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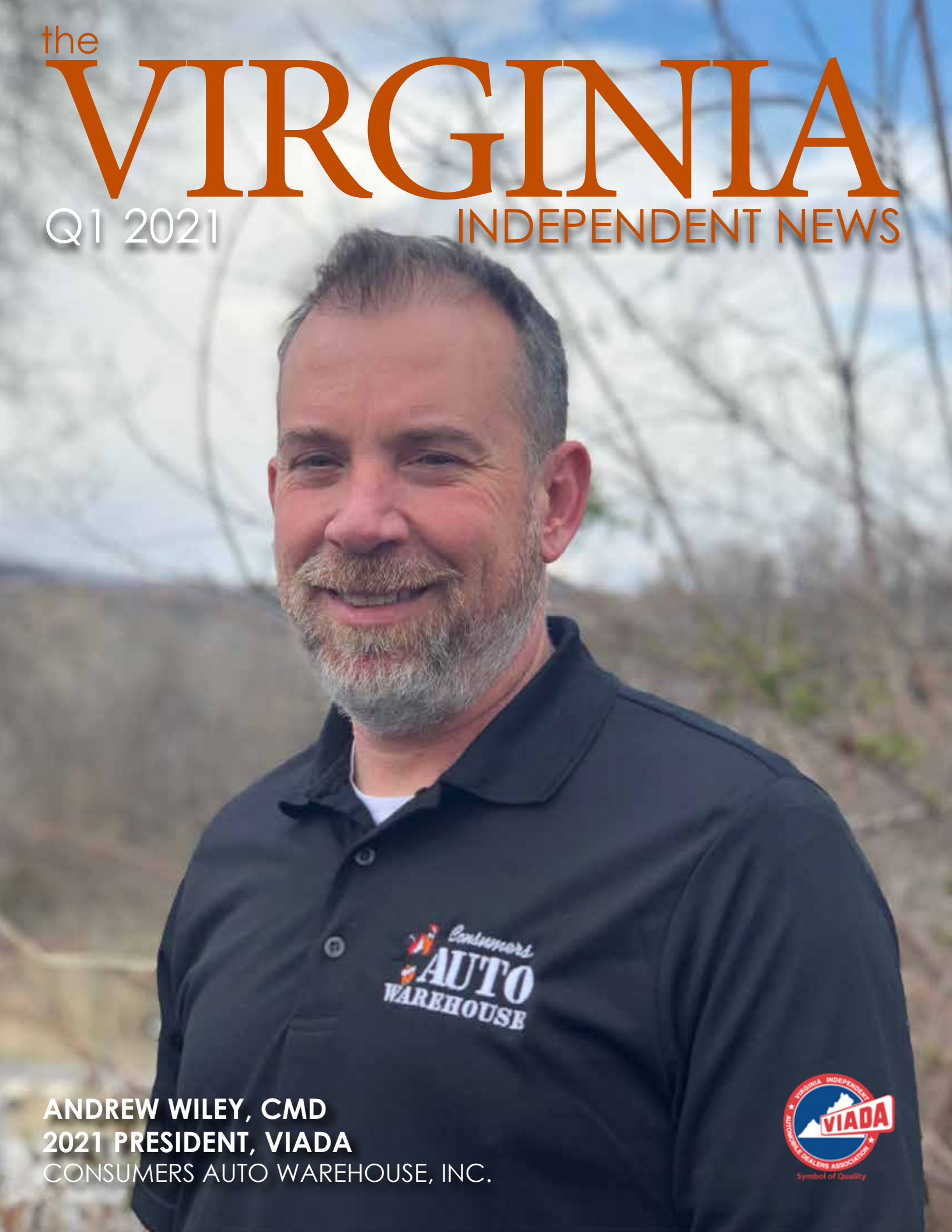
VIRGINIA

INDEPENDENT NEWS

Q1 2021



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ANDREW WILEY, CMD
PRESIDENT, VIADA
CONSUMERS AUTO
WAREHOUSE, INC.

In my personal life, I subscribe to the belief that it is usually better to give than to receive, and I'm guessing there are many dealers out there that share this philosophy. That's why we support local charities, volunteer our time, and generally give back to the communities in which we live and work. But when it comes to the VIADA, you will find that you definitely GET more than you GIVE when it comes to being a member. Consider all you get when you join the Association:

Since we're all business owners, the most obvious benefits of belonging to the VIADA are the financial benefits of being a member. And they are significant. Start with our partnerships with Advance Auto Parts and Fisher Auto Parts: As a member, you are entitled to premiere pricing from these vendors, which can save you big time on purchases for parts and supplies. You also get increased rebates unavailable to other shops, which can add up to thousands of dollars back each quarter based on your volume. We also have partnerships with dozens of auctions in our area, which refund your buy fees or offer free services just because you are a VIADA member. Just a couple buy fees, and you have already paid for your membership. We have more than one vendor that will credit your membership fee if you do business with them. Add in savings on forms and supplies straight from the VIADA, including member-only pricing for dozens of dealer forms, and you can clearly see you GET more than you give.

You also get world class education and training through the VIADA. Our dealer education summits, F&I Training, Title workshops, and other educational opportunities offer you a chance to improve your bottom line at no or low cost. We also offer dealer recertification online for free to members of the VIADA (you only pay the state required registration fee). Plus as a member of the VIADA, you are automatically a member of the NIADA and get access to hours of online training videos and classes - for free.

As a member, you also get access to advice and people who can help solve issues with DMV or the MVDB. Currently, five members of the VIADA Board of Directors also serve on the Motor Vehicle Dealer Board. These individuals are available to you to assist with licensing issues or concerns. With our relationships with the top folks at DMV, you can also often find solutions to problems that your local DMV or Auction DMV contacts can't offer.

Finally, you get a voice. The VIADA works hard to monitor and advocate for the independent dealers both in Richmond and Washington. Our Association works with a lobbying firm to track and speak about issues relevant to our industry. Ever wonder why you can charge whatever processing fee that suits you? Or why your spouse can drive on a dealer tag even though they don't work in your store? The VIADA worked hard on these issues and many others to make doing business in Virginia more dealer-friendly.

That's not to say we don't want you to give, too. Aside from your small annual membership fee, we'd love to have you involved in our Association as we continue to grow, seek new providers, and advocate for our industry. Get involved at the local level, and learn from some of the best dealers around. Dive into our benefits and make sure you're getting the most bang for your membership buck.

In the end though, regardless of how much you choose to give back to the VIADA, you will always GET more than you GIVE. And we're pretty proud of that.

Good selling,
Andrew

CONSUMER SATISFACTION HIGH ON DIGITAL

BY USED CAR NEWS STAFF

Consumer satisfaction hit an all-time high, according to the new Digitization of End-to-End Retailing (DoEER) study by Cox Automotive.

With buyers spending less time at dealerships and benefiting from more efficient, digital retailing processes, those who were "highly satisfied" with the overall shopping experience reached 72 percent, up from 60 percent in 2019. The average vehicle buyer now visits only two dealerships in the vehicle buying process, down from 2.7 in 2016.

"According to our data, car buyers have never been happier," notes Cox Automotive vice president of research & market intelligence Isabelle Helms. "Consumers have long asked for a process that is more efficient and requires less time at the dealership. With more steps moving online, that's exactly what they are getting. And it is not just consumers who are benefiting. Dealers, too, are seeing the advantages of a more efficient, streamlined purchasing process."

The Cox DoEER study was undertaken to measure and understand the shifts in consumer preference toward a more online purchase process. Beginning in August 2020, a total of 1,859 purchase intenders were interviewed, along with 462 franchised auto dealers that offer digital retailing tools.

According to the study, 64 percent of shoppers want more of the purchase process to happen online, compared to the last time they bought a vehicle. But consumers are not the only ones that see the appeal – and the benefit – of the shift to digital retailing.

