



Service Specialists Association

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FALL  
2021

## President's Letter

Greeting from Appleton,

As I sit at my desk writing what will be my last SSA President's letter, it is apparent that this has been one of the strangest 2 year stints a person could have leading an Association. It started in October 2019 at the end of a very successful convention in Newport with an amazing team/board that was energized to continue to build forward in 2020... then the feces hit the rotary oscillator in March 2020 and all bets were off! Here comes April/May and the Board of Directors circled the wagons as other Associations started cancelling 2020 Fall meetings... over the next weeks, many hours were spent in conversations along with a plethora of emails and text messages working towards a decision about Savannah 2020. In the best interest of the SSA, it was with sadness that we decided to cancel and reschedule for 2021.

As the dust settled and we got our feet back underneath us...it was "ZOOM TIME", yes as much as we dislike zoom meetings, it is the new way of business for the foreseeable future. The Board worked hard to put on monthly clinics and informational presentations to keep you up to date and informed on things we see in our shops daily. We held a two day zoom convention in October that gave us more insight into issues we face in our shops and a bonus zoom cocktail hour that was heartwarming to see old friends and familiar faces at a time when we all



**Mark Broehm**  
President

need an emotional uplifting if it was for only a couple of hours.

Strange as it was, I appreciated the Board members support and input over the past 2 years, could not have done it without you! The SSA might not be the largest Association or the fanciest and yes, we do take an afternoon to network on a golf course before our annual convention, but the one constant in SSA is FAMILY. We will someday all retire and step away from running a repair shop. The daily aroma therapy of diesel fumes and garbage haulers will fade away, but the Family we have known throughout the years will last a lifetime and that is something no one will ever take from us.

Thank you for allowing me to be your SSA President. Blessings and Prosperity in everything you do,

See you in Savannah,

Mark



Weller Automotive was founded in Muskegon, MI in 1932 as a family-owned salvage business. After many successful years in the auto salvage business, Frontier Truck Parts, a division of Weller Automotive, was established in Wyoming, MI as a salvage business servicing the trucking industry. Since then, we have moved into our brand-new facility that is located on 30 acres of land in Dorr, MI. Frontier Truck Parts is a 4th generation family-owned business with the newest generation of owners being Harry Weller, Jake Weller, and Scott Weller.

We have grown tremendously over the past 20 years, but our focus has always been to provide high quality parts with a focus on great customer service. We have over 60 skilled employees that handle our dismantling, quality control, testing, inventory, and

sales. Our staff is knowledgeable and friendly, and our new 150,000 square foot state of the art state-of-the-art facility is clean and well-organized.

At Frontier we understand your time is valuable. We have + 40,000 parts on the shelf ready to be shipped to you today. We have many part grades to suit your needs, which include, new OEM, used, aftermarket, and new takeoff. Whether you need engines, components, collision parts, radiators, or chrome accessories, we carry it all! All our used parts go through our 4-step reconditioning process of hot tank, bead-blast, inspection, and painting. Our parts are ready to go and with our same day shipping, we are ready to get you back up and running fast.

Also, Frontier specializes in axles and wheel-end. We can custom fabricate bracket hardware to

fit any application. We have one of the largest inventories of axle housings in the country.

Our mission is to build working relationships with our customers to help provide them with the quality parts they need, when they need them, so they can get back on the road. Our philosophy of business is all about you.



**SSA Convention**  
**2021** *Be committed to the industry we share.*  
*Join the SSA (Service Specialist Associates) and enjoy the benefits.*

**October 5-7 | Marriot Savannah Riverfront | Savannah, GA**

**Still Time To Register!**

Things to do in Savannah are abundant and varied. Although the city is best known for its historic sights – particularly its beautiful parks, squares and the architecture of the Historic District – there are plenty of other attractions in Savannah that cater to all kinds of preferences.

Sightseeing in Savannah often centers around its many historic houses, picturesque old cemeteries, and downtown tourist attractions such as River Street and Ellis Square/City Market, but there are also quaint neighborhoods such as riverside Isle of

Hope, a wealth of African-American history sites, two botanical gardens, and night-time ghost tours (be sure to sing up for our Spooky Pub Crawl on Tuesday night), or you could go antique hunting or enjoy a round of golf at our annual SSA Golf Tournament.

Savannah also has a vibrant food scene, with many great restaurants, fresh seafood, riverfront dining and a host of regional specialties, with several guided food tours offering a taste of the highlights. Art is big in Savannah too, with several art museums and dozens of galleries showing the work of local art-

ists. Savannah is also known for some of the oldest and most historic religious sites in the South, and a trip to Savannah is not complete without a visit to the 'Sistine of the South', the Cathedral Basilica of St. John the Baptist - one of the most photographed landmarks in Savannah.

With all the exciting things to do in Savannah, do not forget to save some time for our convention. Don Jones has been working for months to put together a lineup of presenters and programs to help keep your business strong today and growing in the future. John Blodgett of McKay & Co will talk to us about current economic conditions, the trucking economy, aftermarket impact factors and forecast in this ever-changing pandemic world. George Arrants, Vice President of the ASE Education Foundation will be discussing a subject that is never far from a shop owners mind, Tech Shortages. We will also have Jacob Findlay of Fullbay back with his talk "From Mad Men to Moneyball". In this session you'll learn about the critical business metrics your shop should track to ensure growth. If that were not enough, John Stoekinger will be discussing new ITRG/SSA opportunities offered to our shop members.

We do hope you will be able to join us in October; we have missed our SSA family. Be well, travel safe and we will see you in Savannah Georgia!