



Service Specialists Association

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SPRING
2023

President's Letter

Greetings everyone!

I hope this newsletter finds you all well! In Upstate NY, it's cold and overcast on most days! We haven't had much snow, which is bad for business and bad for my kids! The sleds and snowboards haven't been used much.

It was a pleasure to see many of you at HDAW in Texas in January. The change in weather was a nice perk for us. The show was packed this year! Our team from Allied Spring spent a lot of time meeting with our current suppliers, as well as forming relationships with some brand new companies, expanding our offerings. It is a great opportunity if you are looking to add new products and services to your companies! And, as always, the Gaylord was lovely!

The SSA Board of Directors is continuing to work hard on planning for our next convention in



Jodie Cresswell
President

Burlington, Vermont on October 3rd, 4th and 5th! If you have not done so already, put it on your calendar! Vermont in the Fall is truly amazing and we are excited to bring you a great conference.

Stay well and stay connected with us! Visit our Website at www.SSATruck.org or visit our Facebook Page for more information and updates!

Sincerely,
Jodie Cresswell

BOOK YOUR HOTEL STAY FOR THE SSA CONVENTION 2023!



**It's not too early to reserve your rooms for the
SSA Fall Convention in Burlington, Vermont**

*We have a room block reserved at
Hilton Burlington Lake Champlain for
October 2, 2023 through October 7, 2023.*

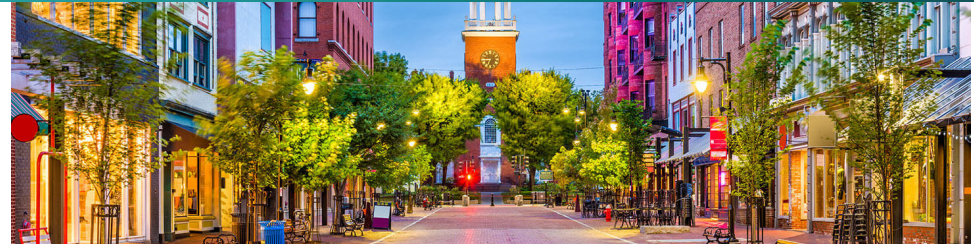
**Use this
QR code to
reserve
your room:**



*You can also call their Central Reservations Office at
1-800-HILTONS (445-8667), and mention Service Specialists
Association Convention- October 2023, to get
the special discounted rate.*

We're looking forward to seeing you in October!

THINGS TO DO IN BURLINGTON, VT



**Here are some points of interest in Burlington, Vermont that
may make for some fun outings for you while attending the
SSA Convention 2023 this October:**

Church Street Marketplace - a pedestrian-only outdoor mall filled with local boutiques, restaurants, and street performers.

Lake Champlain - a large freshwater lake perfect for swimming (might be a little chilly), boating, fishing, or just enjoying the scenic views.

ECHO, Leahy Center for Lake Champlain - an interactive science museum that focuses on the ecology, culture, and history of the Lake Champlain Basin.

Vermont Teddy Bear Company - a factory tour of the famous teddy bear company where you can see how the bears are made.

Shelburne Museum - a large collection of art, Americana, and historical artifacts located in a 45-acre park-like setting.

Burlington Bike Path - a 7.5-mile paved path that follows the Lake Champlain shoreline and offers beautiful views of the Adirondack Mountains.

Flynn Center for the Performing Arts - a historic theater that hosts a variety of music, dance, and theater performances.

University of Vermont - a picturesque college campus with historic buildings and a scenic view of the lake.

Magic Hat Brewing Company - a brewery with tours and tastings of their unique craft beers.

The Skinny Pancake - a popular restaurant that serves delicious crepes and other local dishes.

These are just a few of the many points of interest in Burlington, Vermont. Lets not forget it will also be peak leaf peeping season while we are there. Be sure to take in all the colors New England has to offer in the fall.



New 2023 CVSA Out-of-Service Criteria Now Available in the CVSA App

Access the new April 1, 2023, Commercial Vehicle Safety Alliance (CVSA) North American Standard Out-of-Service Criteria - anywhere, any time on your mobile device with the CVSA Out-of-Service Criteria app.

