

# Drive: NH

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A PUBLICATION OF THE NEW HAMPSHIRE AUTOMOBILE DEALERS ASSOCIATION		PROFILE POWERSPORTS PARTNERS WITH LOCAL TECHNOLOGY CENTER	



## **Profile Powersports Partners with Local Technology Center**

In February 2020, Kit Doty from Profile Powersports in Conway, NH, decided to reach out to the Mount Washington Valley Career and Tech Center's Automotive program. *Read more on p. 04*

## **NHADA Members Report Fake Invoice Statements**

NHADA was alerted of a new scam this past week that has shown up in New Hampshire. Multiple NHADA members received billing statements in the mail that seemed suspicious. *Read more on p. 22*

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[ZachField@iHeartMedia.com](mailto:ZachField@iHeartMedia.com)



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**Special Events — Save the Date!**

*(Italic = specific date pending)*

APRIL, 2021  
**Virtual College & Career Day**

MAY 7, 2021  
**25th Annual "Drive for a Tech" Golf Tournament**

SEPTEMBER 19-21 2021  
**100th Annual Convention**

**2021 NHADA OFFICERS**

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# Profile Powersports Partners with Local Technology Center



VIRGINIA SCHRADER

DIRECTOR, MOUNT WASHINGTON VALLEY CAREER  
AND TECHNICAL CENTER

In February 2020, Kit Doty from Profile Powersports in Conway, NH, decided to reach out to the Mount Washington Valley Career and Tech Center's Automotive program.

Profile was in need of employees and saw the potential in partnering with the Automotive program. That decision turned out to be a good one. Junior automotive student Jonathan "Jack" Vaughan had a lifelong passion for powersports. He grew up working on machines with his dad and knew that he wanted to pursue a career in the field.

He was a star auto student and participated in SkillsUSA. When Jack caught wind of the Profile Powersports opportunity, he jumped on it. By March 2020, Jack was an apprentice at Profile, and by the summer, Jack was a paid apprentice.

Kit Doty understands the importance of ensuring that Jack is learning on the job. He takes that part very

seriously. In fact, Jack has used some of his hours at Profile to learn BRPTI certification software. Jack's long-term goal is to attend Manchester Community College's Powersports program.

Upon completion, he is guaranteed a job at Profile Powersports. It's a win-win situation for all. Currently, Jack is considered a set-up technician. Machines come to the company 60% assembled, and Jack completes their assembly so they can be sold. He also does some LMR (Light Maintenance and Repair).

He loves his job and is grateful for the opportunity. He is doing what he loves to do in an environment that supports education and growth. We consider this a model program.

Many thanks to NHADA and Profile Powersports for recognizing the need for qualified technicians and creating a pipeline to promising careers for many young adults. 📌

# Great Bay Community College's Motorcycle Maintenance Course

OFFERED THROUGH PARTNERSHIP  
WITH NHADA MEMBER



Al Contois, Owner of Seacoast Harley-Davidson, talks about the unique partnership that he has with Great Bay Community College (GBCC). Watch the full video here: <https://youtu.be/J0VpggVot7g>



**T**he goal of the motorcycle technician program is to prepare students to work in the increasingly sophisticated and complex field of motorcycle technology through a combination of classroom instruction and hands-on skill development.

This certificate program is made possible through a unique partnership with Seacoast Harley Davidson, where the classes are held. This allows students to learn in a real working environment, observe active master technicians, all in a state-of-the-art lab using current motorcycles and equipment.

Technicians must be able to work with electronic diagnostic equipment, read and understand technical manuals, investigate to find the cause of a problem, and connect effectively with the customer. Students will use a variety of tools, including both manual and high-tech equipment, to assess, identify problems, and perform repairs.

## Career Options

- Certified Technician
- Line Technician
- Performance Tuner
- Import Technician
- Parts Manager
- Service Manager ▲

*If you know somebody who is interested in pursuing Motorcycle Maintenance as a career, please contact Great Bay Community College at [askgreatbay@ccsnh.edu](mailto:askgreatbay@ccsnh.edu) or call them at 603-427-7600. More information about the course is available online at:*

<https://www.greatbay.edu/program/motorcycle-maintenance-and-repair-technology/>



# Power Sports Certificate Program Offered at

## MANCHESTER COMMUNITY COLLEGE

MARC BELLEROSE, AUTOMOTIVE TECHNOLOGY DEPARTMENT CHAIR

TODD MIKONIS, AUTOMOTIVE TECHNOLOGY ASSOCIATE PROFESSOR



**A** career in the power sports industry can be both fulfilling and rewarding. If you are looking for technicians, Manchester Community College is a great place to start. Their five-course program allows future power sports technicians to gain all knowledge necessary to excel in the industry.

Starting with basic maintenance and repair, students learn all aspects of general maintenance and light repair of the latest power sports vehicles. Topics include safety, customer service relations, repair documentation, service-department operations, forklift operation, safety inspection, pre-delivery inspection, in-depth preventative maintenance and inspection, and common general repairs. Using the various skills

and knowledge learned, students will perform the same basic tasks on today's power sport vehicles as an entry-level maintenance technician would in a dealership.

Students will partake in the following classes:

- Introduction to Power Sports Basic Maintenance and Repair
- Electrical systems
- Engine and drivetrain
- Brake and suspension systems
- Fuel systems ▲

*For questions regarding the program, please contact Marc Bellerose at [mbellerose@ccsnh.edu](mailto:mbellerose@ccsnh.edu) or at 603-206-8024 or Todd Mikonis at [Tmikonis@ccsnh.edu](mailto:Tmikonis@ccsnh.edu) or 603-206-8049*



# The 25th Annual Drive for a Tech Golf Tournament is NEXT Month!



KALEENA GUZMAN

PROFESSIONAL DEVELOPMENT &  
MAJOR EVENTS MANAGER



**T**he weather is warming up, and the greens are ready! Come spend a day on the course and support the NHADA Education Foundation during our 25th Annual “Drive for a Tech” Golf Tournament Friday, May 5, at Pease Golf Course in Portsmouth, New Hampshire.

Come safely socialize and network with our members and partners outdoors in the fresh air. Enjoy a BBQ lunch on the course and, don’t worry, the beer cart will be making the rounds as you play. Be sure to pre-purchase your value packs which now includes your air cannon voucher, tickets that will give you four entries into the raffle with prizes you won’t want to pass by, and a mulligan that can come in handy on the course!

