorized vehicle recyclers know the requirements for accepting vehicles to process as scrap metal and refuse to take vehicles from individuals that don't have the necessary paperwork to transfer ownership.”

The Iowa DOT's increased investigation and enforcement activities in response to complaints and recent cases concerning illegal metal scrapping by unlicensed persons and businesses. The stepped-up enforcement is intended to curtail these illegal activities, enforce Iowa laws, and discourage others from undertaking or participating in these activities, while supporting responsible recycling of end-of-life vehicles.

In addition to the enhanced enforcement effort, the Iowa DOT has also developed a section on its Web site devoted to informing motor vehicle owners, scrap metal recyclers, used vehicle dealers, nonprofit organizations, vehicle demolishers, and law enforcement agencies about proper, legal disposal of junk vehicles. To access the site, visit: <http://www.iowadot.gov/endoflifevehicles/>. Other public education materials will also be distributed throughout the state.

Contact: Major Paul J. Steier of the Iowa DOT's Motor Vehicle Enforcement investigative unit at paul.steier@dot.iowa.gov or 515-237-3260

Iowa Legislative Information Measures Passed

HF 2668 – Amends Chapter 455D – Waste Volume Reduction & Recycling

Prohibits a business that generates used oil filters or a business collecting used oil filters from disposing of oil filters in a sanitary landfill. Requires a person offering for sale or selling oil or oil filters to provide for disposition of oil and oil filters or to post notice of locations where customers may dispose of these materials. Expands 1990 law to include oil filters.

Iowa Smoke Free Air Act

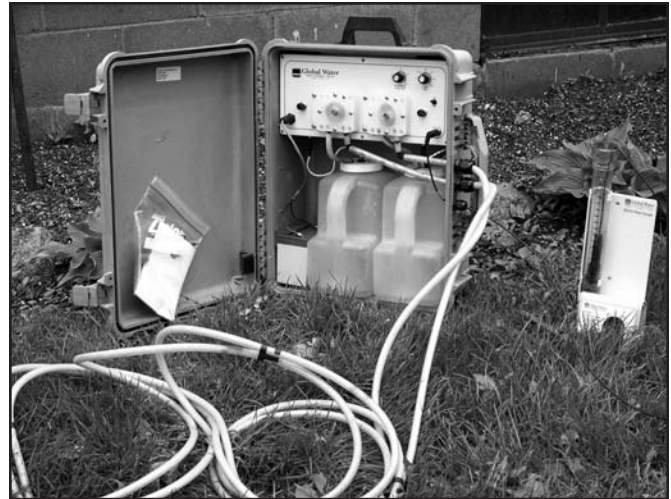
Visit the Iowa Department of Health's website www.iowasmokefreeair.gov to comply with the requirements of the Smoke Free Air Act, effective 7/1/08.

Fines for non-compliance can reach as high as \$ 10,000. Employers will be required to post signage and must recognize that smoking will be regulated in public places, places of employment and certain outdoor areas. The website has information that will be helpful in determining what is required.

IAR NEWS

MISSING: Have You Seen This Water Test Kit?

**“Have you seen this water test kit?
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Scrap Commodities Market Report July 2008

Approximate Pricing

Crushed Cars	250.00 NT
Prepared Iron	300.00 NT
Motor Blocks	275.00 NT
Aluminum Rims	0.80/LB
Aluminum Condensers	0.60/LB
Copper Radiators	1.50/LB
Aluminum Case Transmissions	0.15/LB
Dirty Aluminum	0.25/LB
Batteries	0.10/LB
Lead Wheel Weights	0.15/LB

*This Report is for the sole purpose of informing members of current metal market activity.

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INDUSTRY NEWS

Hybrids Offer Potential Profits, but Removal Brings Risk

By Jeffrey Bellant, Auto Yard Staff Writer

HAMMOND, Ind. – Automotive recyclers can add new business by obtaining salvage hybrid vehicles, but the technology brings potential danger in the dismantling process.

Craig Van Batenburg, owner of Automotive Career Development Center in Worcester, Mass., gave a two-hour lesson on hybrids, their value to recyclers and the danger they pose if not handled properly, during a recent convention.

