



Service Specialists Association

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www.ServiceSpecialistsAssociation.com



Service Specialists Association

the LEAF

SUMMER
2019

President's Letter

Greetings!

It looks like we have finally seen the end of winter here in Maine followed by an unusually rainy spring. While April showers bring May flowers, the wet weather has made it difficult for many of our clients in the paving, excavating, and construction business to stay on schedule to execute and complete projects. To help our customers avoid delays as they face a busy season, we continue to focus on a high level of customer service to offer quick turnaround when customer vehicles need attention. We all know it's the downtime during the season that costs the customer more than the actual repair bill (most of the time anyways). The appreciation and repeat business gained from our valued customers backs up how important good customer service is to every business! I hope all your bays are full and flowing. SSA 2109 will be held in Newport, RI. October 1st. through October 3rd. We are looking forward to having everyone experience Newport. Not only are we going to have a great line up of speakers and round table discussions, we all get to experience a



Jim Parsons
President

beautiful historic town steps away from the hotel. Rooms can be booked at the Newport Marriott, book soon! Be sure to stay updated by visiting the SSA website www.servicespecialistsassociation.com or by visiting the SSA Facebook Page.

Wishing everyone a great summer!

Jim Parsons

SSA Convention 2019

Be committed to the industry we share.
Join the SSA (Service Specialist Associates) and enjoy the benefits.

October 1-3 | Newport, RI | Newport Marriot Resort



SHOP PROFILE



Dsuban Spring Service was started in 1988 by John Dsuban and his wife Mary Ann. John gained his experience in suspension repair by working for Cecil Dent, who owned Dent Spring located in Cincinnati, Ohio. He was then approached by Service Spring Company in Indianapolis in 1979 to open a spring shop in Cincinnati, a job he took and turned into a thriving business by doing things his own way, but that was not enough. He had the drive for more. In 1988, after Service Spring & Cincinnati Spring was sold, he decided to start his own business in a two-bay garage with his son in law, Rich Dickerscheid. His daughter, Teri Dickerscheid and his wife

Mary Ann worked in the office with Teri learning and working the parts department.

His son, Tony joined the company a couple of years later and while going to college, the company was growing. We built a new building in 1993 and we were on our way to bigger things.

A long-time member of the SSA, Dsuban Spring joined Power Heavy Duty and doors began to open. We started wholesale selling parts, other than suspension related items which led to us branching out into all aspects of Heavy Truck and Trailer Repair. This was and IS the key to our success. Suspension repair,

especially spring work has slowed dramatically in the

last twenty years with less maintenance required and reliability improving by the design of better equipment.

Today, we have a full-service department, a parts department with outside sales persons and a new showroom added onto the building. We are now doing paint and body repair in another building we own.

Although John is no longer with us, Tony and Teri and Rich have taken the reigns where the next generation of our families are cutting their teeth. Doors that opened for us many years ago have let us prosper where other businesses have come and gone. By hard work, we hope to provide for our children what was passed to us.



SSA ANNUAL CONVENTION

START MAKING PLANS TO ATTEND
THIS YEAR'S SSA ANNUAL CONVENTION.

October 1-3, 2019
Newport Marriott, Newport, Rhode Island

Traditional Golf outing on Tuesday October 1, 2019

Wednesday October 2, 2019 and Thursday October 3, 2019 will
be filled with valuable topics to enlighten your convention experience.



David Saline

Just to note a few:

To start things off on Wednesday morning, we will have David Saline from Drive. Drive is one of the industry's top business consulting groups, specializing in mechanical, collision and heavy-duty truck repair. David will bring Drive's technology, training and innovative management systems to all our members. One very significant point of David's credentials is that he himself is an owner of a H.D. truck repair shop in Albuquerque, N.M., which allows him to directly relate to our cares and concerns. David also holds over 40 technical certifications as a H.D. truck mechanic, along with competing in the Technology and Maintenance Counsel's annual Super Tech contest.

Also, on Wednesday will be Rick Martin. Rick is a dedicated professional to the truck technology industry with 48 years of experience, and has trained thousands on brakes, steering, transmissions, driveline, electrical systems, anti-lock braking systems, and collision mitigation systems. The collision mitigation systems are important to all of us doing alignments, as steering sensors must be re-calculated. The subject of steering sensors will be one of Rick's presentations. Rick will also be presenting "Attracting Fleets to Independent Service Garages".

We will of course continue to have some of the past convention's favorite sessions, roundtable discussions, and an informative prespeaker, this year from Hendrickson.



Rick Martin

Please check our website and Facebook page
for more details as the convention date nears.



TODAY'S CLASS



Service Specialists Association

AN EXCLUSIVE OFFER FROM
TODAYSCCLASS.COM
FOR MEMBERS OF THE SSA

SSA is pleased to announce a new partnership with Today's Class to provide training to our members' technicians. The Today's Class Technician product is changing the way technicians learn by delivering personalized training sessions directly to the techs' smartphones daily. Technicians now have access to comprehensive training, from an ASE Accredited Training provider, in the palm of their hand. SSA members will have access to this training platform at a 10% discount.