Play a full 18 holes with entertaining new challenges along the course mixed in with some of the old-time favorites. Challenges include the Birdie Ball Challenge sponsored by Volvo Cars of Exeter, where you will compete against your team members to see who can drive a birdie the

farthest! Looking for a way to showcase your company? Become a sponsor of our new Workforce Pipeline Precision Challenge where opponents will put their precision to the test while aiming to hit their ball through one of the Workforce Pipeline PVC pipes for a chance to win raffle and drink tickets.

Let’s also not forget how much fun everyone had on last year’s Marshmallow Challenge holes throughout the course. We saw a lot of creativity to try and add weight to the marshmallows. We had to be sure to bring the fun back with a little more of a twist that is sure to add to the excitement. We will have Putting with Peeps (all puns intended)! Sponsored by our Platinum partners at Gordon-Darby NHOST Services, Inc., golfers will be able to see just how far they can putt the peep! And, yes, we will have stale peeps available for a bonus advantage! 🍌

*Interested in being a sponsor or registering a foursome? Please register at our website or reach out to Kaleena Guzman at [kguzman@nhada.com](mailto:kguzman@nhada.com) or 603-224-2369.*

# 2021 Legislative Crossover Update



DAN BENNETT

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VICE PRESIDENT OF GOVERNMENT RELATIONS

**B**y the time you read this, the NH Legislature will be a little more than halfway done with one of the oddest sessions that one can remember. Typically we would be talking about crossover when bills move from the House to the Senate and vice versa and all the action that occurs around that. More importantly, we would be sharing pictures of our annual Legislative Crossover event where we host legislators after a long day or two of work to wind down and have a few bites, drinks, and some great comradery in Concord.



Both Chambers in the legislature are working remotely for the most part. The House of Representatives has only met in person for two days. It was done indoors at a 50,000 square foot sports complex in Bedford to provide for social distancing. The Senate is meeting frequently, but only over Zoom. The House will be meeting once again in Bedford over a three-day span in early April to complete their bill crossover and, importantly, hand the Senate their attempt at crafting the next two-year budget. The Senate will then have their turn at the budget before they meet in June in conference to finalize the details and pass it on to the Governor.

Because the regular session days of the House of Representatives are so few and complex in their organization,

Committees have done their best to limit bills that will make it to the full body for a vote. They have done this by taking the approach that if a bill is slightly controversial and/or would require much debate, they will retain (or hold in committee) the bill and tackle it in the fall in committee work sessions.

This is the exact fate that NHADA's highest priority bill faced. Rep. Peter Torosian (R-Atkinson) filed a bill (HB 522) that would have exempted all new vehicles under warranty from an annual inspection and had them receive one every two years. HB 522, a highly flawed bill both technically and conceptually, was retained by the House Transportation Committee. At the bill's initial hearing, many NHADA members attended the hearing in opposition or spoke against the bill. Others, who were constituents of Committee members, emailed their Representatives and let them know how they felt about this bad public safety bill. Our message of opposition to HB 522 was loud and clear, and we feel that the bill would not have passed a vote in the committee. Unfortunately, it was retained. There were a small number of committee members that felt that the concept had merit. We will continue to work on the bill and the issue. Over the next few months and the fall, we will work to educate and prove them wrong. Your voice and expertise in this will be critical. When we reach out to ask for your help on our grassroots effort, please be ready to lend a hand.

For questions on this or any other legislative matter, contact me at [dbennett@nhada.com](mailto:dbennett@nhada.com) or 603-224-2369.

## Interesting facts on the makeup of the current NH legislature:

"You ask, we answer: with five people not reporting, the average age this session is 61 (same as the last session). Oldest member 94, youngest 19. The age group with the most members is 60-69 (same as last) with 126 members (down from 157 last time). 310 of 398 members are over 50." New Hampshire House Clerk. ▲

# Springing Forward While Staying the Course: COVID-19 – YEAR 2



MARTA SILAKKA, RN, BSN, CCM, COHN-S

NURSE CASE MANAGER, NHADA — WCT

**P**retty soon, the snow will melt, and the flowers will bloom; it is just the way things go ... and unfortunately, we are watching these changes in a pandemic ... again. We have surpassed the year anniversary of COVID-19's arrival here in New Hampshire, and we have all adapted to the "new normal." Masks are an accessory to our outfits. Many have learned a new skill or taken up a hobby. We have found creative ways to see our friends and family and many work from home. Some check the daily virus numbers like we used to check sports scores, but above all, we have remained strong and worked together as a state and a country to do our part to help slow the spread of COVID-19. This we should be proud of!

COVID-19's presence appears at a crossroad; numbers have dropped, hospitalizations are down, deaths slow, but we have the new presence of variants that could have us back to where we were. Because of this, we must stay vigilant with all the state and CDC guidelines more than ever. It has been proven that masks, social distancing, and good hygiene do work in the fight against COVID-19. Experts tell us COVID-19 will be present to some degree for a long time, so we need to learn to manage it, control it, and live with it.

We now have three vaccines released to help slow the spread of COVID-19. The state continues to offer these based on a schedule of those most vulnerable to the virus.

Eventually, they will be available to all who wish to be vaccinated. Vaccines are not a magic bullet though; even once you are vaccinated, you must still follow the guidelines of wearing a mask, practicing social distancing, and practicing good hygiene. As much as we want them to be the cure-all and the end to COVID-19, vaccines are not 100%.

Current data shows that even vaccinated people may be able to spread the virus and even contract COVID-19. We need to remember getting the vaccine is a personal choice, and there may be individuals that cannot be vaccinated based on medical reasons, religious reasons, or pregnancy.

The state guidelines will likely evolve and change as the COVID-19 statistics change, vaccines become more widely available and new data is collected on their efficacy. Please continue to reach out to us with questions. Keeping our members informed on all things COVID-19 and helping them adapt the work environment to be safe for employees and customers continues to be a priority for us. NHADA will remain on top of new information and continue to keep everyone informed. ▲

*Please feel free to contact Marta Silakka at 603-224-2369, or [msilakka@nhada.com](mailto:msilakka@nhada.com) with any COVID-19 questions.*

# What Happens After Reporting an Injury?



DEBORAH HANDRAHAN, AIC-M

MEMBER SERVICES COORDINATOR

**M**any of our members have already begun using the HIPPA compliant online First Report of Injury (FROI). We have received positive feedback and helpful suggestions on improving the experience. The online FROI can be found here at <https://bit.ly/3sqNk7v>. Supporting documents such as the New Hampshire Workers' Compensation Medical Form, accident reports, witness statements, etc., can be uploaded with the FROI.

