

SEMINAR INFORMATION 2024

Friday Oct 4th Morning

LOCATION - 2nd Floor Grand Ballroom F

1) PACCAR Parts Aftermarket Transportation Solutions

PACCAR Parts is a global leader in the distribution, sales and marketing of aftermarket parts for heavy and medium-duty trucks, trailers, buses, and engines. Featuring state-of-the-art distribution processes, award-winning sales and marketing programs and industry-leading quality management, PACCAR Parts provides aftersales support Kenworth and Peterbilt dealer locations around the world. This session will cover details on PACCAR trucks Kenworth and Peterbilt new programs' introduction, including new service parts for trucks, trailers and buses, as well as PACCAR Parts Fleet Services program expansion to insurance companies.

Marisol Monge is a Product Director at PACCAR Parts. In her role, Marisol leads the Cab and Frame business unit within Product Marketing, she oversees strategy and execution of PACCAR aftermarket transportation solutions, including market requirements, product management, dealers and internal communication, and supplier relationships.

Marisol has been with PACCAR for thirteen years. During her career, she has held positions of increasing responsibility at PACCAR, Kenworth and Peterbilt, including Autonomous Vehicle Collaboration Manager, Product Planning Manager, Engineering Supervisor, and Electrical Design Engineer.

2) When Repairing a Class 8 Truck, How Much Attention Should Be Placed on OEM Repair Procedures

This session will explore documentation and procedures when repairing a vehicle to safety. Following OEM procedures has always been important on the automotive side, and a lack of understanding on the truck side. The fact of the matter is that following OEM repair procedures should always be important, due to increasing vehicle sophistication. How much time is needed to investigate these procedures? Where can I locate these procedures? Why does it seem these procedures don't exist? What happens if a procedure is available, and I don't know this? These questions will be addressed during this segment.

John Spoto: In 2022, I retired from 3M and then realized it wasn't easy to walk away from the industry I enjoy. In May of 2022 I came on board with the Premier Truck Group Dealership as Director of Collision. I currently oversee 11 collision centers across the United States. As a dealership group we continue to focus on procedures, processes, throughput and ensuring we provide "A Safe and Quality Repair."

3) What is a Labor Time

For experienced professionals. Learn what sub-operations are included in an R&R and Refinish time & which ones aren't included. What do you think?

- De-burr rivet holes?
- Clean up old adhesive?
- Cure time?
- Align panel time?

Not a basic P-page lesson, but a level deeper.

Useful for appraisers to know when an "addition to a labor time" is appropriate to not leave money on the table or a necessary safety step unperformed. Useful to estimate reviewers to know when an "addition to a labor time" is appropriate and when to push back.

Jerry Gastineau, has worked in the automotive and collision repair industry for over 30 years with deep experience in both the fields of collision repair and damage appraisal. In his current role at Mitchell, he leads the team of collision industry veterans that directly develop the collision estimating database including graphics, parts, labor, P-pages and overlap considerations for automotive, commercial and specialty vehicles.

Friday 4th of October 3:00 to 5:00pm

CARGO OPEN FORUM DISCUSSION

Location – 2nd Floor Centennial Ballroom

We have gathered cargo and physical damage adjusters to discuss cargo related documentation and inspections. The what, where and how to retain documents. Valuations under CARMACK verses Exempt Commodities. Different types of policies that include cargo in transit, Inland Marine, Transportation, Contractor Equipment while in transit, Shippers' Interest Certificates Policy, Motor Truck Cargo Policy, Freight broker Liability Primary coverage versus Contingent.

Saturday the 5th of October

All A Seminars are in – 2nd Floor Centennial Ballroom

All B Seminars are in – 2nd Floor Grand Ballroom F

1A) Common Schemes in Diverse Industries: Combating Third Party Fraud

While Hazmat, Roadway Cleanups, Towing, Tree Services, Water Remediation, and Biohazard Remediation may seem wildly different, they are using a common scheme to defraud insurers and insureds alike. The next wave of fraud is upon us. Insurers across the country are being inundated with demands for payment by entities performing, or purportedly performing, services for an insured or their property. The scheme involves invoicing for services not made, equipment never used, employees never present, duplicating bills for multiple insurers for one property, and billing for every tool and piece of equipment the company owns. As insurers begin to open their eyes to these companies, they quickly discover the millions upon millions they have been paying, and often paying for nothing. In this session we will learn how to find these schemes and develop a plan to fight back and only pay the legitimate fees, deter these companies from seeing you as a target, and do so while remaining in safe harbor.