Sixty-one percent of franchised dealers note that digital retailing efforts are allowing them to spend less time on a sale; more than half believe it helps them improve the customer experience. Importantly, 75 percent of dealers agree that digital retailing provides shoppers a more customized experience, a key to higher satisfaction with the shopping process.

In 2017, research by Cox Automotive showed that 25 percent of buyers wanted to finalize the vehicle price online. By 2020, that number had jumped to near 40 percent. Dealers are taking notice: 80 percent of franchised dealers surveyed in the DoEER study indicated they plan to offer even more parts of the purchase process online in the next 1-2 years. ■

TOGETHER WE RISE

ALVIN MELENDEZ
EXECUTIVE DIRECTOR, VIADA
ALVIN@VIADA.ORG

"THE SECRET TO CHANGE IS TO FOCUS ALL OF YOUR ENERGY NOT ON FIGHTING THE OLD, BUT ON BUILDNG THE NEW."
-SOCRATES

As our industry continues to shift, we have been forced to learn about survival, modification, adaptation, and implementation. Every year brings new challenges, but together we will rise to meet them. VIADA has moved to Richmond to be closer to MVDB, DMV Headquarters, General Assembly, and best of all, to be at a more centralized location to all our members. We have constructed a learning center big enough to host 50 people with big screen TVs for classes and meetings. We are so excited; we are only in the beginning stages, but hopefully soon we can start planning some classes for later in the year, such as accounting for dealers, finance training, how to buy cars at auctions on-line or in person, etc. Our goal is to educate and mentor dealers and their employees for years to come. I want to thank all of you for your patience as we had to close the office for a week to make the move. We lost some valuable employees due to the move, but we are currently training the new staff, and I promise that they are working very hard to exceed all expectations, and I am very confident in their abilities to succeed at VIADA.

Back in October, we hired Jackie Tuzzo to be our Member Benefits Liaison for our vendors, and to take on the task of growing our membership. I am here to report that Jackie managed to sign nearly 100 new members in a three-month period, and renew over two hundred memberships. If you have a question about a benefit provider, please email Jackie at: jackie@viada.org. As we grow, we will have more power in lobbying as we try to overcome bills that affect our industry. Please do not forget that as a member of VIADA, you also become a member of NIADA, and you can go to NIADA.com to see everything that is available to you. There are many training videos for just about everything you can think of. I was very pleased this past year as our Governor kept us as essential businesses, and even though it was challenging, it was not as bad as some States that were completely shut down.

We also want to offer our most sincere condolences for all of you who have lost friends and family members throughout this pandemic, and you and your families are in our continuous thoughts and prayers. ■

On Friday, March 5, the Board of Directors participated in the ribbon cutting ceremony to kick off the first meeting at our new Midlothian location. Thank you to everyone who helped make this move possible! We could not have done it without you!

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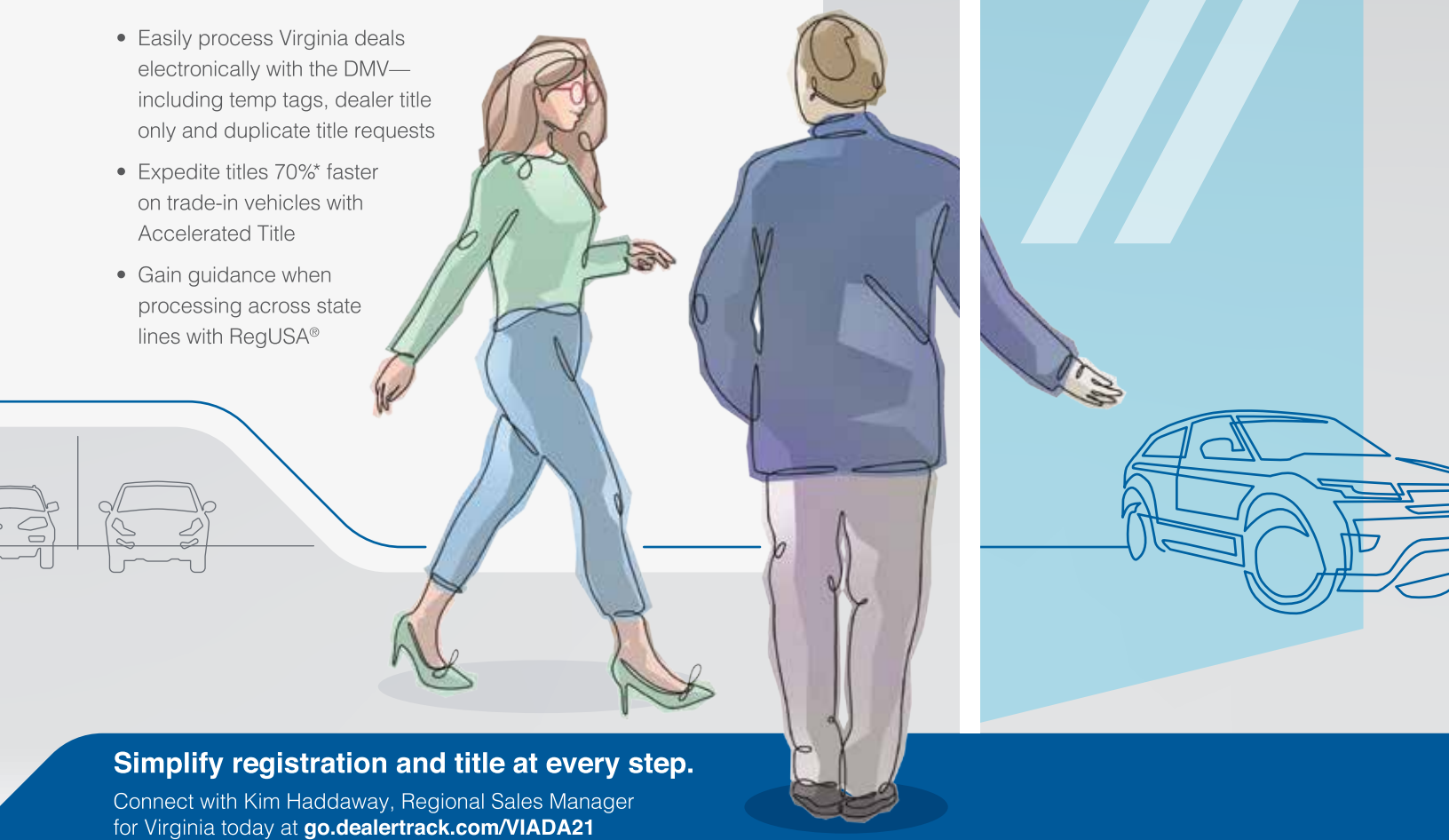

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A COMPLIANCE QUIZ FOR 2021

BY CHARAPP & WEISS, LLP

This quiz tests your knowledge on the status of some critical compliance issues for your dealership.

1 True or False? Arbitration agreements are regularly challenged by plaintiffs' attorneys. But there are substantial benefits to arbitration – reduced time to a decision, removal of the possibility of a runaway jury, limited discovery, to name a few. We can still use arbitration agreements for transactions with customers and for employees.

2 True or False? We stopped using the NADA Fair Lending program when Congress stopped the CFPB assault on dealer reserve. We still train our sales and F&I employees that finance rates should be provided to customers on a nondiscriminatory basis. Our fair lending training should protect us from lawsuits.

3 True or False? When we advertise an attractive APR, we must disclose any qualifiers such as the limit on the duration of the financing, and we must disclose the amount or percentage of the downpayment and the terms of repayment.

4 True or False? Under the Truth in Lending Act, if we advertise a low APR, we must also disclose the amount or percentage of the down payment, and the terms of repayment.

5 True or False? We have some especially low lease rates. Even though those are like the annual percentage rate, we cannot advertise those as low APR leases.

6 True or False? We spot delivered a vehicle to a difficult customer for whom we cannot find a finance source to approve assignment of the RISC. The customer is finally agreeing to return the vehicle. Because of the extra work we had to do, we wish to keep the downpayment. We may do so if we can justify our expenses.