If the injured employee seeks medical attention, they should receive a New Hampshire Workers' Compensation Medical Form from the in-network provider after every visit. This form is designed to keep the employer informed on the injured employee's work capacity and medical status. It should document when the employee can return to work and list the employee's restrictions if any.

In case of a life-threatening emergency, call 911. Otherwise, please remind the injured employee that they should return to their employment place with the New Hampshire Workers' Compensation Medical Form after they seek medical attention. In addition to the Human Resource Dept., the immediate supervisor should be aware of the medical form's information. They are most likely the person who will designate what tasks they assign to the injured employee.

If the employee does not return immediately after seeking medical attention, please follow up with them. In addition to gathering the information, you need to run your operation. Checking in on the injured employee demonstrates concern for their well-being, which could reduce the amount of time spent out of work. I would venture to say that most of us would appreciate an employer that cares about our welfare.

The NH Workers' Compensation Statute requires the medical providers to submit the form to insurance carriers within ten days of the first treatment, but sometimes they fail to comply. We would appreciate it if you could forward the medical form to our Nurse Case Manager, Marta Silakka at [msilakka@nhada.com](mailto:msilakka@nhada.com), or fax it to (603) 224-8126.

We strongly urge members to contact Marta Silakka before the injured employee seeks medical attention. Marta can refer the injured employee to an in-network provider that's most appropriate for the situation. As a member of the NHADA WCT, you are a participant in an approved Managed Care Program. The Windham Group Network of Providers can be found on our website at [nhada.com/our-solutions/workers-comp/managed-care](http://nhada.com/our-solutions/workers-comp/managed-care).

If the injury meets certain criteria, our Claims Adjuster, Justin Dowdy, will contact the employer and the injured employee. He will conduct an interview with the employee to determine what additional information we need to process the claim. The interview process also allows Justin to explain in detail what the injured employee should expect with regard to the process and provides the employee with the opportunity to receive answers to the questions they may have. ▲

*If you have any questions regarding the workers' comp process, we are available to help. Deborah can be reached at 603-224-2369 ext. 340 or [dhandrahan@nhada.com](mailto:dhandrahan@nhada.com).*

[nhada.com/our-solutions/workers-comp/managed-care](http://nhada.com/our-solutions/workers-comp/managed-care)



# Roll Through the Years with NHADA: September 19-21



KALEENA GUZMAN

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PROFESSIONAL DEVELOPMENT &  
MAJOR EVENTS MANAGER



**M**ark your calendars! Our Annual Convention to celebrate 100 years is right around the corner, and we could not be more excited. Join us Sunday, September 19th through Tuesday, September 21st, at the beautiful Omni Mount Washington Resort & Spa. The venue presents stunning views of the White Mountains during peak foliage season. It also features indoor and outdoor pools and a relaxing spa and wellness center.

Located in the central White Mountains, you'll find easy driving, fabulous scenery, a wealth of sports and recreation, and the Northeast's finest family attractions. There will be something for everyone both at the resort and on-site. During the days, enjoy the Mount Washington Cog

Railway, numerous hiking trails and picnicking areas, The Basin, and so much more!

On-site, we will be rolling through the decades with some great entertainment for our evening dinners, with a lot of customized activities available throughout the day. Enjoy some time at the spa or participating in the scheduled golf tournament.

The planning is in the works, so be sure to stay tuned as activities and attractions will be added to make this the event of the century, literally! 📌

*Interested in being a sponsor or registering? Reach out to Kaleena Guzman at [kguzman@nhada.com](mailto:kguzman@nhada.com) or 603-224-2369.*

# MSDSonline Program Offered through NHADA



BRIAN DUPLESSIS

LOSS PREVENTION COORDINATOR

Is your MSDS binder up-to-date? When was the last time you inventoried your chemicals and made sure you had the up-to-date versions of the Safety Data Sheets? Did you know that OSHA requires employers to conduct an annual chemical inventory and go through and update your safety data sheets throughout the year? NHADA's MSDSonline program can help you comply.

For only \$299.00 a year, one of our Loss Prevention Representatives can come and conduct your physical chemical inventory, gather all the Safety Data Sheets and compile them all into an easy-to-use Ebinder that can be accessed on any computer, tablet or cell phone. MSDSonline automatically loads and inputs the most updated version of a products safety data sheet into your Ebinder, which takes

away the hassle of finding the most up-to-date version on your own. Over 80 NHADA members currently utilize MSDSonline for ease and convenience. MSDSonline is fully compliant with the OSHA Hazardous Communication Standard 29 CFR 1910.1200. A Loss Prevention Representative will train and show employees how to use and navigate the website and Ebinder if you are interested in signing up. ▲

<https://share.hsforms.com/11vfrvLh7Tm-1YrbeT3Hf2A2vilx>





# AED Direct Purchase Program 2021



MATT FOSTER

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SENIOR LOSS PREVENTION CONSULTANT

**O**ver the years, NH businesses have bought Automated External Defibrillators (AEDs) at discounted rates through NH's "Direct Purchase" program, administered by the State of New Hampshire Department of Safety. Through this program, businesses can purchase AED units for as low as \$849!

Three different units are currently available through the program:

**The DEFIBTECH "Lifeline" portable/mobile unit for \$849 or a fixed location for \$917.** These are provided by Life-savers, Inc. of Fairfield, New Jersey

**The PHILLIPS "HeartStart OnSite" portable/mobile unit for \$898.79 or a fixed location for \$1043.79.** These are provided by Rescue One Training for life, Inc. of Gaithersburg, Maryland.

**The ZOLL "AED Plus" portable/mobile unit for \$1070.00 or a fixed location for \$1215.00.** These are also provided by Rescue One Training for life, Inc. of Gaithersburg, Maryland.