To kickoff the partnership, SSA and Today's Class will be offering free access to the training for all member shops from June 15 - July 15. During this time, users will be able to earn 'rewards points' based on the training activity and redeem those points for prizes. The grand prize will be a YETI Tundra 65 ice chest.

So get signed up, test out this new platform, and allow your technicians to increase their knowledge and earn a chance to win this YETI!

Please contact Don Jones at
servicespecialists@outlook.com to register

www.servicespecialistsassociation.com

"ARE YOUR COMPANY'S SAFETY BELIEFS ABSORBED?"

I think that in many cases our beliefs have been stated and presented in many different formats. But our average employee reads and hears our safety messages so many times that it has lost its meaning. When we use a phrase over and over again the impact loses its meaning. Nothing that would grab one's attention. We hear it, but does not resonate, as it's overruled by other personal concerns. Probably the shop safety meetings and posters are part of our general beliefs, but dulled by the repetition of hearing it.

But do we act upon those posters and conversations? Probably not, even as we have viewed, heard and read many, many times. As a human we like faster and easier. But don't always insert risk in the task at hand evaluation. Because as humans we like completion as a reward. As owners and managers, take a moment to analyze your employees personalities, all are different, but at the same time similar in many ways. Make your next safety meeting one that has a reward for the listener.

Theme from an article by Mike Rowe.

ATRO PRODUCT SPOTLIGHT

ATRO PARTS
ENGINEERED | DURABLE | RELIABLE
MANUFACTURED IN ST. CLAIR, MISSOURI | U.S.A.

TORQUE ROD REPLACEMENT CYCLE

Did You KNOW?

- There is one Torque Rod replaced every 2.3 years on a Class 8 truck (average .43 per year)
- 94% of the total dollars spent is for complete rods vs re-bushed rods

What Is Your MARKET POTENTIAL?

ATRO has data on the Class 8 truck count for 110 U.S. Markets

Example of what this means ...

MARKET	TRUCKS IN MARKET	RODS REPLACED PER TRUCK	RODS REPLACED PER YEAR
Buffalo, NY	8,335	.43	3,584
Raleigh, NC	12,335	.43	5,302
Tampa, FL	15,222	.43	6,545

?ASK ATRO ...

We will help you determine YOUR market opportunity!

ATRO Torque Rod Solution:

- Over 250 torque rods cataloged
- Custom-made torque rods
- Two-piece weldable torque rods – Large and Small Eye

ATRO Selling Features:

- Heavy shaft rods with forged steel eyes
- Polyurethane bushings
 - Impervious to chemical attack
 - Stronger than rubber
 - Lasts longer
 - Longer warranties (2 years small eye, 3 years large eye)
- Rotating inner pins
 - Reduces inventory of complete torque rods (exact bushing angle not important)
 - Easier to install
 - Lasts longer

- Call Your ATRO representative to set up training for your team



ATRO
POLYURETHANE • SOLUTIONS

POLYURETHANE PARTS | SOLUTIONS FOR HEAVY TRUCKS

ATROBUSHING.COM
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St. Clair, Missouri 63077 | U.S.A.
(800) 325.6114 | Fax (866) 920.2005

PS010-091318_DidYouKnow

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EVERYTHING IS BIGGER IN TEXAS★

EVEN THE HEAVY DUTY AFTERMARKET.

JANUARY 27 - 30, 2020 | THE GAYLORD TEXAN RESORT | GRAPEVINE, TX

OSHA SAFETY TIP

OSHA Statement



U.S. Department of Labor
Occupational Safety and Health Administration
Office of Communications
Washington, D.C.
www.osha.gov

For Immediate Release
April 25, 2019
Contact: Office of Communications
Phone: 202-693-1999

Statement by Acting Assistant Secretary of Labor for Occupational Safety and Health Loren Sweatt on Workers' Memorial Day 2019

WASHINGTON, DC – Acting Assistant Secretary of Labor for Occupational Safety and Health Loren Sweatt issued the following statement regarding Workers' Memorial Day 2019:

"The U.S. Department of Labor is committed to ensuring that American jobs are safe jobs.

"Today is a day to remember that since 1971, the Occupational Safety and Health Administration (OSHA) has been working to help make workplaces safer. OSHA has aided in the creation of a safe culture for American workplaces because every worker in America should return home at the end of each and every workday, safe and unharmed.

"Workplace safety is everyone's business, and must be everyone's priority. Safety must start on day one and be a continuous process. OSHA will continue to work with its partners across the country – employers, workers, trade associations, labor unions, and safety and health professionals – to ensure that every workplace is safe and healthful.

"Together, we can continue to protect the health and safety path that leads to safe, family-sustaining career opportunities."

Under the Occupational Safety and Health Act of 1970, employers are responsible for providing safe and healthful workplaces for their employees. OSHA's role is to help ensure these conditions for America's working men and women by setting and enforcing standards, and providing training, education and assistance. For more information, visit www.osha.gov.