



Montana Automobile Dealers Association

DECEMBER 2019 NEWS BULLETIN

PRESIDENT'S MESSAGE:

Helena College Introduces New Technician Program

As we are all aware, the technician industry is in dire need of new up and coming skilled individuals. And with a projected shortage of 370,000 auto service technicians through the year 2026, these jobs are in high demand at local dealerships in all regions of the country and specifically in Montana.

While some service jobs with on-the-job training are available at dealerships, more complex service work must be done by certified technicians. Prospective technicians can find state-of-the-art training in dynamic, two-year programs at community colleges or technical schools, and this is where Helena College has stepped up to the plate.

With a failing program 3 years ago, the administration reorganized and found a solution. Tammy Burke, the Trades Division Chair at Helena College has worked diligently to improve the structure to benefit both the students and the local dealerships.

The new curriculum has the students attending college classes in the morning and interning at a local dealership in the afternoon. By the end of the 2-year program, these students will have an associate degree, 8 ASE certifications, and over 2000 hours of On-The-Job-Training.

In addition to the Technician Program through Helena College, the dealerships have also teamed up with the State of Montana and are participating in the Montana Registered Apprenticeship Program. This program is nationally recognized and after completion will give the students an Accredited Apprenticeship Certification. This program is in alignment with the program at Helena College, and dealerships participating in this program will receive a tax credit for each registered apprentice.

All dealerships in Helena have agreed to be a part of both the Helena College Technician program and the States Apprenticeship program. In October, a "draft day" was held at Helena College. This was fun and exciting for the dealerships and the students. This was the day that the students found out what dealership they would be working with. Like draft day in sports, each student was given a work shirt or baseball cap with their new company logo.



James Johnson
MTADA President

ATAE National Board of Director

We are excited to announce that our very own Bruce Knudsen, has been elected to the National ATAЕ Board of directors. He will be serving a 2-year term starting February 14, 2020.



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Don Kaltschmidt
NADA Director

DIRECTOR'S MESSAGE:

5 Reasons Service Tech Jobs are a Good Fit for Generation Z

America's auto dealerships have a looming workforce shortage in the service department. Just to keep pace with retirements and new jobs in the sector, the industry needs to replace approximately 76,000 technicians each year. Yet, America's technical colleges and training programs graduate about 37,000 new technicians each year —leaving an annual shortage of approximately 39,000 trained technicians.

But a recent survey released by Cox Automotive suggests that there is hope for a new generation of technicians: Generation Z.

Cox's "2019 Dealership Staffing Study" found that 32% of Generation Z workers – those born between the mid-1990s to early 2000s — said they were very interested in working at a dealership. In addition, 36% of younger millennials indicated they were intrigued by dealership jobs as well. The interest among these two emerging labor groups is nearly 10 percentage points higher than interest shown by older millennials in their late 30s (21%) and Gen Xers in their 40s and 50s (19%).

"With approximately 61 million members of Gen Z starting to enter the U.S. workforce, dealerships have a chance to build a culture that attracts and retains this younger, tech-savvy talent," the study noted.

So what do Generation Z workers value and what can managers do to attract and retain these new workers?

1) They're comfortable with the latest technology

Sure, Generation Z is definitely tech savvy. Consider that the iPhone was introduced in 2007. Generation Z has never lived in a world without technology right at their fingertips.

Which means a Gen Z worker will feel right at home in today's technologically advanced showrooms and service bays. From computerized inventory management systems to sales completed on an iPad, today's dealerships serve an entirely different purpose for an entirely different customer. The emphasis is on technology, service, and a customer-centric approach that drives customer loyalty.

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CHAIRMAN'S MESSAGE:

NADA Announces Support for USMCA and Urges Swift Congressional Passage



Charlie Gilchrist
2019 NADA Chairman

DETROIT (Oct. 8, 2019)—Today, National Automobile Dealers Association (NADA) 2019 Chairman Charlie Gilchrist announced the organization’s support for the United States-Mexico-Canada Agreement (USMCA) at the Automotive Press Association luncheon in Detroit, Mich.

“Congress should pass USMCA to preserve competition in the auto industry, and to enable dealers to continue providing affordable vehicles to millions of Americans without interruption – and they should do so expeditiously,” said Gilchrist, who represents new-car dealers in Northern Texas on NADA’s board.