7 True or False? We spot delivered a car, and we cannot find a finance source to accept the RISC. We also cannot find the customer or the car to repossess it despite diligent efforts to locate them. We can report the vehicle as stolen.

8 True or False? An employee handbook is dangerous because it lets employees know what their rights are.

9 True or False? We want to run credit bureau reports on employment candidates to make sure they don't have credit problems. Our employment application contains an authorization to run a credit report on an employment applicant, but we cannot do so based simply on the signature on an employment application.

10 Choose the Correct Answer. What should be covered in a salesperson's pay plan?

A. The length of the salesperson's employment
B. The specific definition of vehicle cost
C. All pay calculations are final
D. None of the above
E. All of the above

11 True or False? An employee filed a claim of harassment. We didn't violate federal law by harassing the employee in the first place, so we can't be found liable for taking action against the employee for filing a complaint.

12 True or False? Salespeople are paid on commission. They don't have to punch the time clock.

Continued on next page

THE ANSWERS

1. TRUE. Judicial decisions have strengthened the ability of businesses to use arbitration provisions and reap the benefits. Several Supreme Court decisions have supported predispute arbitration.

Unfortunately, limiting or ending predispute arbitration is at the top of the agenda for every consumer and employee advocacy group. For example, a subcommittee of the U.S. House of Representatives just held a hearing on predispute arbitration. We don't want to suggest bias of the organizers, but the title for it was "Justice Restored: Ending Forced Arbitration and Protecting Fundamental Rights". There is nothing "forced" about predispute arbitration, since forced arbitration would be ruled unenforceable by a judge or an arbitrator. A consumer or an employee voluntarily enters an arbitration agreement. Whether it will survive a challenge depends upon its terms and how it is implemented. The agreement must be fair and balanced. It must be supported by consideration. When these requirements are observed, an arbitration agreement is likely to survive a challenge.

Predispute arbitration agreements have not yet been outlawed by federal action. A dealer in a state that allows predispute arbitration who wishes to enjoy the protections of predispute arbitration in consumer matters and employment matters is still free to do so.

2. FALSE. With the rise of the social justice movement under the Biden administration, dealer finance reserve is likely to come under heavy scrutiny again. While Congressional prohibition of CFPB action will prevent the Bureau from taking action in this area, private litigants, state attorneys general, the U.S. Department of Justice, and the Federal Trade Commission can all enforce equal credit laws. And it is not only finance reserve that will be at issue. Practices in selling voluntary protection products are not only potential subjects of legal action by these enforcers, the CFPB is not prohibited from investigating VPP practices. It was doing so before the change in administrator of the Bureau during the Trump administration.

If your dealership is not using a fair lending program and a program for sale of voluntary protection products that requires offering finance rates and VPPs at uniform pricing levels, with deviations for nondiscriminatory reasons, and with results you can review and for which you can take corrective action for non-compliance, you are not adequately protecting your dealership. The Fair Lending Program and the Program for Sale of Voluntary Protection Products published by the National Automobile Dealers' Association are comprehensive programs your dealership should implement and follow.

3. TRUE. Advertising enforcement will continue to be a cornerstone of actions against car dealers by the FTC.

> Compliance with the Truth in Lending Act and the Consumer Leasing Act are critical because both laws are clear.

If an APR is only available for loans of limited duration, that must be disclosed to meet the general requirements of the FTC Act that terms and conditions of offers must be fully disclosed. If the limitation is a trigger term (for example, "up to 36 months"), the duration disclosure then requires the follow-on disclosures. In advertising credit in connection with a motor vehicle, any of the following is a trigger term:

(1) The amount of the downpayment (expressed as either a percentage or dollar amount);
(2) The amount of any payment (expressed as either a percentage or dollar amount);
(3) The number of payments or the period of repayment; or
(4) The amount of any finance charge.

If you use a trigger term, you then must disclose:

- The amount or percentage of the downpayment;
- The terms of repayment; and
- The "annual percentage rate," using that term or the abbreviation "APR." If the annual percentage rate may be increased after consummation of the credit transaction, that fact also must be stated.

4. FALSE. Under the Truth in Lending Act, the annual percentage rate is not a trigger term. You must make further disclosures under TILA only if an advertisement employs a trigger term.

5. TRUE. Often dealers seek to equate lease rates to APR and advertise low rates in connection with leases and nothing more. The Consumer Leasing Act prohibits that. In advertising a lease rate, you may not use the term "Annual Percentage Rate", "Annual Lease Rate" or other equivalent term. In addition, if you do advertise a lease rate, the following statement must appear near the rate with no intervening language or symbols: "This percentage may not measure the overall cost of financing the lease."

6. FALSE. Another matter high on the agenda of regulators, particularly Federal Trade Commissioners who will soon control the agency under the new administration, is spot delivery. Carefully observe customer rights in spot deliveries. If you must take back the vehicle you delivered, you are rescinding the contract. In other words, you are returning the dealership and the buyer to the beginning as if the transaction had not even occurred, to the extent possible. That means that not only must the customer give back the car you delivered, you must give back the trade and any downpayment. If you do not do that, or you cannot do that, then you cannot "rescind" the transaction.

7. FALSE. Having decided that you can rescind, the recovery service could not locate the vehicle. Now what do you do? Often, the decision is made out of frustration. The customer was not candid when he bought the car, or he has not been cooperative in working with the dealership, or he appears to be hiding the vehicle. The first reaction is likely to be "Let's show him! Let's report the car as stolen." That is the wrong reaction.

The car was not stolen. You gave the customer possession of the vehicle under the transaction documents. Even a misdemeanor charge of wrongful use may lead to a malicious prosecution lawsuit since the customer is operating on legally issued documentation, even if overdue. Even if you win the suit, the publicity about the events will likely damage the dealership.

The answer is a civil suit to recover the vehicle. The dealership then can quickly obtain a judgment it can use as the basis for discovery from the customer to find the vehicle and to potentially recover damages if the car can never be found or to recover the dealership's losses for the period the vehicle was withheld.

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8. FALSE. An employee handbook is critical to let employees know what is expected of them and to convey information required by law. A properly designed handbook benefits a dealership. The challenge today will be to keep up with changes in policy by the new administration in Washington. Your handbook is likely to require revisions due to changes in regulations or differing legal interpretations in the next four years.

9. TRUE. Don't assume that policies for running credit reports on customers apply to employment situations. The rules are different. A dealership can only run a credit bureau on an applicant for employment if the authorization is based on a signed document that authorizes a consumer report and an investigative background report and nothing else. That is why if you are using an employment application that contains an authorization to run a credit bureau report, the application is hopelessly out of date. Use an updated employment application and a separate form to authorize a credit report. Credit reports contain critical personal data, and personal data protection will be an even higher priority under the Biden administration.

10. D. It is more critical than at any other time to use pay plans that protect the dealership. The pay plan simply describes the method for calculating pay due a salesperson. No length of time should be specified, or the plan could be construed as an agreement for employment for a specified time.

There should not be a specific definition of vehicle cost. In any pay plan in which calculation of commissions is based upon sale price over cost, the cost should be determined in the sole discretion of the dealership, and the plan should specifically state that. A pay plan should never indicate that pay calculations are final. They should always be subject to revision.

11. FALSE. Under the Biden administration, #MeToo and related movements will have increased influence over enforcement of laws against harassment and discrimination. Retaliation can be a separate violation of the law even if there is no underlying offense. Managers and employees must be well trained in the company's policy and process against discrimination and harassment. Every complaint must be taken seriously. When investigating, always warn those with whom you discuss the circumstances leading to the complaint that retaliation is against company policy and can lead to discipline, including termination. Retaliation is the most prevalent category of complaints to the EEOC, according to the agency. Protect the dealership against retaliation claims.