Van Batenburg, a former auto repair shop owner, has owned several hybrids, including a 1999 Honda Insight, one of the first hybrid cars sold in the U.S. It prompted his interest in the new technology and he now consults and trains others on getting into the hybrid repair business.

Dismantling a hybrid vehicle can be life-threatening, however, if a person doesn't know what they're doing, Van Batenburg said at Northlake Auto Recyclers during the Upper Midwest Auto Recyclers Convention & Trade Show in May.

He said a dismantler's first job is to make sure the vehicle is turned off. Since hybrid vehicles are still powered even when the engine is not, make sure the vehicle is turned off or it could start moving while it is being worked on.

The other issue involves the cable that connects to the high voltage battery. "If you see an orange cable it potentially could kill you," Van Batenburg said. Almost all hybrids have an orange cable

which connects to the battery pack. They are high voltage and extremely dangerous. "It will take off your head," Van Batenburg said. "Make sure nobody goes near it who doesn't have training."

He said technicians should have two things when working on these cars: special hybrid-approved gloves that protect against shock (1,000 volts) and a CAT III certified high voltage tester to check the voltage.

Van Batenburg warned recyclers to stay away from obscure companies selling gloves that aren't reliable. He said 50 to 60 volts could kill a human being and a Toyota Prius, for example, puts out 276 volts.

Van Batenburg suggests checking the gloves by filling them with air to make sure there are no holes. "A hole as small as a pin-prick makes the glove useless," he said.

Once the car is off, the technician should allow the power to drain down. Though this happens quickly, manufacturers recommend up to five or 10 minutes as a safety precaution, Van Batenburg said.

Hybrids also have a switch or service plug that depowers the cables when removed. It is located in different areas, depending on the vehicle. On the Ford Escape and Toyota Prius hybrids, the orange plug is located in the trunk, under the lining.

The technician should test the voltage of the high voltage cable, the battery pack and capacitors to make sure they are safe to remove. When removed, the battery should be placed in a cool, dry place, preferably air-conditioned, Van Batenburg said.

Recyclers can make good money on some of the parts, he said.

The orange high voltage cables can sell for as much as \$1,000, as long as they are in great condition. "They can't have any scrapes or scratches," Van Batenburg said.

Battery packs sell well on the Internet, he said,

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INDUSTRY NEWS

because new battery packs cost thousands of dollars, depending on the hybrid. Other parts can also be valuable, even if they are not in perfect shape.

The lack of aftermarket parts for a Toyota Prius, for example, means that even a dented hood can sell for a lot of money, Van Batenburg said. "Stop throwing this stuff away," he said.

But fobs for the smart key on the Toyota Prius are useless, Van Batenburg said. They are registered to specific cars and cannot be reprogrammed.

Reprinted with permission of Auto Yard: News for the Salvage Professional, Issue Date May 19, 2008, www.autoyardonline.com.

Are You Shipping Airbags?

You should know that if you ship airbags, you are required by the U.S. Department of Transportation (DOT), 49CFR 172.602, to provide a 24-hour Emergency Hotline on your shipping papers. ARA has a member benefit program with

InfoTrac to provide this service for only \$75 a year. This is a significant savings compared to that of other providers.

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INDUSTRY NEWS

Fewer Crashes Depletes Pool of Damaged Vehicles

By David Piestrzynski, Auto Yard Staff Writer

Driver protection technology may shrink salvage inventory in the future.

The number of accidents is already declining, according to the National Highway and Traffic Safety Administration (NHTSA). It said there were fewer than 6 million reported accidents in 2006. Ten years ago, the administration reported nearly 7 million.

The trend seems even greater since the number of licensed drivers and vehicles on the road is increasing.

According to statistics from R.L. Polk, there were 250 million vehicles on the road in 2007, up from 200 million in 1997. There were about 200 million licensed drivers in 2007, up from about 175 million in 1997.

The NHTSA also reported more miles driven, despite higher gas prices. It found that Americans drove nearly 260 billion miles a month in 2007, up from 190 billion miles a month in 1993.

Greg Horn, a vice president of industry rela-

tions for research firm Mitchell International, cited technology as a reason for the decline in accidents.