In urging passage of USMCA, Gilchrist underscored the global nature of auto manufacturing and the integrated supply chains that have arisen from favorable trading relationships between the U.S. and its partners in international trade.

“NAFTA has greatly enhanced the global competitiveness

of the U.S. auto industry, and this edge in competitiveness has allowed dealers to offer our customers more choices at better prices,” Gilchrist said. “We cannot escape, nor should we try to undo, the reality that the U.S. auto industry is built on a favorable trading relationship with our two biggest trading partners—Canada and Mexico.”

If the USMCA is implemented, it will solidify a favorable trading relationship with Canada and Mexico and ensure the continuation of tariff-free exchanges of vehicles and auto parts across North America, the largest source of vehicles sold by U.S. dealers.

Gilchrist praised the Trump administration for the framework it has negotiated with Canada and Mexico.

“The U.S.-Mexico-Canada Agreement that the

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LEGAL UPDATE

Update from the Fall NADC Conference

Earlier this fall, I attended the National Association of Dealer Counsel (NADC) conference in Chicago. This conference is a gathering of about 350 of the top auto dealer attorneys from around the country, and it is a great opportunity to hear what issues dealers around the country are facing. This includes learning about trends that are taking place across the country and what the federal agencies are doing to disrupt your business. I want to update you on a couple trends we are see around the country that will eventually find their way to Montana.

First, we are going to look at what the Federal Trade Commission is up to these days. The FTC is always looking for advertising violation and preventing deceptive or misleading information being distributed to the consumer. The FTC's Bureau of Consumer Protection is now looking at online reviews and looking to stop deceptive or inaccurate customer reviews. Online reviews are a great way to get the lowdown on almost any product

or business, including vehicles; personally, I use online review in making purchasing decisions often.



Section 5(a) of the FTC Act provides that “unfair or deceptive acts or practices in or affecting commerce ... are ... declared unlawful.” This fall the FTC settled two complaints regarding deceptive online marketing tactics. The complaints involved a company misleading consumers by using fake reviews posted on its company website by its employees using false names and identities and posing as customers. Of course, these reviews were very favorable to the company. The FTC released the following statement:

“Posting deceptive or inaccurate information online pollutes the e-commerce marketplace and prevents consumers from making informed purchasing decisions. ... The FTC makes it clear that it will take enforcement action against this type of illegal behavior.”

This is a clear warning from the FTC. The take-away is this – do not manipulate online reviews of your business by posting fake customer review or enlisting family or friends to embellish or overstate the service they received. Especially, avoid using your employees to write fake customers reviews.

Speaking of online reviews, is your website compliant with the Americans With Disabilities Act (ADA)? Second, the ADA requires that places of public accommodation, such as retailers, restaurants, banks, hotels and yes – auto dealerships, be accessible to those with disabilities. Most of us are familiar with making our physical buildings and facilities accessible, but what about your website? Generally, your website can be made ADA compliant with some small upgrades if your website is newer, and if you have an older website, you may need to make a complete overhaul of your website.

Non-complaint websites are becoming a hotbed for litigation around the county. Attorneys are seeing an

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AMERICAN FIDELITY a different opinion

President's Message CONTINUED FROM PAGE 1

Pictures were taken, contracts were signed, and smiles were passed around the room.

With participation from all Helena dealerships and many local mechanic shops, 18 students were accepted into the Technician Program. We want to thank all Helena dealerships for their contribution!

We would like to recognize these dealerships and students and wish them the best of luck in the upcoming school year.

Lithia Chevy – Nate VanKirk and Donna Knight

Lithia Dodge – Matthew Green and Sarah Jo Fredrick

Helena Motors – Tyson Bingham and Jennifer Fox

Placer Subaru – Charlie LaForge

At MTADA, we are excited for the future of our up and coming technicians. Our goal is to work with the other colleges across the state and start upgrading their technician program to follow suit. If you have questions about adding any of these programs in your dealership, reach out to Heather Domme at hdomme@mtada.com She will be able to start helping you establish a program in your area. ■

James Johnson is the Dealer Principal at High Plans Motors, Inc. in Wolf Point, Montana