The portable/mobile units come with the AED, battery, one set of adult defibrillation pads, carrying case, CPR

equipment kit, AED instructions, and a minimum of a 5-year warranty. The fixed location units come with all the above and an AED wall cabinet, AED wall sign, and 2 AED door decals.

Statistics show that if an AED is administered within the first six minutes of cardiac arrest, victims have roughly a 70% chance of survival as opposed to those receiving CPR alone, who have only about a 10% chance to live. Current NH AED laws provide both individual & organization liability protection for ownership & use of an AED in an emergency scenario.

If you are considering purchasing one of these devices, you should have at least one employee trained in basic CPR and AED usage. This can be scheduled through NHADA for only \$25 per person. NHADA currently has two certified CPR instructors, including myself. You will also have to register your unit with N.H. Fire & EMS Academy for the purpose of being added to the 911 database. ▲

*If you would like more information on this program and/or would like to schedule a CPR class, feel free to contact Matt at 603-224-2369 or email him at [mfoster@nhada.com](mailto:mfoster@nhada.com). You may also contact Bill Wood, Coordinator Preparedness & Special Projects at N.H. Fire & EMS Academy, for information or to register a current AED. Bill can be reached by phone at 603-223-4228 or by email at [William.wood@dos.nh.gov](mailto:William.wood@dos.nh.gov).*

# ApprenticeshipNH Partners with NHADA:

## EXPANDS APPRENTICESHIP OPPORTUNITIES FOR ENTRY-LEVEL TECHS



PETE MCNAMARA

PRESIDENT

**N**ew opportunities for individuals interested in becoming an auto technician now exist through a one-year, hands-on apprenticeship program created through a new partnership between the ApprenticeshipNH program and the NH Automobile Dealers Association (NHADA). The NHADA Consortium Automotive Technician Apprenticeship program will be the first of its kind in New Hampshire. It will match an employer's current need for skilled workers with job seekers looking to begin a career in automotive technology, an in-demand field with significant growth opportunities.

The new partnership was recently formalized at a celebration event during National Apprenticeship Week when NHADA signed paperwork to become an industry sponsor for an automotive technician Registered Apprenticeship program. The new partnership follows the “earn as you

learn model,” which is the backbone of the ApprenticeshipNH program that enables apprentices to attain skills on the job to advance professionally while acquiring knowledge in classroom instruction.

This consortium agreement gives NHADA members the opportunity to participate in the program by completing a simplified one-page agreement with NHADA. The on-the-job training takes place at the participating NHADA member's place of business. Training focuses on gaining experience in safety, suspension and steering, brakes, electronic systems, and engine performance. The related instruction that complements the on-the-job training includes two credit-bearing courses: Automotive Service Maintenance & Light Repair and Electronic Systems.

“As a consortium sponsor of a Registered Apprenticeship, we are very excited to partner with the Community





**THE NEW PARTNERSHIP WAS RECENTLY FORMALIZED AT A CELEBRATION EVENT DURING NATIONAL APPRENTICESHIP WEEK WHEN NHADA SIGNED PAPERWORK TO BECOME AN INDUSTRY SPONSOR FOR AN AUTOMOTIVE TECHNICIAN REGISTERED APPRENTICESHIP PROGRAM.**

Colleges and this ApprenticeshipNH initiative and offer this opportunity to our members, as we continue to help build the automotive workforce in New Hampshire,” said Pete McNamara, NHADA Education Foundation Executive Director, and Association President. “This will complement the certificate and associate degree auto tech programs that are already running at five of the community colleges. This new program is targeted at future techs who are not able to attend the college auto tech program full time.”

Banks Chevrolet Cadillac Buick GMC in Concord is the first employer to sign on to NHADA’s automotive technician registered apprenticeship program. “It’s fantastic that NHADA is sponsoring the hands-on apprenticeship program,” said Rick Gauthier. “This is one more tool along with NHADA’s scholarship program and the on-the-job training grant to grow future auto technicians.”

Classwork is being offered at five colleges across the Community College System of New Hampshire (CCSNH) – Great Bay Community College in Rochester, Lakes Region Community College in Laconia, Manchester Community College, Nashua Community College, and White Mountains Community College in Berlin. The multiple locations and schedules provide employers and apprentices from

across the state with flexibility in building partnerships and completing the related instruction.

“Automotive technology programs are one of the most popular offerings across CCSNH. This new partnership will create greater awareness of apprenticeship opportunities in automotive technology through NHADA’s statewide reach and membership of over 500 motor vehicle businesses in New Hampshire. We’re so pleased that we’re able to build on this relationship with NHADA by adding another pathway to entry-level positions in the industry,” said Kathleen Totten, AACC apprenticeship grant coordinator at CCSNH.

ApprenticeshipNH is an initiative of CCSNH that seeks to address workforce needs in specific sectors throughout the state by creating Registered Apprenticeship opportunities within the information technology, health care, advanced manufacturing, hospitality, automotive, biotechnology, and infrastructure/construction sectors. Funded through federal grants, the program received an additional grant in 2019 from the American Association of Community Colleges (AACC) to expand to the automotive and biotechnology sectors. The AACC grant will support these sectors by offsetting the cost of tuition of the related instruction and provide support to apprentices throughout the program. ▲

**NEED ENTRY-LEVEL  
AUTO TECHNOLOGY  
WORKERS?**

**APPRENTICESHIPNH APPLICATION**

NHADA | FOUNDATION    LEARN! NH APPRENTICESHIP    COMMUNITY COLLEGE system of New Hampshire

# Catch Your Customer's Eye with New "Spring" Products!



BRENDAN JAWORSKI

SALES REPRESENTATIVE, PRODUCTS DIVISION



**S**pring is finally in the air! (At least we hope the weather stays consistently this way). You know what that means--outdoor lot decor, putting away those winter jackets, bringing out the new short sleeve clothing, and launching those new branded promotional product giveaways! This spring, catch customers' eyes with these products to increase your brand awareness and entice them to walk into your showrooms.

From swooper flags to antenna flags, clip-on flags, air dancers, windshield banners, pennants, car hoodies, balloons, mirror hang tags, windshield numbers, year ovals, slogan stickers, window markers, and more! We've got you covered. You can save 10% off these select products listed above for the month of April when you use this code at checkout: **SPRING10**.