12. FALSE. The Fair Labor Standards Act will be a law under the microscope for the Biden administration, with frequent and significant changes in interpretation. Enforcement of the FLSA will also be high on the agenda of the Department of Labor. Timecards have always been the best method to know hours worked by employees. For those exempt from premium overtime, like new car dealer salespeople, this will give your office the ability to track earnings to ensure those personnel are paid minimum wage for hours worked. For nonexempt personnel, this will give your office the opportunity to calculate premium overtime properly. ■

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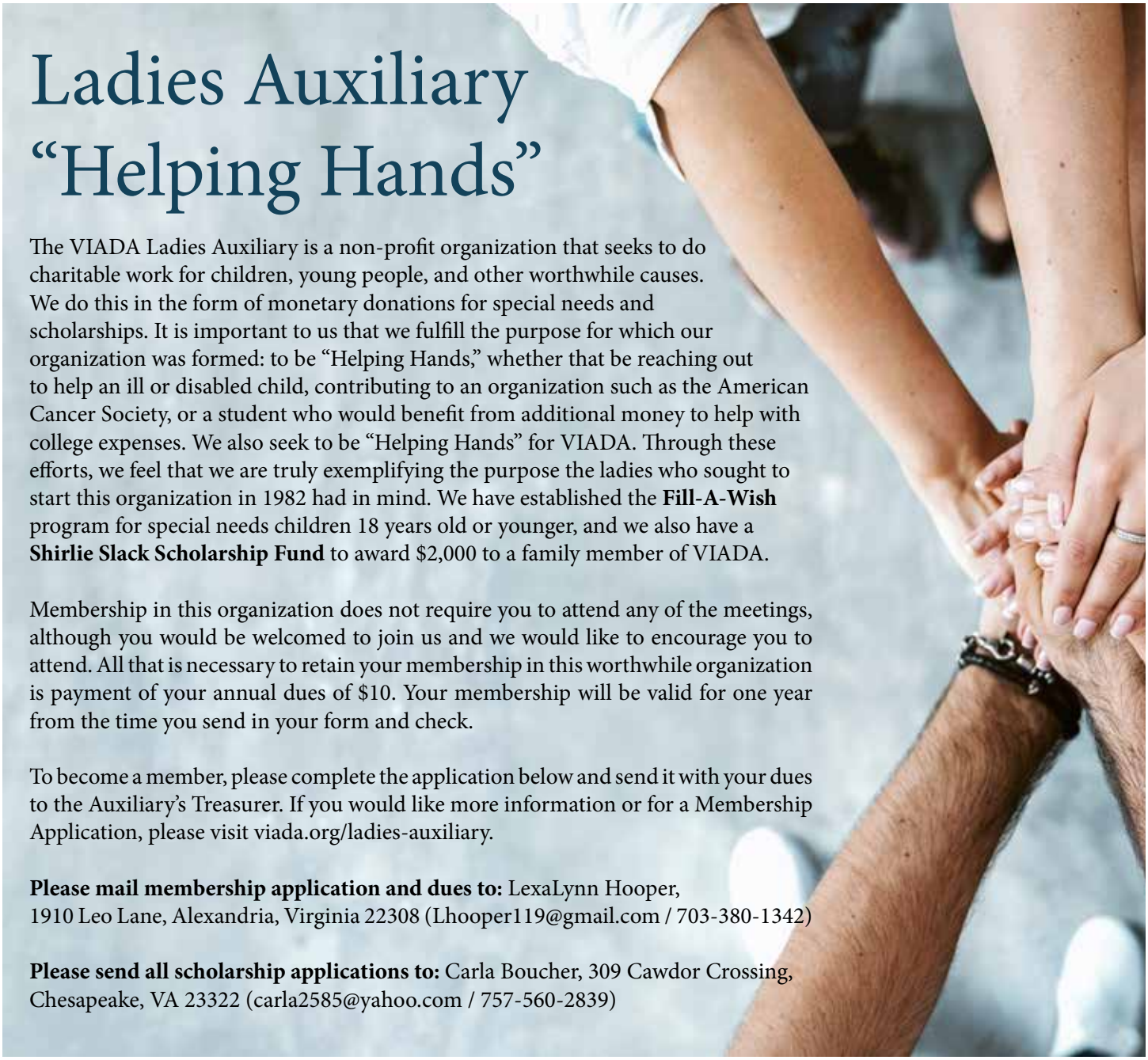
THE CARLAWYER©

CASE OF THE MONTH

Dealership's Ads Violated TILA and the CLA by Failing to Include Legally Required Credit Information: The Federal Trade Commission sued several car dealerships and their co-owners for violating the Federal Trade Commission Act, the Truth in Lending Act, the Consumer Leasing Act, and corresponding regulations. Since then, the dealerships settled their claims with the FTC and filed for bankruptcy protection. The FTC moved for summary judgment on its claims against the co-owners, and the U.S. District Court for the District of Arizona granted the motion in part and denied it in part. Counts I and II alleged that the defendants violated the FTC Act by telling customers that they would submit accurate financial information to finance companies but instead inflated income and down payment information. The court denied summary judgment on these counts. The court found that there was insufficient evidence to show that the defendants' practice was likely to mislead customers, given evidence that some customers were aware that their information was inaccurately reported to finance companies and, in some cases, complicit. Counts III and IV alleged that the defendants' advertising misrepresented or failed to disclose material information, in violation of the FTC Act.

In particular, the FTC alleged that one advertisement with a $169 monthly payment was false, another group of advertisements promoting a "Tires for Life" program did not disclose material limitations and exclusions, and a third advertisement offering a $5,250 discount hid material information behind a fine-print disclaimer in a nondescript hyperlink. The court found that it could not, as a matter of law, determine that these ads were deceptive and, therefore, denied summary judgment on these counts. Counts V and VI alleged that the defendants' advertising violated TILA and the CLA by failing to include legally required credit information. The court granted the FTC summary judgment on these counts, finding that some of the defendants' ads stated down payments but failed to include other required information such as the terms of repayment or the annual percentage rate. *See* Federal Trade Commission v. Tate's Auto Center of Winslow Inc., 2021 U.S. Dist. LEXIS 23088 (D. Ariz. February 5, 2021). ■

Ladies Auxiliary "Helping Hands"



The VIADA Ladies Auxiliary is a non-profit organization that seeks to do charitable work for children, young people, and other worthwhile causes. We do this in the form of monetary donations for special needs and scholarships. It is important to us that we fulfill the purpose for which our organization was formed: to be "Helping Hands," whether that be reaching out to help an ill or disabled child, contributing to an organization such as the American Cancer Society, or a student who would benefit from additional money to help with college expenses. We also seek to be "Helping Hands" for VIADA. Through these efforts, we feel that we are truly exemplifying the purpose the ladies who sought to start this organization in 1982 had in mind. We have established the **Fill-A-Wish** program for special needs children 18 years old or younger, and we also have a **Shirlie Slack Scholarship Fund** to award $2,000 to a family member of VIADA.

Membership in this organization does not require you to attend any of the meetings, although you would be welcomed to join us and we would like to encourage you to attend. All that is necessary to retain your membership in this worthwhile organization is payment of your annual dues of $10. Your membership will be valid for one year from the time you send in your form and check.

To become a member, please complete the application below and send it with your dues to the Auxiliary's Treasurer. If you would like more information or for a Membership Application, please visit viada.org/ladies-auxiliary.

Please mail membership application and dues to: LexaLynn Hooper, 1910 Leo Lane, Alexandria, Virginia 22308 (Lhooper119@gmail.com / 703-380-1342)

Please send all scholarship applications to: Carla Boucher, 309 Cawdor Crossing, Chesapeake, VA 23322 (carla2585@yahoo.com / 757-560-2839)

VIADA Ladies Auxiliary Membership Application

Name:_____ Date: _____

Mailing Address:_____

City/Town, State, & Zip Code: _____

Phone: _____ Email: _____

Dealership's Name: _____

Month/Day of Birth: _____ District # _____

8 BENEFITS OF COLLABORATION

"COMPETITION MAKES US FASTER. COLLABORATION MAKES US BETTER."