Legal Update CONTINUED FROM PAGE 4

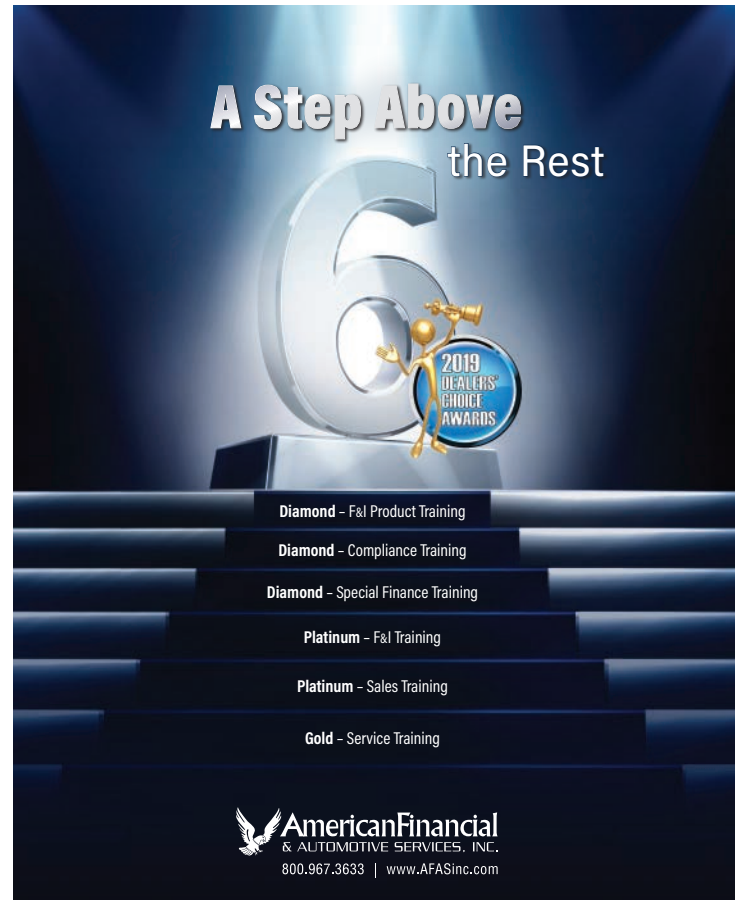
increase in litigation regarding websites that are not ADA compliant. Currently we are seeing the increased litigation in states like Florida, California, Virginia and New York. However, don't think that because we are in Montana, we are immune from this type of litigation. These types of lawsuits will make their way to Montana; plaintiff's attorneys are always on the lookout for new ways to make some quick money.

Here are a couple of tips to help avoid website accessibility lawsuits:

- Have a complaint website
- Make sure your vendors also provide compliant websites, especially if you provide a link on your website to their website
- Check your website regularly and make sure you are checking your website from an outside computer
- Stay updated on changes in technology

If you are threatened with a lawsuit or served with a lawsuit, you need to act quickly and contact your legal counsel. Generally, the best approach to this type of lawsuit is a quick and aggressive response and defense.

Remember, make sure you are compliant with federal regulations and rules; big brother is watching you. ■



Telemedicine Bridges the Gap for Patients and Providers

For the second year in a row, the analysts at Deloitte have identified telemedicine as a current trend that is shaping the future of healthcare. Also known as virtual visits, telemedicine is a method of providing clinical care from a distance, through the use of telecommunications and information technologies.

Deloitte’s recently released report, 2019 Global Health Care Outlook: Shaping the Future, talked about the imperative to use new care delivery models in ways that improve access to and affordability of care. Telemedicine does just that. It offers the industry a means toward sustainability under value-based care models, by providing the right level of care at the right time.

A Deloitte survey found that both healthcare consumers and physicians agree on the benefits of virtual care.

- From the provider’s perspective, 66 percent said the top benefit is improved patient access.
- The majority of consumers (64 percent) rated convenience and access as top reasons for using telemedicine.

- Over half (57 percent) of the consumers who had never used telemedicine said they were willing to try it in the future.

At EBMS, we’d like to add our own voice to this important discussion. As a third-party administrator of self-funded plans, the need to develop new care delivery models is not only clear to us, it is part of our mission. That’s why we’ve partnered with WellVia to offer a dynamic telehealth solution.

“Our members are extremely satisfied with WellVia,” says Dr. Andrew Murray, chief medical officer at EBMS. “And our plan sponsors find it boosts plan performance in several important ways – like reducing unnecessary ER visits, and supporting members who are self-managing a chronic condition.”