Looking to outfit your team with some new spring apparel? Check out all of our clothing options at: <https://catalog.companycasuals.com/>. We handle the entire process for you. From ordering the clothing to decorating it (embroidery or screen print) to delivering it to you. We have an extensive list of options on short sleeve polos, button-downs, t-shirts, baseball caps, lightweight jackets, sweatshirts, vests, and more! Have a clothing item you typically like to order each year? Let Brendan know, and we will quote it so you can compare our pricing to where you currently order from. We aim to save you money on these orders!

During spring giveaway time, we are excited to announce a completely new online catalog section of our new website. Here you will find **thousands of new promotional product offerings** available. We have access to source virtually any

promotional branded product for your business. We are now a part of a national distributor group which gives us the buying power to source these products at lower prices than our competitors. Which means we will be passing those savings onto you!

Some popular branded products this time of year include branded sunglasses, lip balm, koozies, windshield shades, umbrellas, water bottles, coolers, beach towels, and frisbees. Interested in getting a quote on any of the items above or have a branded product you typically get around this time of year? Reach out to Brendan, and we will get right back to you with pricing and info.

As always, thank you for your support of NHADA. Remember, a portion of LotDrop's revenue goes to enhance important NHADA programs like workforce development and grassroots legislative efforts for the auto industry here in New Hampshire. We appreciate all of your support! ▲

*Please reach out to Brendan Jaworski for a quote on any new spring products or apparel. He can be contacted at 603-224-2369 or at [bjaworski@nhada.com](mailto:bjaworski@nhada.com).*



<https://lotdrop.com>

Save 10% off these select products when you use this code at checkout: **SPRING10**

### Swooper Flags




<https://lotdrop.com/search?type=product&options%5Bprefix%5D=last&q=swooper>

### Car Hoodies




<https://lotdrop.com/search?type=product&options%5Bprefix%5D=last&q=car+hood>

### Antenna Flags




<https://lotdrop.com/search?type=product&options%5Bprefix%5D=last&q=antenna+flags>

### Balloons




<https://lotdrop.com/search?type=product&options%5Bprefix%5D=last&q=balloon>

### Clip-on Flags




<https://lotdrop.com/search?type=product&options%5Bprefix%5D=last&q=clip+on+flags>

### Mirror Hang Tags




<https://lotdrop.com/search?type=product&options%5Bprefix%5D=last&q=mirror+hang+tag>

### Air Dancers




<https://lotdrop.com/products/air-dancers-tubes>

### Windshield Numbers




<https://lotdrop.com/products/7-5-windshield-number-stickers-fluorescent-green-black>

### Windshield Banners




[https://lotdrop.com/products/windshield-banners?\\_pos=1&\\_sid=25b72c1eb&\\_ss=r](https://lotdrop.com/products/windshield-banners?_pos=1&_sid=25b72c1eb&_ss=r)

### Year Ovals




<https://lotdrop.com/search?type=product&options%5Bprefix%5D=last&q=year+oval>

### Pennants




<https://lotdrop.com/search?type=product&options%5Bprefix%5D=last&q=pennants>

### Slogan Stickers




<https://lotdrop.com/search?type=product&options%5Bprefix%5D=last&q=slogan+stickers>

## Looking to outfit your team with some new spring apparel?

### Short-Sleeved Polos



<https://catalog.companycasuals.com/Polos-Knits/c/polosknits>

### Vests



<https://catalog.companycasuals.com/search/?text=vest>

### Button-Downs



<https://catalog.companycasuals.com/Woven-Shirts/c/wovenshirts>

### Lightweight Jackets



<https://catalog.companycasuals.com/Outerwear/Corporate-Jackets/c/out-corporatejackets>

### T-shirts



<https://catalog.companycasuals.com/T-Shirts/c/tshirts>

### Sweatshirts



<https://catalog.companycasuals.com/Sweatshirts-Fleece/c/sweatshirtsfleece>

### Baseball Caps



<https://catalog.companycasuals.com/Caps/c/caps>

### Window Markers



<https://lotdrop.com/search?type=product&options%5Bprefix%5D=last&q=window+markers>

### Promotional Branded Products



<https://promo.lotdrop.com/>

### Koozies



<https://promo.lotdrop.com/quicksearch.htm?quicksearchbox=koozie>

### Branded Sunglasses



<https://promo.lotdrop.com/quicksearch.htm?quicksearchbox=sunglasses>

### Lip Balm



<https://promo.lotdrop.com/quicksearch.htm?quicksearchbox=lip+balm>

**Windshield Shades**




<https://promo.lotdrop.com/:quicksearch.htm?quicksearchbox=windshield+shade>

**Umbrellas**




<https://promo.lotdrop.com/:quicksearch.htm?quicksearchbox=umbrella>

**Water Bottles**




<https://promo.lotdrop.com/:quicksearch.htm?quicksearchbox=water+bottle>

**Coolers**




<https://promo.lotdrop.com/:quicksearch.htm?quicksearchbox=cooler>

**Beach Towels**




<https://promo.lotdrop.com/:quicksearch.htm?quicksearchbox=beach+towel>

**Frisbees**




<https://promo.lotdrop.com/:quicksearch.htm?quicksearchbox=frisbee>

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1. The Leadership Gaps
2. The Lack of Consistent Organizational Discipline
3. The Lack of a Transformational Execution Methodology

.....▶

**If these barriers exist in your organization and you want to fix them, please contact Bill Napolitano now to schedule your Complimentary Strategy Session.**



**Bill Napolitano**

774-254-0383 | [bill@resultsimproved.com](mailto:bill@resultsimproved.com)  
[www.resultsimproved.com](http://www.resultsimproved.com)

# NHADA's Online Training Portal: A Benefit for All Members



BRIAN DUPLESSIS

LOSS PREVENTION COORDINATOR

**D**uring the COVID-19 pandemic, it has been challenging to complete training where we need to maintain social distancing and avoid large groups. Insert NHADA's online training portal, this LMS (Learning Management System) contains job-specific, new-hire safety orientation for service technicians, body shop techs and painters, large truck technicians, and non-technicians. Content for each new-hire training varies depending on the needs of the position being filled. For instance, the body shop versions include our brand-new respirator safety training while the others do not.