BY BRANDIN WILKINSON, GENERAL MANAGER AT ACURA CENTRE OF SASKATOON

I always assumed that collaboration and teamwork were the same thing. What I came to realize is that while they are common in the fact that they both involve a group of people working together to complete a shared goal, they differ in one key way; teamwork typically requires a level of authority, i.e. a manager, whereas collaboration is when the team works collectively on equal levels to come up with ideas or make decisions together to complete a goal.

While studying NLP (Neurolinguistic Programming), one of the realizations was that when we look up to people, we put ourselves down and when we look down on others, we mistakenly put ourselves above them. The goal then should be to look at everyone as equal regardless of their title, background, or accomplishments. This was a major shift that I had in my life because I was one who easily looked up to others without realizing I was putting myself down. I no longer believe that those who we deem "successful" were born with innate talent, but rather put in the deliberate practice, effort, and developed the mental strength that it took for them to get where they are. This truth was incredibly liberating, exciting and a bit scary at the same time because it meant that any one of us has the ability to achieve what we truly desire in life.

When, as leaders, we look at everyone as equal, we become more approachable and create a feeling of safety amongst our peers. Imagine how much better we can serve by removing ego and treating everyone as equal. How would you have felt if your boss had treated you as an equal when you first started your career? Would your level of commitment be enhanced? What would this have meant to your performance? If you're striving to have an empowering environment that's fueled by respect, it starts here. There are many other benefits to collaboration, let's dive into what they are.

8 BENEFITS OF COLLABORATION:

1. PEER TO PEER ACCOUNTABILITY

Perhaps one of the most essential but difficult components of successful collaboration is peer to peer accountability. In my experience, I've found that the key here is for

us to let our guards down, practice being open-minded, see situations from the other person's perspective, have extreme candor, and assume there is positive intent. Patrick Lencioni's 5 Dysfunctions of a Team talks about having Trust as the foundation, then moving on to Healthy Conflict, which leads to decisive Commitment, then Peer to Peer Accountability, which all build up to the best Results not just for a specific department, but the entire organization. Peer to Peer Accountability comes with a warning however; get ready to be comfortable being uncomfortable because it's not easy but it is a game-changer.

2. ACCOUNTABILITY FOSTERS INDEPENDENCE

When we ingrain accountability into our culture, we foster independence because we are incentivized to take responsibility for our own actions, effort, development and attitude. How we show up matters not only for ourselves but for our team members. If we're wanting to contribute to new ideas and effective decisions, then bringing our best selves to work is critical. Collaboration encourages us to learn and develop our own skills so that we can contribute to the conversations, brainstorming sessions, and inspire others to follow our lead.

3. ENGAGEMENT DEEPENS

By recognizing that everyone contributes to the success of our organization, we find ways to involve everyone in decisions, no matter how big or small. Just because we carry a certain title doesn't mean we have the answers or should be expected to know all the answers. When everyone feels like their voice has been heard, engagement increases, regardless if we went with their idea or not. The key is to actively listen, brainstorm on what is being discussed, and use that process to make a well informed decision. When engagement increases, turnover decreases.

4. FEWER BUT MORE PRODUCTIVE MEETINGS

Collaboration supports effective communication. When we're holding ourselves accountable, fostering independence, and are deeply engaged in what we're doing, having 1 hour daily meetings become less valuable and counter-productive. If we're on the same page, have a safe environment, and are communicating effectively on a consistent basis, the need for more meetings diminishes and when it does come time to have a meeting, they are far more productive and meaningful. What would it mean to you to have fewer but more productive and less time-consuming meetings?

5. ATTRACTS THE RIGHT PEOPLE

What do you believe is the type of culture that an "A-Player" wants to be a part of? An A-Player to me is someone that values humility, has a strong desire to grow, gets excited to see their colleague succeed, is open-minded, and leads by example. I believe that in order to have true synergy and collaboration in our businesses that it's less about attracting top talent, and more about attracting the right people that have the right characteristics for your environment. The skill can be developed. Character can be developed as well, but it's far more challenging and time consuming. Focus on setting up your organization in a way that your reputation attracts the right people.

6. HIGHER RETENTION RATES

Once we establish a culture of collaboration into our organization, we set ourselves up to reduce turnover. What is your current turnover and what does that cost you per year? What would it mean to you not only financially, but in terms of stress reduction and increased performance, having your turnover cut in half or even more? Because every team member feels involved in the direction of the company, they feel like they are a part of something bigger and contributing to the vision. How many other companies do you believe operate at this level? Not many. But you can be one of the few.

7. SMOOTHER ONBOARDING PROCESS

Collaboration sets the stage for a smooth transition for our newest team member. When they get started, there is less wasted time, more structure, and we find out quickly how well they are going to fit in with the team. A smooth onboarding process allows for the new team member to adapt quicker to processes, environment, culture, expectations, and their team. The quicker we can have them adapt, the sooner we discover what their unrealized ability is within our organization. From here, we can help road map their career which is also a major contributor to a deeper level of engagement.

8. TRANSPARENCY & TRUST

With an open line of communication and peer to peer accountability, this leaves little room for any kind of lack of transparency and transparency leads to trust. Trust is the foundation of any successful organization. With the right environment and collaboration, we trust each other to make the best decisions together. We trust that if one person is falling behind for any reason, someone will be there to pick them up. We trust that we will be open and honest with each other because we know that by doing so it will lead to the best results for everyone. We trust that we will hold each other accountable knowing that that's how we get the most out of each other.

Focus on collaboration to make yourself, your team, and your organization better! ■

After 35 years with Manheim, Karl Kiracofe, General Manager of Manheim Harrisonburg, has announced he will be retiring in Q2 2021. Karl began his career with Manheim in 1986 in Harrisonburg as the Human Resources Coordinator and served in various sales and operations roles before being promoted to General Manager in 2005. Under Karl's leadership, Manheim Harrisonburg has been recognized with many client awards.

Karl served on the NAAA Board of Directors in 2011. He also has been the Treasurer of the local district Virginia Independent Auto Dealers Association for over 10 years and is currently a member of the Virginia Independent Auto Dealers Association (VIADA) Board of Directors.

In retirement, Karl is looking forward to spending time with his wife Tina and their twins Kaley and Tucker. Karl is also looking forward to spending more time on his Angus cattle farm.

With Karl's announcement, we've made the strategic decision to create a new Market Center with Manheim Baltimore-Washington, Manheim Fredericksburg, and Manheim Harrisonburg, which will be led by General Manager Craig Amelung, effective today.

This move includes the realignment of Manheim Harrisonburg from the National East Region led by Tim Janego to the Production East Region led by Matt Trapp. Karl will help transition Manheim Harrisonburg to the new Market Center and combined leadership team.

Craig began his career in 1993 at Manheim Baltimore-Washington where he held various positions and in 2004, Craig was named General Manager for Manheim Virginia. For the next five years, he focused on increasing the company's penetration into the industry with dealer business, especially targeting the independent dealer segment.

Craig joined the corporate staff in 2009 as Director of Best Practices where he helped lead Manheim's efforts toward standardizing processes and procedures throughout the country. In 2011, he was promoted to the role of Senior Director of Operations Support where he was responsible for managing the company's support and training efforts all the functional departments within field operations at all Manheim's U.S. locations.

In June 2013, Craig moved back into field operations assuming the role of Assistant General Manager and shortly thereafter was promoted to General Manager at Manheim Fredericksburg. In his current role, he has been instrumental in helping the auction achieve new levels of operating efficiency, customer and employee engagement.

The search for an Auction Manager for Manheim Baltimore-Washington is now active.

Please join us in thanking Karl for his exceptional leadership during his time at Manheim and wishing him the very best in retirement, as well as congratulating Craig on his expanded leadership role.
Matt Trapp, RVP, Production East Region
Tim Janego, RVP, National East Region

A DECADE OF SERVICE: THANK YOU, VICKIE!

What has been your favorite part about working for the Association?
The people - from Lois Keenan and all the Board members who took me under their wings, to the dealers for teaching me about the industry. I have made too many friends to even mention.