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DEALER'S CORNER

Good Time for Dealerships to Evaluate Dealership Website Accessibility Service

Now is a good time for franchised dealerships to evaluate their websites for accessibility compliance. If a dealership's website is not compatible with assistive technologies, disabled customers may not be able to shop for vehicles, make online parts purchases or learn more about what the dealership offers them. In addition to losing potential sales, dealerships risk facing legal action. To date, plaintiffs across the country have asserted that websites for businesses, including dealerships, do not provide equal access under the ADA for persons with disabilities. These dealerships have often settled to prevent expensive litigation, making a commitment to improve website accessibility.

Most public-facing dealership websites involve vehicle OEMs, website developers, vendors and other content providers. Addressing dealership website accessibility is complex because each of these entities exerts control over, has responsibility for, manages and/or provides content to dealership websites. For more information on website accessibility see NADA's recent FAQ. Direct questions on website accessibility to regulatoryaffairs@nada.org. ■

Meet Next Gen Dealer Robbie Dee

Like most dealer sons/daughters I worked my way from the detail shop and cleaning the service department while in high school. After graduating High school I went to Jamestown College for baseball and studies.. While in Jamestown I found my Better half (Audrey) and we got married the same weekend I graduated college in 2002. I started in the dealership almost immediately working as a sales professional. I went to the NADA Dealer Academy graduating from that in 2008. I have worked in Most positions in the dealership for a short amount of time, but mostly in the Sales/Finance Side. My wife Audrey and I have 2 kids Meghan (14) and Gavin (11). Currently I am transitioning into the Dealer position at the dealership with the game plan to be the dealer here within the next 6 months. ■



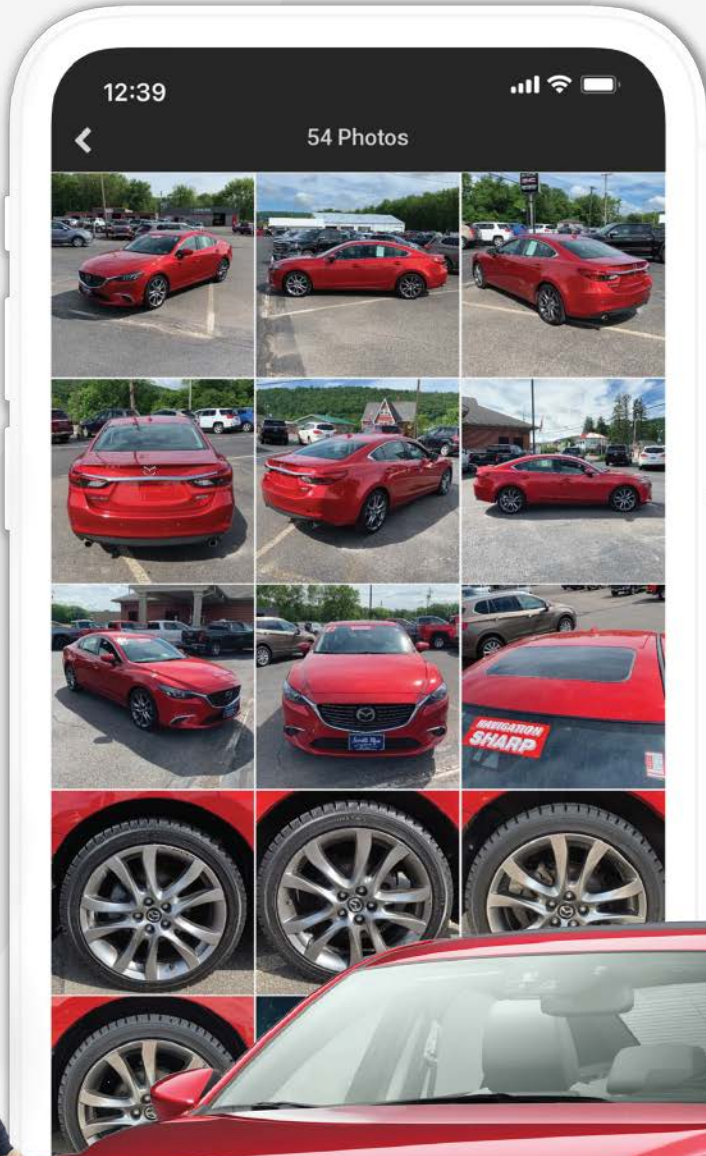


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Director's Message CONTINUED FROM PAGE 2

2) But technology can't replace one-on-one interactions

While they might be the generation most comfortable with technology, Generation Z places a high value on face-to-face interactions and they want daily interactions with their bosses. One survey found that more than 90% of Gen Z “prefer to have a human element to their teams, either working solely with innovative co-workers or with co-workers and new technologies paired together.”