Along with the new hire orientation offerings, the portal also includes all the same individual safety trainings that are available as "in-person" trainings including GHS hazard communication, forklift, ergonomics/back safety for service technicians, auto lift safety, respiratory protection, fire extinguishers, bloodborne pathogens, emergency

evacuation, and Hazardous Material training for parts drivers. There is also a COVID-19 General Awareness training course that is available FREE to all members!

Members utilizing this online training system have raved about the up-to-date, industry-specific content and ease of use, and at \$10 per class, the cost effectiveness. Members now have the ability to have employees complete all OSHA required and best practice safety orientation training quickly and conveniently prior to the individual starting work as well as receive notifications that annual refresher training is due. ▲

*This program isn't just for the larger WCT members who do a lot of hiring. The program is easy to use, and you only pay for what you use, so even smaller members who hire infrequently can take advantage. If you are interested in signing up, have questions or would like more information, feel free to contact either Matt Foster at [mfoster@nhada.com](mailto:mfoster@nhada.com) or Brian Duplessis at [bduplessis@nhada.com](mailto:bduplessis@nhada.com) or call 603-224-2369.*

# Jump-start your Career in Automotive



NICOLE HAVEY

AUTOMOTIVE CAREER TECHNICAL EDUCATION SPECIALIST

**A**re you currently sponsoring a high school student or 1st-year college student through an internship or job co-op? Are they interested in continuing their automotive, heavy-duty/diesel, powersports, or collision education at a New Hampshire Community College?

The NHADA Education Foundation wants to help support those students pursuing a career as an automotive technician through scholarship opportunities.

With the growing need for skilled workers in New Hampshire's automotive industry, NHADA has provided over \$100,000 in scholarship aid to students for the 2020-2021 academic year. This year, we want to help your co-op students with scholarship awards and hit that benchmark once again.

**We are currently accepting applications for scholarships. To complete an application, please have the student visit [foundation.nhada.com/scholarships](http://foundation.nhada.com/scholarships).**

Please note, all of the scholarship applications require:

- a copy of a school transcript;
- a recommendation letter from an automotive instructor; and,
- a recommendation from the service manager.



**WITH THE GROWING NEED  
FOR SKILLED WORKERS**

**IN NEW HAMPSHIRE'S  
AUTOMOTIVE INDUSTRY,  
NHADA HAS PROVIDED OVER  
\$100,000 IN SCHOLARSHIP  
AID TO STUDENTS FOR THE  
2020-2021 ACADEMIC YEAR.**

The deadline is quickly approaching, so please don't miss this opportunity to help a student in need! The application must be completed by April 15. ⚡

*For more questions regarding this opportunity, please contact Nicole Havey directly at 603-224-2369 or email [foundation@nhada.com](mailto:foundation@nhada.com).*

# NHADA Members Report Fake Invoice Statements



**N**HADA was alerted of a new scam recently that has shown up in New Hampshire. Multiple NHADA members received billing statements in the mail that seemed suspicious. The statements did not have a purchase order listed and this was a red flag to the recipients.

## Hi-Tech Industrial Company

ORDER FORM		ORDER #	DATE	SHIP VIA																														
Hi-Tech Industrial Company 1615 S Congress Ave Suite 103 Delray Beach FL, 33445 Phone #: (877) 477-7760		L-43110	2/8/2021	Fed-EX																														
<table border="1"> <thead> <tr> <th>ITEM #</th> <th>DESCRIPTION</th> <th>QUANTITY</th> <th>PRICE</th> <th>TOTAL</th> </tr> </thead> <tbody> <tr> <td>F-84655</td> <td>SHOP CONCENTRATE ALL PRO CLEANER</td> <td>1</td> <td>529.99</td> <td>529.99</td> </tr> <tr> <td>STANDARD</td> <td>FED-EX SHIPPING</td> <td>1</td> <td>57.68</td> <td>57.68</td> </tr> <tr> <td colspan="3"></td> <td>SUBTOTAL \$</td> <td>587.67</td> </tr> <tr> <td colspan="3"></td> <td>TAX</td> <td>-</td> </tr> <tr> <td colspan="3"></td> <td>TOTAL \$</td> <td>587.67</td> </tr> </tbody> </table>					ITEM #	DESCRIPTION	QUANTITY	PRICE	TOTAL	F-84655	SHOP CONCENTRATE ALL PRO CLEANER	1	529.99	529.99	STANDARD	FED-EX SHIPPING	1	57.68	57.68				SUBTOTAL \$	587.67				TAX	-				TOTAL \$	587.67
ITEM #	DESCRIPTION	QUANTITY	PRICE	TOTAL																														
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STANDARD	FED-EX SHIPPING	1	57.68	57.68																														
			SUBTOTAL \$	587.67																														
			TAX	-																														
			TOTAL \$	587.67																														

## United Chemicals Company LLC

ORDER FORM		ORDER #	DATE	SHIP VIA																														
United Chemicals Company 1451 W. Cypress Creek Road, Suite 300 Ft. Lauderdale, FL, 33309 Phone: (877) 321-2632		436-823	2/17/2021	Fed Ex																														
<table border="1"> <thead> <tr> <th>ITEM</th> <th>PRODUCT</th> <th>QTY</th> <th>UNIT PRICE</th> <th>TOTAL</th> </tr> </thead> <tbody> <tr> <td>ALL-PURPOSE</td> <td>ALL PURPOSE SHOP/TRUCK CONCENTRATE CLEANER AND DEGREASER</td> <td>4</td> <td>129.95</td> <td>519.80</td> </tr> <tr> <td>Shipping</td> <td>Standard Freight</td> <td>1</td> <td>62.99</td> <td>62.99</td> </tr> <tr> <td colspan="3"></td> <td>SUBTOTAL \$</td> <td>582.79</td> </tr> <tr> <td colspan="3"></td> <td>TAX</td> <td>-</td> </tr> <tr> <td colspan="3"></td> <td>TOTAL \$</td> <td>582.79</td> </tr> </tbody> </table>					ITEM	PRODUCT	QTY	UNIT PRICE	TOTAL	ALL-PURPOSE	ALL PURPOSE SHOP/TRUCK CONCENTRATE CLEANER AND DEGREASER	4	129.95	519.80	Shipping	Standard Freight	1	62.99	62.99				SUBTOTAL \$	582.79				TAX	-				TOTAL \$	582.79
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Shipping	Standard Freight	1	62.99	62.99																														
			SUBTOTAL \$	582.79																														
			TAX	-																														
			TOTAL \$	582.79																														