The app contains the out-of-service criteria; inspection bulletins; real-life photo examples of vehicle, cargo securement and hazardous materials/dangerous goods violations; inspection procedures; operational policies; access to the CVSA Learning portal; and more.

To download the app, search "CVSA" in the App Store or Google Play then select "CVSA Out-of-Service Criteria." Once you've downloaded the app, set up your account with your first and last name and the email address associated with the App Store or Google Play. You'll then have the option to purchase the new 2023 criteria.

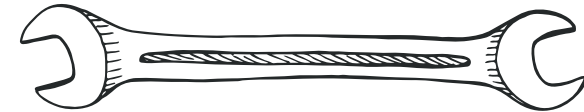
If you already have the app, simply search and select "CVSA Out-of-Service Criteria" in the App Store or Google Play to update your app and purchase the 2023 criteria.

If you have questions or need assistance with the app, contact CVSA Multimedia Specialist Mark Mills via mark.mills@cvsa.org or at 202-998-1102.



A Mechanic's Prayer

OUR SKILLS. WHO ART IN FIXING.
HALLOWED BY THY HANDS.
THY CARS WILL COME.
THY WILL BE DONE CHANGING OIL
AS IT IS REPLACING BRAKES.
GIVE US THIS DAY WITH OUR
NEW TOOLS, AND FORGIVE THE
PRICE OF THEM. AS WE FORGIVE
THOSE WHO LACK CAR KNOWLEDGE.
LEAD US NOT INTO MANY SCARS.
BUT DELIVER US FROM
STRIPPED BOLTS. AMEN.



Good news SSA Members...

We now have the capability to take dues payments by credit card!

Emails were sent out at the beginning of the year with a link to pay.

If you need another copy of the invoice link, please reach out to **Toni Nastali** and she will be happy to send it again.
toni@spring-align.com

Hopefully this will make payments easier moving forward.



HEAVY DUTY AFTERMARKET WEEK

2023

Another HDAW is in the books and it truly was a record year which brought a 27% growth of distributors over HDAW22. With a sold out Product Expo floor and more than 2,600 professionals gathered, manufacturers and suppliers showcased their latest products and services at The Gaylord Texan in Grapevine Texas in January, there was plenty to see, learn and discuss. From new product lines to One-on-One business meetings, shop owners had their pick of things to do and manufacturers to talk with.



The Keynote Speaker this year was Brian Kight, the founder of GIGNVS LLC and the author of DailyDiscipline.com, a daily memo on personal discipline. Brian is an entrepreneur, speaker, and advisor to businesses, sports teams, and schools who helps his clients raise the standards of leadership, create a disciplined culture, and align

behavior to produce results. His belief in his three pronged approach 1.) Keep it Simple 2.) Make it Systematic 3.) Focus on Timeless Truth has made him a sought after speaker that audiences instantly connect with.

"I felt the Key note speaker was talking directly to me and what is going on with my team in light of current times. If I could afford it I would hire him to dialogue with my entire team. Signed up for his daily email Brian Kight Daily discipline and have not been disappointed yet. The time is now to do the work."- Toni Nastali

Service Opportunities & Learning Day (SOLD!) also provided a full schedule of panels including Powertrains of the Future, The Future of Diagnostics for HD/ EV Vehicles and Industry Rock Stars on Technician and Service Professional Recruitment - Retention - and the 2% Solution. Along with the panels, there were corresponding roundtable discussions that went deeper into these engaging topics with the panelists themselves.

A huge thank you to our friends at Automann who invited us to tour their new location in Duncanville Tx. This state of the art warehouse opened in 2022 was a wonder to behold. As we were guided around we learned about the steps taken to improve functionality and efficiency while still making safety and the environment a top priority. Congratulations on the new warehouse.



Let's not forget about our very own SSA reception at the Mission Plaza along the winding river inside the main atrium. It was wonderful to see and raise a glass with our members there who were in attendance at HDAW. What a great way to catch up with old friends as well as introduce possible new members to the group.



Overall, HDAW23 was a valuable event for the heavy-duty aftermarket industry, providing attendees with the opportunity to learn, connect, and explore potential business opportunities. For those of you who like to plan ahead, you can save the dates of January 22nd through 25th for HDAW24. We will see you there!