Adam J. Brand, founder and managing partner of Brand & Tapply, LLC, represents the insurance clientele in all phases of first and third-party coverage and litigation. Brand & Tapply, LLC specializes in combating suspect claims nationwide in all lines of insurance. Mr. Brand has extensive trial experience before state and federal courts in complex coverage litigation, automobile, commercial and homeowner fraud and arson cases, as well as medical provider, bad faith, and extra-contractual liability matters. Mr. Brand is actively involved in the insurance industry's education efforts and has served as a panelist and lecturer at seminars and conferences sponsored by international, national, and local insurance organizations.

1B) CARGO Food Transportation

The Safe Transportation of Foods, (USDA) United States Department of Agriculture, USDA Animal and Plant Animal & Plant Health Inspection Service, (FDA) Food and Drug Administration, Food Safety Modernization Act, Bio Terrorism Act, United States Federal Food, Drug, and Cosmetic Act, HACCP Plan. What are these rules, agencies and how do we use them?

Shannon B Pittman: Executive General Adjuster-Mid South Claims Service Inc.- Ms. Pittman has over 35 years in the industry as a dedicated adjuster working directly with the insured, producing agent, underwriter and claims examiner. Specializing all inland marine transportation claims, heavy haul, shipper interest, cargo of all kinds, contractor equipment.

2A) What Happens During a Class Eight Truck Collision

This session will explore in detail what happens during a class eight truck collision. What happens at the "Primary Impact", "Secondary Impact." How does Kinetic Energy travel through the vehicle? What happens to the vehicle during a roll over? What components are affected during the roll over? After the collision repairs are completed, what OEM repair procedures were followed and documented? Was tribal knowledge incorporated during the repair? These questions will be addressed during this segment.

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2B) CARGO

"HIGHWAY" It Starts with Identification! Risk Management Tools and Claim Tools. What is a Freight Guard Report? Identify Equipment, Certificate of Insurance, Contact for Freight Broker, Access to Electronic Logs through FMCSA. Identity Theft using "HIGHWAY!" How are these Programs being used and why?

Michael Grace Senior Director of Risk Mitigation

3A) UNDERGROUND AND SURFACE MINING EQUIPMENT BIG IRON AT WORK.

This will be a comprehensive class on underground and surface mining equipment utilized in the United States. Will go over the various types of equipment utilized in the mines The specialty nature of the equipment. Repair costs of such equipment. How to determine specialized mining equipment values.

Thomas M Everette Jr. I started in the independent insurance claim business in September 1985. Before joining Everette Claim Service I was a heavy equipment mechanic for International Harvester Corp. I worked on farm equipment, track equipment, and heavy trucks. I developed a good skill set while working for IH. After being injured in 1984, I later went to work for ECS in 1985. I was able to develop quickly as a rookie adjuster in the heavy equipment arena. In 1988 Everette Claim Service was successful in securing the Caterpillar insurance program account. This placed me in a unique position as the captive adjuster for 4 states involving all equipment within 300 miles of Richmond Va. We have over 30 clients in the heavy equipment "BIG IRON" business

Over the past 39 years we have been very successful handling heavy equipment and big iron claims throughout the Mid Atlantic. I hope I am able to relay some good tips on handling heavy equipment Big Iron claims.

3B) Towing Panel

Towing Panel- All the Question you want to Ask Towing Company- The Practices and Equipment Used- New Legislation to Preserve, Protect the Cargo and Equipment. How is a scene cleaned-up, what equipment is used for which part of the clean-up?

Greg Cochran -Arkansas Truck Center- Towing and Recovery

Matt Ross - Tow America

4A) NTHECC E-Environmental HAZMAT discussion

Understanding hazmat in transportation and insurance industries

- ****Key Topics****: Definition of hazmat, mitigation techniques, relevant laws, and proper documentation to limit liability

Lee Edington: As the owner of E-Environmental, Lee has established himself as a key figure in the environmental industry, leveraging his extensive knowledge and experience to drive sustainable solutions and impactful business practices.

4B) CARGO Freight Broker

Freight Broker Liability, Contracts and How they might extend to the motor carrier, Rate Confirmation Sheets, Broker Carrier Agreements. What Type of Insurance Policy does the freight broker have and how is it triggered? How a Broker Carrier Agreement can Waive CARMACK? What Rules and Laws apply to a Freight Broker

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Robert A. Krause, CPA | CFO American Diamond Logistics specializing in freight broker liability and contracts.