What has been the most memorable time working here?
There are so many memories. I traveled around the state doing auctions and planned and attended our annual conventions.

What are your plans now?
My future is still in the works. I will probably apply to begin receiving social security, but I will also continue to work. The right job is out there and I am looking forward to a new adventure.

Are you going to miss the used car business?
Most certainly. But I hope to stay part of it if that is what is meant to be. I hope to stay in touch with dealers and those associated with the business, such as the MVDB.

Do you have any advice for members of the Association?
Take advantage of all we have to offer. There is no one better to help and assist with all your needs. The Association is your number one friend.

Everyone at VIADA would like to sincerely thank Vickie for her expertise and dedication to the Association and the industry. We will miss you and wish you all the best in your new endeavors!

AUTO LOAN REFERRAL PROGRAM

We'll pay YOU up to $200.00 per referral closed*

- NO mileage restrictions
- Automobiles up to 20 years old
- Up to 125% of NADA Retail Value
- Fast, local, friendly service

Please Contact

Northern Virginia Area - Debbie Rice - drice@lendmarkfinancial.com
Richmond and Central Virginia Area - Chris Price - cprice@lendmarkfinancial.com
Western Virginia Area - Betty Swortzel - bswortzel@lendmarkfinancial.com
Southwestern Virginia Area - Maurice Peerman - mpeerman@lendmarkfinancial.com
Tidewater Virginia and The Peninsula - Christie Hall - chall@lendmarkfinancial.com

www.lendmarkfinancial.com

All loans are subject to credit approval, income verification, tier determination and normal underwriting standards. Lendmark is not able to pay merchant referral fees in California, Maryland or Kentucky for loans of $15,000 or less. Licensed by the Virginia State Corporation Commission, License Number CFI-104

ScreeningOne®

VIRGINIA INDEPENDENT AUTOMOBILE DEALERS ASSOCIATION
VIADA
Symbol of Quality

Independent dealers can now utilize ScreeningOne screening services through the VIADA for sales license compliance and full pre-employment screening on any new hires all at exclusive VIADA member rates. NO paperwork, service contract, or account set up is needed when you use ScreeningOne through the VIADA.

WHAT DOES THIS MEAN FOR YOUR DEALERSHIP?

Easy Sales License compliance with MVDB. Sales applicants complete an email application and MVDB can pull up the report electronically to pass the sales license.

Access to a full pre-employment screening menu from ScreeningOne to effectively screen new hires without any paperwork or contract.

Exclusive VIADA member rates allow independent dealers to access ScreeningOne services at 25-50% discount. Applicants can pay directly via CC at order so dealer is never billed.

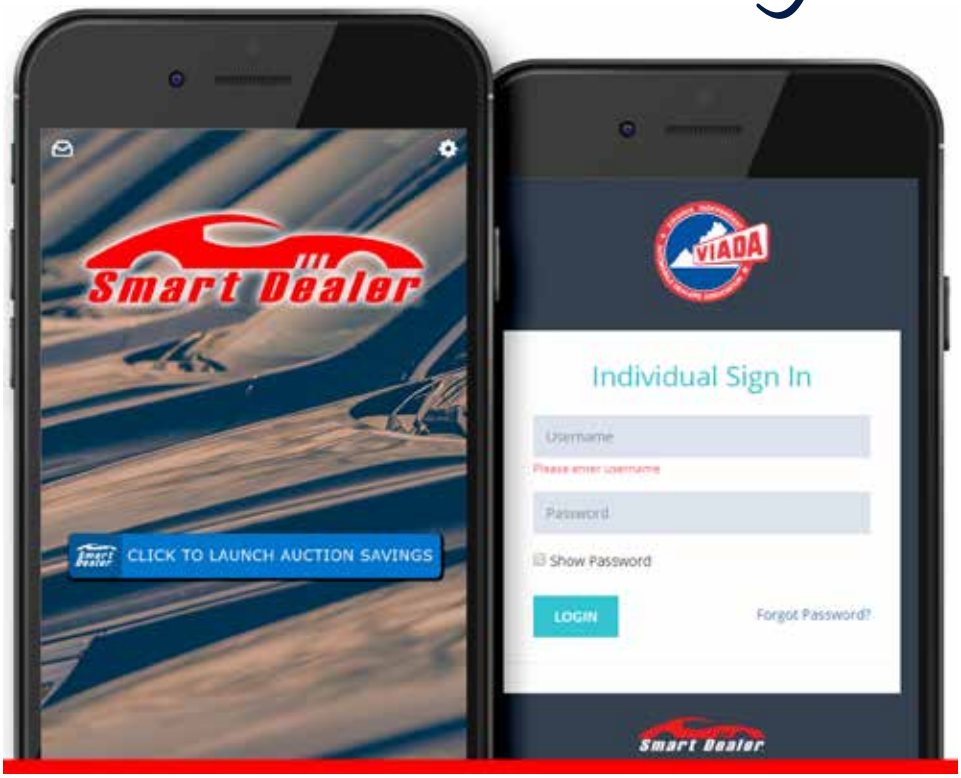
EASY, CONVENIENT, AFFORDABLE, AND COMPLIANT.

This special program is available to VIADA members right away.

To start using this program today, contact:
Tommie C. Melendez, VIADA
Director of Education & Dealer Development
Ph: 800-394-1960 or 757-464-3460
tommie@viada.org

MVDB
Motor Vehicle Dealer Board
COMMONWEALTH OF VIRGINIA
APPROVED

VIADA HAS GONE *Digital*



WE HAVE MOVED FROM PHYSICAL AUCTION CARDS TO THE SMART DEALER AUCTION SAVINGS DIGITAL PLATFORM. VIADA members will have access to 17 auction locations and $1,700 in savings! This change will assist in faster check-outs and better reporting. Participating auctions include:

Abingdon
ADESA East TN
ADESA Knoxville
ADESA Wash. D.C.
America's
BSC Bel Air
Bryan Buchanan
Capital City
Dealers of E. TN
Greensboro
Greenville
Manheim Fredericksburg
Manheim Harrisonburg
Manheim NC
Mountain State
Radford
Richmond

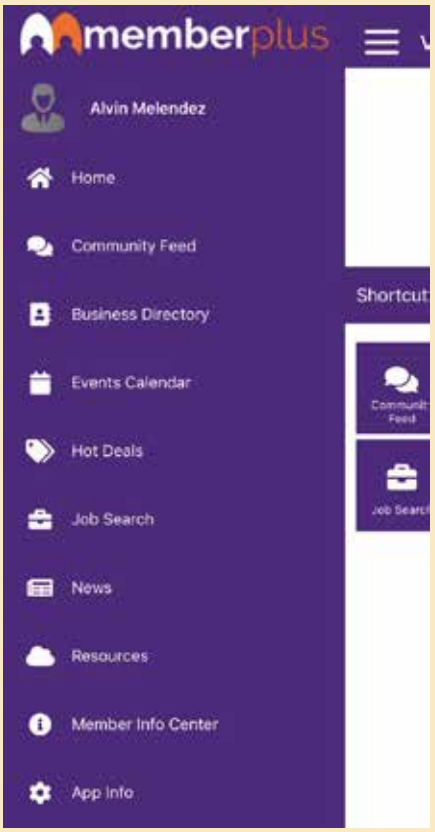
Thank you for your support!