That human element was a big draw for Gen Z service tech Lance La Croix who started in the auto industry three years ago. “I am fortunate enough to work with very understanding and helpful techs who are willing to answer questions, point me in the right direction, and check my work,” La Croix said. “This allows me to increase my knowledge and advance in my career.”

The opportunity to interact with the boss was just one reason 25-year-old Jonathan Biggom, a service tech at Motorcars Toyota in Cleveland, Ohio loves his job. “We see our owner every day,” Biggom said. “That means a lot for us. Just working for the company itself, that’s what definitely keeps me around.”

3) They value security (and salary)

Remember the Great Recession? Generation Z sure does. They grew up in the middle of it and watched as the generations above them first struggled to find jobs right out of college and then took low-paying jobs while saddled with a lifetime of student loans.

“Gen Z is deeply driven by security. More pragmatic than millennials, Gen Z express concerns about money and benefits,” according to a Monster survey, which found that 70% consider salary their top motivator. An equal percent said their top “must-have” is health insurance.

They’re also willing to put in the time: 58% said they’d be willing to work nights and weekends for higher pay.

“I had heard from a few different people that there is plenty of money to be made as a technician, as long as I had a good work ethic,” said La Croix. “I did go to college for one year, made it on the Dean’s List, worked full time, and did not accrue any debt. Even so, college did not seem like the place for me. I am grateful to my hometown dealership for giving me the opportunity to prove myself and for giving me hands-on training as well as providing ASE assistance (National Institute for Automotive Service Excellence).”

4) They’re open to alternative types of education and training

Whether it’s because they don’t want to be saddled with debt or because they want to be in control of their own career paths, Generation Z doesn’t think a traditional college environment is the only way to get ahead, with many opting for alternative learning environments and on-the-job training. According to new research from LinkedIn Learning, 43% of Generation Z learners prefer a fully self-directed and independent approach to learning.

While La Croix originally went to college, he knew it wasn’t for him. “I had always thought about being a tech but I did not think it was a reasonable idea. I didn’t think it would pay very well and I knew tools and school would be pricey,” said La Croix. “My plans were changed for the better, however, when my dealership announced that they were looking for new service technicians. My ears perked up when I heard them say, ‘No experience necessary. Will train.’ I quickly jumped at this opportunity and began working in the shop.”

The automotive industry offers many education and dealer training programs with guaranteed job placements, said Dave Kocsis with Jack Carroll’s Skagit Hyundai. “At my auto shop, a representative for the GM ASEP/Shoreline Community College came to one of our shop nights along with a tech from a local GM dealer and I was told about the GM ASEP (Automotive Service Educational Program) and what I could be/do with my career, so I decided to pursue this career path and 14-plus years later, here I am.”

5) They take ownership of their own career

According to the Monster survey, 76% describe themselves as responsible for driving their own careers. “Generation Z employees will look for more independence in their career than Gen X and millennials,” said Tiffany Servatius, a member of Forbes Human Resource Council. “These individuals will be seeking opportunities that allow them to take ownership of their positions and be their own boss.”

La Croix, who has a financial coaching business in addition to his job as a service tech at Walser Honda, says his job “is what you make it. You will get out what you put in...I regularly eat a very quick lunch at my bench instead of taking a half-hour lunch break. I frequently stay late to finish a project or start another. However, that is my choice. I have decided to push myself so that I can advance faster than most. The reward is a bigger check right now and more advancement opportunities in the future.” ■

CDK/Reynolds: Software Makers Fight State Laws Limiting Their Control Over Data Access

CDK Global (CDK) and Reynolds & Reynolds are squaring off against state lawmakers passing legislation that would weaken or prevent the two software makers' ability to control car dealers' access to their own business data.