### View Fraudulent Invoices

<https://f.hubspotusercontent30.net/hubfs/4829685/Hi%20Tech%20Scam%20Invoice.pdf>

<https://f.hubspotusercontent30.net/hubfs/4829685/United%20Chemicals%20Invoice%20Scam.pdf>





**AFTER CONDUCTING RESEARCH ABOUT HI-TECH INDUSTRIAL COMPANY AND UNITED CHEMICALS COMPANY LLC, BOTH NON-BBB-ACCREDITED BUSINESSES, NHADA FOUND MULTIPLE REPORTS OF OTHER BUSINESSES FALLING PREY TO THIS SCAM.**

The NHADA members took the correct precautions by forwarding the documents to staff for verification. After learning that the purchases were not legitimate, the dealers then contacted the businesses who sent the statements. Both Hi-Tech Industrial and United Chemicals said that the statements were "quotes." The members then alerted NHADA of the scam.

The documents look legitimate and can easily be overlooked. After conducting research about Hi-Tech Industrial Company and United Chemicals Company LLC, both Non-BBB-Accredited businesses, NHADA found

multiple reports of other businesses falling prey to this scam. Hi-Tech Industrial received five 1-star reviews from businesses who have been scammed this month alone. United Chemicals has received 11 customer complaints and 16 1-star reviews. United Chemicals has contacted multiple NHADA members. ⚠

*Thank you to our NHADA members for being vigilant with regard to these suspicious documents. NHADA urges its members to use caution when dealing with unrecognized businesses. Be sure to contact member support at [nhada.com/contact](http://nhada.com/contact) or call NHADA at 603-224-2369 if you think you are dealing with a scam or have fallen victim to a scam.*

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\*RETAIL & LEASING AVAILABLE IN SELECT STATES

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# Healthy Smile, Healthy Body:

## Oral Health Can Offer a Window to Overall Good Health



LORI PREVE

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 LICENSED INSURANCE PRODUCER

**J**ust as your eyes are windows to your soul, can your smile be a window to your health? Oral health experts think so. Although researchers aren't sure whether one causes the other, oral health problems, such as periodontal disease, may suggest the need to take a closer look at a patient's overall health.

"A number of studies show an association between periodontal disease and systemic conditions," says Max Anderson, DDS, a national oral health adviser for Delta Dental Plans Association. "In most cases, cause and effect have not been convincingly demonstrated, but the presence of periodontal diseases can signal the presence of other health issues."

Sometimes the early signs of disease are visible to dentists when patients open wide. For example, people

with lesions or sores inside their mouths may be suffering from viral infections in their lungs. Similarly, patients with unpleasantly sensitive teeth or showing a chemical erosion of tooth enamel may be the victims of acid reflux or hiatal hernia conditions.

In other cases, health researchers have found the state of a patient's oral health to be associated with several systemic conditions, such as diabetes and circulatory problems.

Periodontal disease is more common among people with diabetes. Young adults with diabetes are about twice as likely to suffer from periodontal disease as those without diabetes. In fact, almost one-third of people with diabetes have severe periodontal disease. Periodontal disease progresses more rapidly and is more difficult to treat in people with uncontrolled or poorly controlled diabetes than in people without diabetes.

Another research study found that patients with periodontal disease and fewer teeth than those without periodontal disease may have an increased risk of suffering a stroke, a circulatory problem where there is a lack of blood supply in the brain.

Regardless of whether researchers establish direct cause and effect relationships between oral health problems and other health issues, dentists place their emphasis on protecting and promoting oral health for their patients' overall well-being.

"The good news is that the precautions dentists and oral health professionals recommend people take to protect their teeth, gums, and mouth aren't harmful. So, there is no harm to stepping up your hygiene habits to improve oral health and maybe do your body some good, too," says Dr. Anderson. ▲

Please contact Lori Preve, licensed insurance producer, with any questions about NHADA's insurance offerings. She can be reached at 603-224-2369 or [lpreve@nhada.com](mailto:lpreve@nhada.com).

<https://www.nhada.com/our-solutions/insurance/talk-insurance>



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**Make it easy for your employees to unleash their smile power with Delta Dental.**

With over 60 years of experience in dental benefits, we offer the tools, expertise, and exceptional overall value that will help your employees protect their smile and keep it healthy. Northeast Delta Dental is pleased to support the New Hampshire Automobile Dealers Association and provide a dental program customized for its members. Call 1-800-852-3372 for more information. [NortheastDeltaDental.com](http://NortheastDeltaDental.com)

**DELTA DENTAL**

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- Determination of Market Value
- Targeted Acquisition Valuations
- Partnership Buy in/Buy out
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**Investment products offered by Investment Banking Affiliates: Are Not FDIC Insured • May Lose Value • Are Not Bank Guaranteed.**

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# New Members

**Walsh Truck and Auto**  
 2 Danville Road, Unit A  
 Plaistow, NH 03865  
 Phone: (603) 819-4325  
 Owner: Patrick Walsh

**Jericho Outdoors**  
 232 Jericho Road  
 Berlin, NH 03570  
 Phone: (603) 215-2006  
 Owner: Luc Dube

**BJT Truck Repair Inc**  
 17 Star Drive  
 Merrimack, NH 03054  
 Phone: (603) 424-1405  
 Owner: James Raymond

**AT New Hampshire Inc.  
 (Manchester)**  
 1400 South Willow Street  
 Manchester, NH 03103  
 Phone: (603) 623-8873  
 Owner: Michael Sirignano

**AT New Hampshire Inc.  
 (Barrington)**  
 132 Pierce Road  
 Barrington, NH 03825  
 Phone: (603) 905-9036  
 Owner: Michael Sirignano

**Progressive Autoworks LLC**  
 243 US Route 302  
 Glen, NH 03838  
 Phone: (603) 383-4104  
 Owner: Mark Labrie

**ABBA Auto Sales LLC**  
 151 Main Street, Suite 5  
 Salem, NH 03079  
 Phone: (401) 359-0685  
 Owner: Zainab Adesina

**UNDER CONSTRUCTION MEMBERS –  
 See you soon!**

**Venture Powersports, LLC**  
 7 Tolend Road  
 Barrington, NH 03825  
 Owners: Roy Hurlbert &  
 Megan Kirichenko

**Laconia Auto Leadership LLC  
 dba Planet Honda**  
 96 East Main Street  
 Tilton, NH 03276  
 Owners: William Feinstein &  
 Timothy Ciasulli