5A) Truck and Heavy Equipment Investigations

In this session, we will discuss Origin and Cause Investigations, Crash Reconstruction, and Mechanical and Metallurgical Analysis for trucks and heavy equipment. The presentation will include recent case studies and other examples of loss trends affecting the industry.

Kevin Brown, P.E. From EDT- Kevin began his career as a manufacturing engineer in the automotive industry, and eventually moved into engineering management roles. His experience includes the design and manufacture of automotive, appliance, industrial, and consumer products. He provides consulting services in the following areas: root cause analysis of incidents involving machinery, mechanical systems; cost analysis related to equipment, machinery, industrial/commercial repairs, and HVAC/mechanical systems; origin and cause analysis in equipment, and vehicle fires and explosions; and investigation of product defects relating to consumer products, equipment, and machinery, including subrogation.

5B) CARGO Adjuster Licensing

Types of Licensing for Adjuster, the state requirements, different types

Jon Middaugh Executive General Adjuster Crawford Global Technical Service. He is a cargo and auto physical damage adjuster for 10 years with vast claim experience.

6A) Lessons from Heavy Equipment and Trucking Incident Investigations

In this session Mr. Hall will discuss load securement, loading and unloading cargo, and alleged equipment defects. The presentation will focus on actual case studies involving unloading accidents, loads damaged in transport, and loss of load or equipment in transport. The effects of packaging, rigging, and operators' actions will be discussed.

Adam Hall – Rimkus - Senior Consultant Responsible for investigating and evaluating commercial and residential mechanical systems, such as heating, ventilating, and air conditioning systems, plumbing systems, water heaters, fire suppression systems, door closers, elevators, furnaces, and gas plumbing to determine the origin and cause of concerns. Responsible for evaluating mechanical failures in on-road vehicles, off-road equipment, consumer products, machinery, plumbing, heating ventilating, and air conditioning systems. Evaluation of roof systems for storm damage. Evaluation of firearms for malfunction. Evaluation of guarding and safety system on machinery.

6B) Reefer CARGO

Thermo King Presents How to Read a Reefer Download, Alarm Codes, Proper Maintenance, Cycle and Continuous Run

Michael Nelson CSTK Oklahoma City Thermo King

7A) EV & Hybrid Handling and Intake Process

In a world where EVs and Hybrids are ever increasing, it is important to take time to understand the safety of handling of these vehicles. There are various roles and topics to consider with collisions: the event itself, transportation after, intake and repairs. During this seminar we will cover these topics and answer questions as they relate to your needs.

Kurt Fenzel, a newer addition to I-CAR's EV & ADAS Specialty Training team, is a seasoned automotive educator and ASE certified professional. With a solid background in the automotive industry and 15 years of educational experience, Kurt brings a wealth of knowledge and passion to his role.

His commitment to education is evident in his career history, as he initiated and organized a transportation career day for his local high school district, fostering a path for students to explore the world of automotive careers. In his primary role at I-CAR, Kurt specializes in educating the industry on Electric Vehicles (EVs) and Advanced Driver Assistance Systems (ADAS). He actively contributes to subject matter expert (SME) work for curriculum development, ensuring its relevance and effectiveness.

You may also recognize Kurt from his appearances in I-CAR's "Just in Time" short video series, where he shares his industry expertise with technicians. His core belief centers around the importance of fostering the next generation of automotive technicians through advanced training, emphasizing a proactive approach to address the ongoing automotive evolution.

7B) ABC Bus

New Technology in the Bus Industry and Repairability of Buses

ABC will compare active safety systems, which prevent accidents through real-time interventions, with passive systems that mitigate collision impacts. We'll discuss the significance of FMVSS safety standards and delve into Advanced Driver Assistance Systems (ADAS). Additionally, we emphasize the repairability of our vehicles, ensuring that they are designed for easy maintenance and quick repairs, benefiting both customers and technicians by reducing downtime and repair costs.

Brian Nelson – Vice President of Technical Services at ABC Companies. He leads a team of engineers and technicians dedicated to providing custom solutions for motorcoach customers. His team coordinates technical specifications, data, and new products with the engineers at Van Hool, ensuring excellent customer support for products and vehicles in the field. Brian believes that strong partnerships and relationships are key to developing valuable products for end users.