CDK and Reynolds, which together provide 75 percent of the software that American car dealers use to run their businesses, say they impose data restrictions on dealers because of security and privacy concerns. But lawmakers in Arizona, North Carolina, Oregon, Montana and Hawaii, in response to demand from dealerships in their states, have rejected that argument and passed laws requiring the companies to provide some access to the data.

Several lawmakers in those states told The Capitol Forum they sympathized with dealers, who accuse CDK and Reynolds of using their duopoly to squeeze car sellers for more money while slicing and dicing the data for their own profit.

The companies have sued in federal court in Arizona, charging that the state's law violates the U.S. Constitution. The case's outcome is likely to resonate well beyond Arizona's borders, said Marc Schildkraut, a Baker & Hostetler partner representing rival software provider Dominion Dealer Solutions in a private antitrust suit against CDK and Reynolds.

"What happens in the Arizona lawsuit could affect legislation on car data in other states," Schildkraut said. "It's a precedent."

The dispute pits the two companies against an auto retailing industry that generates \$100 billion in annual sales of new and used cars, and employs 2 million Americans. In most states, auto dealers are some of the biggest private business owners and constitute a formidable lobbying force in statehouses, with millions of dollars to throw at any challenge to their profits.

The fight over access to data also reflects the broader information explosion and the proliferation of enterprises offering data processing and analytical tools and services across dozens of industries.

"Issues like data access, portability and system interoperability are likely to grow in importance in both business-to-consumer and business-to-business relations," said Andrew Gavil, a Howard University law professor and former director of the FTC's Office of Policy Planning.

Data gathering is a central issue in critics' complaints about the power of tech platform giants Google, Facebook and Amazon, drawing regulatory scrutiny in the U.S. and Europe.

In addition to the five states that have already passed data-access laws related to car dealers, "most, if not all, state and metro dealer associations are studying and considering" the launch of lobbying efforts to get their respective legislatures to pass similar laws, said Bruce Anderson, chairman of the Automotive Trade Association Executives.

The state laws and the Arizona court fight could leave their mark as well on the FTC's longstanding antitrust investigation into accusations that CDK and Reynolds coordinated their business practices to overcharge dealers and third party integrators for services and unnecessarily restrict dealer's access to data. CDK and Reynolds also are defending themselves in numerous private suits brought by rival software makers and car dealers.

A CDK spokesperson said that if they lose, prices could go up. "If risk increases in the ecosystem to provide the desired dealership conveniences, then the increased costs of risk management must also be priced into the ecosystem," the spokesperson said.

State legislation. The CDK and Reynolds software—known as dealer management systems (DMS)—enables car sellers to oversee inventory, sales, customer relations, payroll, repairs, human resources and marketing. Without the software, dealers said it would be difficult to run their businesses, giving CDK and Reynolds power in the marketplace.

States began passing the laws in April, responding to complaints from dealers, some of which accused CDK and Reynolds of conspiring to limit data access. State lawmakers who support the legislation said the new laws rein in the power that CDK and Reynolds exert over dealerships.

"I don't think DMS companies should have a duopoly over data," said Democratic state Representative Paul Evans, a co-sponsor of the Oregon law.

State Representative Barry Usher, a Republican who sponsored Montana's law, said, "Why should a company have to pay a software company to access data that a dealership owns?"

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CDK/Reynolds CONTINUED FROM PAGE 12

All the states' laws give dealers more control over data access, but they do so in different ways.

Under the Montana and Arizona statutes, DMS providers are prohibited from imposing fees or restrictions on dealers or third parties authorized by dealers for data access.

The North Carolina law is less strict, prohibiting the DMS companies from demanding "unreasonable" fees or imposing "unreasonable restrictions" on access to data by an authorized third party. Unreasonable fees are defined in the North Carolina legislation as any charges beyond the direct costs incurred by the DMS vendor in providing access.

In Oregon, a DMS provider is permitted to set security standards by which an authorized third party can access data but may not restrict a dealer or authorized integrator from accessing the data. The five states' laws prevent any third party from accessing data unless the dealer provides written consent.

Some DMS providers that compete with CDK and Reynolds support the states' legislation. They include Cox Automotive, the third-largest DMS provider in the U.S., and Dominion Dealer Solutions, which serves about 320 dealerships.