# Advertiser Index

National Powersports Distributors ..... IFC	Auto Use .....23
iHeartMedia .....1	Northeast Delta Dental.....25
ProActive™ Leadership Group .....19	Bank of America Merrill Lynch.....26
Nancy Phillips Associates, Inc. ....25	



# Thank You, 2021 NHADA Partners!

These partners have answered the call and supported NHADA programs and events. Please consider your partners first when you need professional services for your business. To become a NHADA partner, please call Lisa Lavoie at 800-852-3305 or email [llavoie@nhada.com](mailto:llavoie@nhada.com). Companies endorsed by the NHADA are listed first within each association partner level. Learn more at [nhada.com/partnership-program](http://nhada.com/partnership-program).

## DIAMOND

American Financial & Automotive Services, Inc. — ENDORSED  
Cox Automotive Inc.

## PLATINUM

NHAD Services, Inc. - Insurance Division — ENDORSED  
NHAD Services, Inc- Products Division — ENDORSED  
NHADA Workers' Compensation Trust — ENDORSED

Effectv  
Gordon-Darby NHOST Services, Inc.  
WMUR-TV/WMUR.com New Hampshire

## GOLD

Harvard Pilgrim Health Care — ENDORSED  
STAPLES — ENDORSED  
Bank of America Merrill Lynch

O'Connor & Drew, P.C.  
Service Credit Union  
TRUECar

## SILVER

Northeast Delta Dental — ENDORSED  
ACV Auctions  
Albin, Randall & Bennett  
Ally  
automotiveMastermind

Devine Millimet  
St. Mary's Bank  
Tyler, Simms & St. Sauveur, CPAs, P.C.  
Wipfli

## BRONZE

Cross Insurance — ENDORSED - bonds only  
Aftermarket Specialists  
AHC Lifts  
America's Auto Auction Boston  
Auto Auction of New England  
Auto Use  
Auto/Mate by DealerSocket  
Bellwether Community Credit Union  
Bernstein, Shur, Sawyer & Nelson, P.A.  
Clean Harbors Environmental Services  
ConvenientMD Urgent Care  
Cook, Little, Rosenblatt & Manson, PLLC  
Drayton Distributors of New England - BG Products  
EasyCare New England  
Enterprise Rent-A-Car  
ExpressMED/BOAC and Apple Therapy  
F & I Resources a Brown & Brown Company  
GW Marketing Services  
Holmes Law Offices, PLLC  
Horsch/Lappen's Garage Equipment

Huntington National Bank  
iHeartMedia  
Jewett Construction  
KeyBank  
Larry & Tim Foss' Northeast Auto Auction  
LotLinx  
Members First Credit Union  
Mike's Equipment Repair  
Nancy Phillips Associates, Inc.  
North East Dealer Services  
ProActive™ Leadership Group  
Resources Management Group  
Right Direction Financial Services Holdings, LLC  
Rockland Trust Company  
Sanel NAPA  
Santander Bank, NA  
Sullivan Tire ®/Lift Works Corp.  
TD Bank/TD Auto Finance  
TR2 Corp./LSI Industries  
ZURICH ▲

*(2021 Partners at time of printing deadline)*

# By the Numbers

## 2020-2021 Unemployment Rates by Area

	Nov.	Dec.	Jan.
United States	6.7%	6.7%	6.3%
New England	6.5%	6.9%	TBA
Connecticut	8.2%	8.0%	TBA
Maine	4.9%	4.9%	TBA
Massachusetts	6.7%	7.4%	TBA
<b>New Hampshire</b>	<b>3.9%</b>	<b>4.0%</b>	<b>3.6%</b>
Rhode Island	7.3%	8.1%	TBA
Vermont	3.0%	3.1%	TBA

## Safety/OBD II Inspection Statistics

SAFETY Inspection Results	Feb '21	Percent of Total	YTD '21	Percent of Total
<b>TOTAL</b>	111,306	100.0%	241,997	100.0%
<b>PASS</b>	93,772	84.2%	203,173	84.0%
<b>CORRECTED</b>	10,368	9.3%	23,054	9.5%
<b>REJECTED</b>	4,990	4.5%	11,087	4.6%
<b>UNTESTED</b>	2,176	2.0%	4,683	1.9%
OBD Inspection Results (20 yrs. old or newer)	Feb '21	Percent of Total	YTD '21	Percent of Total
<b>TOTAL</b>	98,904	100.0%	213,925	100.0%
<b>PASS</b>	88,371	89.4%	190,642	89.1%
<b>REJECTED</b>	6,827	6.9%	15,060	7.0%
<b>UNTESTED</b>	3,706	3.7%	8,223	3.8%

## Title Statistics Report February 2021

### New Hampshire Department of Safety, Division of Motor Vehicles

	Current 12 months	Prior 12 months	% of change	Feb. '21	Feb. '20	21 YTD	20 YTD
TITLES ISSUED FOR NEW AND DEMO VEHICLES	116,849	131,442	-12.49	7,575	10,170	17,929	21,018
TITLE ISSUED FOR USED VEHICLES	234,165	278,849	-19.08	15,444	21,822	37,103	47,182
<b>TOTAL TITLES ISSUED</b>	<b>351,014</b>	<b>410,291</b>	<b>-16.89</b>	<b>23,019</b>	<b>31,992</b>	<b>55,032</b>	<b>68,200</b>
TITLES ISSUED WITH A LIEN				10,373	14,747	23,339	30,553
TITLES ISSUED WITH NO LIEN				12,646	16,158	31,693	31,475
SALVAGE TITLES ISSUED				864	1,530	1,966	4,057
SALVAGE TAGS				115	169	244	339
HEAVY TRUCKS MORE THAN 19 YEARS				21	39	51	67
HEAVY TRUCKS 19 YEARS AND LESS				186	145	324	362
TITLES ISSUED FOR TRAILERS				786	920	1,953	1,839
TITLES ISSUED FOR MOTORCYCLES				479	592	1,037	1,143
TITLES ISSUED FOR MOTOR HOMES				71	67	170	148



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