NEW MEMBERS

13Leads Facebook Marketing
Clinton • District 2
321 Ignition
Fairfield • District 4
518 Auto Sales
Norfolk • District 1
A & L RV Sales LLC
Richmond • District 1
A & Z Motors LLC
Fredericksburg • District 4
ACE RV Rentals
Herndon • District 4
Action Auto Specialist
Norfolk • District 1
Affordable and Dependable Auto Services
TBA • District 3
Al-Omran Motors Inc
TBA • District 4
Amherst Auto and Tire
Monroe • District 6
Ashraf Darwish
TBA • District 4
Auto House LLC
Virginia Beach • District 1
Auto Network Motor Group LLC
Chantilly • District 4
Auto Repair Specialists Inc
Blacksburg • District 3
Autobahn Sales Inc
Hampton • District 1
AutoHub of Virginia LLC
Richmond • District 2
Autoplex of Virginia Beach
Virginia Beach • District 1
AutoPro Virginia LLC
Virginia Beach • District 1
Autosled
Rockville • District 4
B & R Auto Sales LLC
Pamplin • District 6
B&K Auto Sales
Richmond • District 2
Beach Auto
Virginia Beach • District 1
Beb Automotive
Norfolk • District 1
Broadview Motors
Warrenton • District 4
Calvin Yates
TBA • District 7
Can't Be Beat Auto Sales
King George • District 4
Capitol Motors of Richmond LLC
Henrico • District 2
Capitol Motors of Stafford
Stafford • District 4
Car Barn
Abingdon • District 8
Car Credit Nation
White Post • District 4
Carafello's Auto Sales LLC
Norfolk • District 1
CarLines Auto Group
Fredericksburg • District 4
CarMax
Hartford • District 4
CarMax
Laurel • District 4
CarMax
Woodbridge • District 4
CarMax - Brandywine, MD
Brandywine • District 4
CarMax - King of Prussia
King of Prussia • District 4
CarMax - NJ
Maple Shade • District
CarMax The Auto Superstore
White Marsh • District 4
CarOfMine
Manassas • District 4
Carplug
Roanoke • District 3
Carplug Automotives Inc
Christiansburg • District 3
Cars R Us Auto LLC
Winchester • District 4
Champion Body Works
Lorton • District 4
Chantilly Auto Group
Chantilly • District 4
Choice Auto
Henrico • District 2
Chosen Payments
Atlanta • District 1
Chris Dimitris
TBA • District 2
Commonwealth Motorsports LLC
Hayes • District 1
Complete Auto Repair & Service
Portsmouth • District 1
Connect Auto Sales
Portsmouth • District 1
Creedle Auto Inc.
South Hill • District 5
D&M Auto Sales LLC
Winchester • District 4
Deck N Yard
Lynchburg • District 6
DMV Auto Express Company
Woodbridge • District 4
Drive Now Auto Sales LLC
Norfolk • District 1
Drive Time
Chesapeake • District 1
Drive Time
Newport News • District 1
Drive Time
Richmond • District 2
Drive Time
Richmond • District 2
Drive Time
Salem • District 3
Drive Time
Woodbridge • District 4
Dublin Car Sales LLC
Dublin • District 3
E.D.H Auto and Sales LLC
Richmond • District 2
East Side Automotive LLC
Sandston • District 2
Edinburg Motors Inc
Edinburg • District 7
Edinburg Used Truck Sales Inc
Edinburg • District 7
Elevate Auto Marketing Group
Richmond • District 2
Elite Motorhub
Fredericksburg • District 4
Elite Motorhub
Fredericksburg • District 4
Emperial Motorsports Corp
Richmond • District 2
Evans Corporate Services
Lorton • District 4
Exquizit Auto Sales
Stony Creek • District 2
Fastlane Auto Sales
Highland Springs • District 2
Feild's Auto Sales Inc
Ashland • District 2
FHI
Prince George • District 2
Five Star Motors
Fredericksburg • District 4
Flint Auto
Chesapeake • District 1
GAC Automotive Center
Portsmouth • District 1
Gander RV Sales
Roanoke • District 3
Garrett Motors Inc
Hampton • District 1
Gasoline Alley Auto Sales LLC
Winchester • District 4
General Auto Sales LLC
Richmond • District 2
Genita Threet
TBA • District 1
Goads Body Shop & Used Cars
Lexington • District 6
Harding's Auto Sales LLC
Charlottesville • District 7
Harrisonburg Motors
Harrisonburg • District 7
Hilltop Cycle Inc
Wytheville • District 8
Hilton Motors Inc
Newport News • District 1
Hoover Auto Sales LLC
Elkton • District 7
Icon Automotive Sales
Chesapeake • District 1
Iideal Motors
Henrico • District 2
Imperial Auto & Tire
Springfield • District 4
Import 4 Less
Portsmouth • District 1
Innovative Automotive Solutions
Rustburg • District 6
James Wells III
Stafford • District 4
Jeff Murray
TBA • District 2
Jim Price Chevrolet Hyundai
Charlottesville • District 7
Johnston's Auto Sales
Danville • District 5
Jones Car Company
Salem • District 3
Karina Williamson
TBA • District 4
Kevin Hodapp
TBA • District 1
Kinetic Advantage
Carmel • District 4
Kingdom Kars Auto Sales LLC
Chesterfield • District 2
Long Island Motor Sales LLC
Long Island • District 6

Loudoun RoVa LLC
TBA • District 4
Lux Auto Sales LLC
Newport News • District 1
Magnum Auto Group, Inc.T/A Magnum RV
Montross • District 2
Mega Auto Outlet LLC
Stafford • District 4
Michelle Vasu
TBA • District 7
Midtown Motors Inc
Newport News • District 1
Milestone Dealer Services LLC
Walpole • District 4
Monte Motors LLC
Portsmouth • District 1
Motomember/Automember
Purcellville • District 4
MZ Auto LLC
Winchester • District 4
Naked Bear RV Service and Repair LLC
Woodstock • District 7
Nephew Auto's
Virginia Beach • District 1
Off The Hook Automotive
Chesapeake • District 1
Old Point National Bank
Hampton • District 1
Pacific Auto Sales LLC
Richmond • District 2
Paragon Defenders Inc.
Sandston • District 2
Parkview Auto Sales
Newport News • District 1
Patriot Auto Group LLC
Stafford • District 4
Peninsula Auto Gallery
Hampton • District 1
People's Auto
Nickelsville • District 8
Pete's Custom Cycle and Auto LLC
Chesapeake • District 1
Phantom Auto Group LLC
Fredericksburg • District 4
PK Auto Sales
Stafford • District 4
Pride Auto Sales LLC
Fredericksburg • District 4
Richmond Auto Exchange
Richmond • District 2
Richmond Automotive Sales and Repair
Henrico • District 2
Royal Pike Motors
Front Royal • District 4
Royalty Motors LLC
Portsmouth • District 1
Screening One Inc
Tampa • District 1
Select Imports LLC
Ashland • District 2
Shayer Automotive
Virginia Beach • District 1
SLB Motors LLC
Forest • District 6
Southern Auto Sales Inc
Hopewell • District 2
Star Auto Sales
Richmond • District 2
Steals on Wheels LLC
Richmond • District 2
Stellar Automotive LLC
Richmond • District 2
Street Cars Inc
Fredericksburg • District 4
Sunrise Auto & Cycle Sales Inc
Norfolk • District 1
Super Auto Sales & Services
Fredericksburg • District 4
Sweetie Boy Home Delivery LLC
N Chesterfield • District 2
The Car Exchange
Virginia Beach • District 1
The Starting Line, LLC
Alton • District 5
Today's Price Auto
Max Meadows • District 8
Today's Price Auto
Max Meadows • District 8
TradePending
Carrboro • District 4
United Auto Sales LLC
Providence Forge • District 2
Valley Motors LLC
Harrisonburg • District 7
Virginia Direct Auto Inc
Virginia Beach • District 1
VMark Cars
Glen Allen • District 2
VPI Services (Vehicle Purchase Inspections)
Virginia Beach • District 1
White's Auto Sales LLC
Portsmouth • District 1
Yes Auto Sales
Richmond • District 2
Zbest Auto Center LLC
Chesterfield • District 2

WANT INFO ON-THE-GO? Download the MemberPlus App!



REMINDER

ONLINE RECERTIFICATION COURSE

Take this course **at your own pace** at your home or work computer, iPad or even on your mobile phone. A Q&A review at the end of each chapter will make sure you are aware of **key requirements**. You will receive a **completion certificate** once you have finished the entire course.

After completion of your recertification, you may revisit your account to refresh your memory of any course material. You still have access to the instructor who can answer questions about the course content.