"Dealer data should remain under the control of the owner of that data – the dealerships," according to a letter Cox sent in support of the Arizona legislation.

Attorneys defending Arizona in the suit highlighted similar comments that former CDK President and CEO Steve Anenen has made. As president of ADP's Dealer Services, which was spun off to form CDK in 2014, Anenen told a trade publication in 2007 that "a dealership fundamentally owns the data in its DMS, and dealers should control who accesses their data and how it's used."

Vast trove of data. The DMS software is a repository of customers' bank and financial information, Social Security and driver's license numbers, emails, home addresses and phone numbers. To manage this vast trove of data, dealers said they need additional computer applications, creating a cottage industry for third-party integrators and software developers.

A single dealership can use multiple developers and integrators to create software and services that keep track of inventory and repairs, better manage customer relationships, provide warranty services and handle electronic vehicle registration and title services. Some of these applications and

services compete with offerings from CDK and Reynolds.

Before the companies imposed restrictions, dealers could log in to their DMS and allow integrators and developers to gain access to not only data but also the DMS's application programming interfaces, which they needed to design applications that worked seamlessly with the CDK and Reynolds software.

The view of CDK and Reynolds. In their suit, CDK and Reynolds say the Arizona law is unconstitutional because it conflicts with consumer privacy and intellectual property laws. The companies argue that the law also violates their First Amendment rights by compelling them to share information with third parties.

Under the law, consumer data would be exposed to third parties that don't have a license to use the software. Because the law defines a third party as any individual other than the dealer, the statute violates consumer privacy protections, the companies argue.

"Not all of the data in the DMS belongs to dealers," Reynolds spokesperson Tom Schwartz said in an email. Data in the DMS comes from a variety of sources, including consumers, third parties and Reynolds itself. Unfettered access to the DMS could expose all of that data, he said.

The law requires CDK and Reynolds "to tear down their security walls and build a back door to Plaintiffs' DMSs, giving data pirates and cyberthieves free license to jump unimpeded into the pool of data provided by Arizona consumers," according to the companies' complaint.

Both DMS providers have invested hundreds of millions of dollars in software development, including cybersecurity protocols that protect dealers and consumers from data thieves, a CDK spokesperson told The Capitol Forum.

Since the third parties aren't compensating CDK and Reynolds for data access, the companies' intellectual property rights also are being compromised, the companies argue in the suit. CDK and Reynolds have to write new computer code to create access and then retrieve the data, all without compensation, they say.

"The Reynolds DMS software program that runs on dealer computers is an original copyrighted work of Reynolds," Reynolds' Schwartz said. He said the company has a right to protect the information contained in its DMS. CDK

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CDK/Reynolds CONTINUED FROM PAGE 13

and Reynolds argue that the computer system, not the data, is their property, and that the Arizona law prohibits DMS providers from protecting it through encryption, password protection or withholding access altogether.

The CDK spokesperson said it's rare for a state government to require companies to give away products and services.

Arizona, dealers respond. In response to the CDK and Reynolds complaint, lawyers for the state attorney general and the Arizona Automobile Dealers Association say privacy would be preserved because dealers are required to follow federal laws protecting consumer information, according to the filing. In addition, the DMS providers have to provide data access only to users with written authorization from the dealers, limiting exposure to hacker attacks, the lawyers argue.

CDK and Reynolds' argument that the Arizona law enables copyright piracy is nonsensical because the technology in question is being used to hold the dealers' data hostage, the lawyers say.

"CDK and Reynolds, which have long held a duopoly in the DMS market, have used their combined power to take control over data that they publicly acknowledge belongs to the dealers and then impose staggering fees for access to that data," dealers and the state say in court filings responding to the suit.

Dealer fears. Some dealers say they fear that if CDK and Reynolds win the Arizona case, their hard work in lobbying

for state legislation—and in some cases helping to draft it—will be all for naught.

"If CDK and Reynolds are successful in Arizona, they will challenge [DMS laws] in other states," said Eric Henrickson, chairman of the Montana Auto Dealers Association. Henrickson helped draft his state's measure.

Although spokespeople for CDK and Reynolds declined to comment on what they would do in other states if they win the Arizona lawsuit, Reynolds' Schwartz said, "We are evaluating whether or not these laws also present constitutional or other legal issues for Reynolds, similar to the Arizona law."