At this year's American Salvage Pool Association conference in San Antonio, Horn spoke about accident-avoidance technology.

In the next five years, the average vehicle may come equipped with such technology as active head restraints, rearview cameras, night vision, blind spot detection and lane departure warning.

Even the simplest advancement makes a significant difference in reducing accidents, Horn said. "When cars started coming equipped with third tail lights, we noticed a significant drop in collisions," he said.

A more dramatic impact comes from electronic stability control systems. The ESC applies brakes to individual wheels and controls engine power.

Reprinted with permission of Auto Yard: News for the Salvage Professional, Issue Date May 19, 2008, www.autoyardonline.com.

Nucor Acquires Galamba Metals Group

CHARLOTTE, NORTH CAROLINA, April 2, 2008 – Nucor Corporation (NYSE: NUE) announced today that its wholly owned subsidiary,

The David J. Joseph Company ("DJJ"), has completed the acquisition, at a very attractive multiple, of substantially all the assets of Kansas City, Missouri-based Galamba Metals Group. Galamba, founded in 1977, operates a total of 16 full-service scrap processing facilities in Kansas, Missouri and Arkansas (including two automobile shredders). Galamba employs 385 people and processes over 500,000 tons annually.

DJJ will operate the Galamba Metals Group facilities under the Advantage Metals Recycling, LLC name. Galamba's current employees and management team will remain with Advantage Metals Recycling. Nucor and DJJ welcome the



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Galamba/Advantage Metals Recycling management team and employees to the Nucor family.

This acquisition represents another step in Nucor's previously announced plan to utilize DJJ as a platform for continued growth in the scrap processing industry.

Nucor is the largest purchaser of ferrous scrap in North America, with total scrap purchases of 22.8 million tons in 2007. Nucor and affiliates are manufacturers of steel products, with operating facilities primarily in the U.S. and Canada. Products produced include: carbon and alloy steel – in bars, beams, sheet and plate; steel joists and joist girders; steel deck; fabricated concrete reinforcing steel; cold finished steel; steel fasteners; metal building systems; light gauge steel framing; steel grating and expanded metal; and wire and

wire mesh. Nucor, through DJJ, also brokers ferrous and nonferrous metals, pig iron and HRI/DRI; supplies ferro-alloys; and processes ferrous and nonferrous scrap. Nucor is North America's largest recycler.

Certain statements contained in this news release are "forward-looking statements" that involve risk and uncertainties. Factors that might cause the Company's actual results to differ materially from those anticipated in forward-looking statements are outlined in Nucor's regulatory filings with the Securities and Exchange Commission, including those in Nucor's December 31, 2007 Annual Report on Form 10-K. The forward-looking statements contained in this news release speak only as of this date, and Nucor does not assume any obligation to update them.

Scrap Tire Recycling Business Is Booming and Providing Fuel

Pittsburgh Tribune-Review (05/18/08) Napsha, Joe

The scrap tire market is thriving, as old tires can be used as a source of fuel, fuel oil, or materials used in civil engineering projects. Almost 260 million of the 300 million used tires removed from rims in the United States were recycled in 2006, versus about 25 million of 240 million discarded tires in 1990, reports the Rubber Manufacturers Association. Nearly 25 percent of the scrap tires generated each year are collected and recycled by Liberty Tires Recycling of Pittsburgh through its 14 U.S. facilities, which collectively process approximately 90 million tires annually. Liberty President Jeffrey Kendall says success in recycling tires comes from a steady supply of old tires, rubber processing ability and know-how, and a reliable way to sell the processed scrap. Kendall says Liberty is planning to expand its operations through the acquisition of five existing companies in other states. Among the sources the company

gets tires from are auto dealers, department stores, major tire chains, and service stations. Liberty's Braddock plant produced about 39 million pounds of crumb rubber in 2007, and Kendall says about 50 percent of the company's recycled tire product is used as fuel. Meanwhile, Delta-Energy has proposed a Greene County facility that would use a patented depolymerization process to burn about 40 tons of shredded tires into carbon black and raw fuel oil daily. Its yearly output is projected to be about 1.7 million gallons of oil and 4,700 tons of carbon black, while Delta-Energy's David James says the plant would annually consume some 1.2 million scrap tire-equivalents. Delta-Energy says its successful tire recycling operation near the town of Berthold, N.D., proves that the technology works.