To avoid a repeat of the Arizona suit in their states, some lawmakers and dealers have attempted to negotiate legislation with CDK and Reynolds, dealers said.

"We gave more flexibility to [CDK & Reynolds] to set the security standards and metrics," said Evans, the Oregon lawmaker. That should help the state avoid a lawsuit, he said.

"I recognize the likelihood of a lawsuit in other states," Evans said. "But our law is on much more solid ground; each of the parties compromised."

Henrickson of the Montana Auto Dealers Association said that if CDK and Reynolds are victorious in Arizona, he and other dealers in the state would lobby for redrafted legislation rather than let the companies overturn the Montana law.

"We will not let up on this," he said. ■

Chairman's Message CONTINUED FROM PAGE 3

President has negotiated will maintain auto production and distribution in North America. It will preserve the global competitiveness of the U.S. automotive industry. And it will enable dealers to continue providing affordable vehicle options for American consumers," Gilchrist said.

And he stressed that approval of USMCA will also reduce the threat of any future tariffs on vehicles and parts by exempting two of the largest sources of vehicle and parts sold by franchised dealers in the U.S.

"We need to take advantage of the USMCA agreement. The USMCA is win for us. Let's make it happen," Gilchrist added.

Please find Gilchrist's remarks at the Automotive Press Association luncheon [here](#). ■

Charlie Gilchrist is president of Gilchrist Automotive in the greater Dallas-Fort Worth.

IT Security Tip #148: Three Reasons Replying to a Phishing Email is a Bad Idea

Have you ever received a phone call from a telemarketer and stayed on the line just to lead them on? Or maybe you are tempted to reply to a phishing email that you know is a scam. PhishLabs, a company that provides external IT threat intelligence, incident response, and promotes security awareness, warns that replying to a phishing email, even if you know it's a scam, can lead to further attacks. Most phishing campaigns are automated and replying to them puts you on a scammer's radar. PhishLabs stresses that these people are criminals, and that they can be vindictive or even dangerous. There are several reasons why replying to these emails is a bad idea.

First, replying to a phishing email provides the scammer with a copy of your company's email signature, which might include phone numbers and other information. This signature could enable them to craft more convincing spear phishing templates, as well as giving them more potential targets within your organization.

Second, replying to an email notifies the scammer that your email address is legitimate and active. This makes you a high priority for additional attacks. Scammers can also sell your email to other attackers.

Finally, your email headers can provide the attackers with your location data, which can help them figure out your physical location. The best course of action is to report these

emails to your IT department or simply delete them. When deleting, you can use the SHIFT key plus the DELETE key to by-pass the Deleted Items folder, therefore permanently deleting these emails.

There are many amusing stories about people wasting scammers' time, but unless you know what you're doing and have precautions in place, you could be putting yourself and your organization at risk.

If you would like to know more about protecting your business and your identity from cybercriminals, email us at info@dismt.com or call our DIS helpdesk at 866-293-9359. ■



Erin Dickey
IT Services Director
DIS Technologies

Would you like to know more about IT security strategies?

Download our free report, "The 7 Most Critical IT Security Protections Every Business Must Have in Place Now to Protect Themselves from Cybercrime, Data Breaches and Hacker Attacks". To get instant access, go to: <http://www.dismt.com/cybersecuritytips>



Telemedicine CONTINUED FROM PAGE 7

Our WellVia Success Story

In 2018, our employer groups had fantastic results with our WellVia solution! The average response time for a member to speak with a doctor was less than 10 minutes. And the savings realized by plan sponsors and members was over \$80,000.

Even better, we're on track to exceed those results in 2019. With a growing number of members using our telehealth solution, we project that savings will pass the \$1million mark by year's end. We constantly solicit feedback on our solutions, and WellVia has a customer satisfaction rating of over 96 percent.

Is WellVia Right for You?

If you are self-funding an employee benefit plan, there is very little downside to offering telehealth services. The key is to educate your members about how and when they might benefit from a virtual visit – so they actually use the service.

However, we suggest using the data analytics and reporting capabilities within our miInsights solution to support decision-making. These tools will give you a clear picture of your member population and plan performance, and allow you to compare your statistics to national benchmarks. Once you identify trends, you may be able to improve care quality and better contain costs by adding WellVia to your plan. Get started by talking to your account manager today! ■



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