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INDUSTRY NEWS

Police Search Salvage Yards for Stolen Scrap Metal

By Dan Holtz, Leader-Telegram Staff

Undercover police officers spent the last seven months conducting a stolen property investigation involving scrap metal.

The investigation culminated in the search Wednesday of five Eau Claire area scrap and salvage yards by dozens of law enforcement officers from throughout west-central Wisconsin.

Undercover officers were selling scrap metal such as beer barrels and wire and metal paraphernalia owned by railroads "that should have raised red flags as to where this stuff came from," Eau Claire Deputy Police Chief Eric Larsen said.

Officers received search warrants Wednesday morning from an Eau Claire County judge and executed searches at five scrap and salvage yards: Toy's Scrap and Salvage Corp., 8010 Olson Drive; Cooley's Statewide Scrap and Salvage, 1230 S. 82nd Ave.; Max Phillips and Son, 3532 White Ave.; U-Can Recycling, 2318 Ridge Road; and Spickler Recycling.

Nothing was removed from U-Can Recycling, Eau Claire Police Lt. Tim Golden said.

Railroad signal wire was taken from Max Phillips and Son. Beer kegs were recovered from Spickler Recycling. A stolen auto and other auto parts were taken from Toy's Scrap and Salvage. Nothing was removed from Cooley's Statewide Scrap and Salvage, but there was evidence of violations of the state Department of Transportation's motor vehicle salvage laws, Golden said.

Cooley's management issued a statement Wednesday afternoon confirming that police did not find any stolen materials at their business.

"We copy everyone's (identification) and get their plate number when we purchase scrap," the Cooley's statement said. "We definitely do not want to buy stolen scrap. We want to work with police to solve this problem of stolen scrap."

If law enforcement has been investigating stolen property for the past seven months, "why

didn't they work with us to solve this problem?" the statement asked.

Cooley officials say their business has been broken into several times during the past year, and law enforcement hasn't given them any follow-up information as to these break-ins.

Because of the high cost of scrap metal, the DOT has emphasized investigating both licensed and unlicensed salvage dealers, DOT fraud investigator Jim Anderson said.

"We are currently involved in several operations such as this and will be conducting additional audits of many salvage dealers across the state in the coming months," Anderson said.

Police say since January 2006, the Canadian National Railway has reported 12 incidents of theft involving railroad material totaling \$56,000 in Chippewa, Rusk, Polk, Washburn and Douglas counties in Wisconsin and in St. Louis County in Minnesota.

During the same period, the Union Pacific Railroad had more than \$113,000 worth of railroad material, signal wire and copper wire taken in Wisconsin.

Xcel Energy reports its loss of copper wire and materials by theft exceeds \$650,000 since 2006.

In 2006, the Eau Claire Police Department alone investigated \$59,000 worth of



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metal theft cases.

Police reports from the investigation will be forwarded to the Eau Claire County district attorney's office.

The law enforcement agencies participating in Wednesday's searches included the State Patrol;

police departments from Eau Claire, Chippewa Falls and Altoona; and sheriff's departments from Eau Claire, Trempealeau, St. Croix, Chippewa, Pierce, Jackson and Dunn counties.

Holtz can be reached at 833-9207, 800-236-7077 or dan.holtz@ecpc.com.

Warning: Advanced High-Strength Steels (AHSS) Courtesy of ARA University

Know the vehicle you are dismantling. The most obvious sign that a vehicle is constructed of AHSS is that it is difficult to drill or cut. Now, more than ever, it's necessary to do our homework. Log on to the vehicle maker's technical information and determine what the vehicle structure is

made from. One source for all vehicle makers' Web sites can be found on the Technical Information tab at www.i-car.com. Look for AHSS dismantling training on the ARA University Web site this fall.

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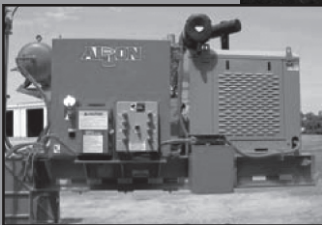
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