NEW REGISTRATION FEES & WEBSITE

VIADA Members: FREE plus $25 fee for the MVDB
Non-Members: $25 plus $25 fee for the MVDB
NEW WEBSITE TO REGISTER for Online Course

www.VADealerRecertification.com

QUESTIONS?
Call 800-394-1960 or Email info@viada.org

SAVE THE DATES

UPCOMING VIADA BOARD MEETINGS

APRIL 15-16
Kingsmill Resort
Williamsburg

JULY 8-9
The Homestead
Hot Springs

OCTOBER 8-10
Lansdowne Resort & Spa
Leesburg

ComSoft

Dealership Management & Marketing Software Solutions

offers

Dealership Management Software that uses Authorized *VIADA Laser Generated Forms*

THANK YOU

VIRGINIA INDEPENDENT AUTO DEALERS PAC was established to solicit funds from independent dealers for contribution to candidates for statewide elections – Governor, Lt. Governor, Attorney General, and candidates for the General Assembly. All contributions are voluntary and reported to the State Board of Elections.

The purpose of the Virginia Independent Auto Dealers PAC is to promote the licensed independent automobile sales industry in Virginia and raise funds for the same purpose. From such funds we can make campaign contributions to those seeking election or re-election for state political offices, without regard to party affiliation. We make these contributions on the basis of who we believe to be deserving of such support.

This year we have raised close to $30,000, and because of this contribution we know we will be able to support many that are seeking election or re-election. We want to take this time to thank all the members for your support. In previous years we were able to list all of you, but this year hundreds contributed and that is an amazing accomplishment that can't go unnoticed. Thank you again for your participation in Virginia Independent Auto Dealers PAC.

Survey: Cars Remain Vital to Consumers

By Used Car News

A new survey from Ally finds that cars and personal transportation are more essential to people's lives than prior to the COVID-19 pandemic.

Seventy-two percent of car owners say that going for a drive alone allows them to clear their head, according to a survey of 2,000 American adults conducted by OnePoll on behalf of Ally Financial. Nearly three-quarters of men (73 percent) and more than half of women (53 percent) consider their car to be their personal "fortress of solitude."

In addition, the pandemic has caused Americans to rethink their desired mode of transportation. Nearly three out of four Americans, 72 percent, are wary of using public transportation because of COVID-19. This isn't just a short-term trend—69 percent of car owners say they plan on driving more after the pandemic ends rather than use public transportation.

"Even though many of us are using our vehicles differently, cars are more vital than ever, serving as a source of solitude and providing a safe means of travel for us and our families," said Mark Manzo, president of Ally Insurance.

When it comes to work-related driving, 45 percent are spending less time driving—or not driving at all—to and from work. Meanwhile, 26 percent of gig-job drivers, such as DoorDash or Instacart, have increased their time behind the wheel.

Ally's survey also finds that many car owners are dealing with stress concerning auto expenses. Dealers can market vehicle service contracts in the midst of these challenges. More than half of drivers (57 percent) are worried about unexpected repair costs, and 58 percent may hold on to their current vehicle longer than originally planned. The survey results also highlighted the tough choices many car owners have made due to the pandemic: More than one in three (36 percent) have had to choose between a car payment or car repair. ■

BECOME A MEMBER OF VIADA

12 BENEFITS OF MEMBERSHIP

VIADA provides benefits and services to members they are not always able to find on their own. With VIADA, the dealer has educational and networking opportunities through our schools, workshops, town hall/district meetings, and annual convention and trade show.

Whether it's creating an environment for sharing ideas, or serving as a place to come to for solutions to problems that arise, VIADA is the only organization in Virginia whose primary purpose is the welfare and success of the independent dealer.

1. The only trade association in Virginia that represents the interests of independent dealers before the Virginia Legislature, Department of Motor Vehicles and the Motor Vehicle Dealer Board.
2. A "Member Hotline" to get answers to complex questions.
3. Online recertification course – FREE with members only paying the $25 MVDB fee.
4. An "Auction App" where members save up to $2,200 worth of Buy/Sell/Provider fees at auctions!
5. Member rebates are also available from Advance Auto Parts and Fisher Auto Parts – which more than cover the cost of membership! Andrew Wiley with Consumers Auto Warehouse received $854 just in one quarter!
6. Members also receive a 20% discount when purchasing forms.
7. Educational and training workshops to insure you have the latest information to remain compliant and learn about best practices in the industry.
8. Need one-on-one consultation? We have two industry experts that offer a member discount.
9. Eight districts that hold dinner meetings mostly on a quarterly basis to share information, learn something new, and network with other successful dealers.
10. Plus, there are many Associate Members who have services, programs beneficial to your business – several offer discounts.
11. Five members who serve on the Motor Vehicle Dealer Board representing your interests when regulations are created or revised.
12. And lastly, your membership in VIADA ALSO includes NIADA membership and access to national benefits and services!

Cost of VIADA/NIADA membership is only $325 a year which is about $27 per month. An investment in your business, for you and your family. ■

DEALER-OPERATOR PRELICENSING COURSE SCHEDULE

March 23-24, Danville
April 6-7, Charlottesville
April 20-21, Hampton
May 11-12, Fredericksburg
May 25-26, Richmond
June 8-9, Roanoke
July 13-14, Hampton
July 27-28, Fredericksburg
August 10-11, Danville
August 17-18, Richmond
September 7-8, Charlottesville
September 21-22, Fredericksburg
October 7-8, Leesburg
October 26-27, Richmond
November 9-10, Hampton
November 16-17, Richmond

TO REGISTER, VISIT VIADA.ORG/EVENTS

VIADA.ORG 2020-2021 BOARD OF DIRECTORS

STATE OFFICERS

Chairman of the Board
Don Sullivan, Sr., Sullivan Auto Trading
President
Andrew Wiley, Consumers Auto Warehouse
Vice Presidents
Craig Amelung, Manheim Fredericksburg
Matt McMurray, CMD, Campus Automotive
Joe Ramon, Commonwealth Auto Group
Secretary
Eddie Haley, Route 11 Valley Auto Sales
Treasurer
Don Sullivan, Jr., Sullivan Auto Trading

DISTRICT & PAST PRESIDENT REPRESENTATIVES

District 1 / Tidewater
Joe Ramon, Commonwealth Auto Group

District 2 Central
Omar White, City To City Auto Sales LLC

District 3 Roanoke
Brad White, Mike Witt Motor Sales, LLC.

District 4 Northern
Christopher Maher, Sr., Car Credit Nation

District 5 Southern
Brent Toone, Lakeview Motors

District 6 Western
Bobby Steele, Steele's Auto Sales

District 7 Shenandoah
Eddie Haley, Route 11 Valley Auto Sales

District 8 Southwestern
Ricky McReynolds, Country Auto Sales, Inc.

PAST PRESIDENTS

Don Sullivan Sr., Sullivan Auto Trading
Chris Maher, Car Credit Nation
Rob Fisher, Northside Auto Sales
Wanda Lewark, Auto Buying Service

COMMITTEE CHAIRS

Steering & Budget
Donald Sullivan Jr, Sullivan Auto Trading
Member Benefits
Eddie Haley, Route 11 Valley Auto Sales
Professional Development
Matt McMurray, CMD, Campus Automotive
Publications and Events
Joe Ramon, Commonwealth Auto Group
Membership Development
Craig Amelung, Maheim Auctions
Government Relations
Donald Sullivan Sr, Sullivan Auto Trading

Volunteers Needed!

Want to take on a leadership role? Do you want to help the Association fight against unnecessary and burdensome regulations? And help educate dealers about activities impacting their ability to operate a dealership? Contact Alvin Melendez, Executive Director, (757) 464-3460 or alvin@viada.org

RECRUIT A MEMBER TODAY

VIADA. **Large Enough** to Serve, **Small Enough** to Care!

It takes a Member to get a Member!

DID YOU KNOW?
When you join VIADA, you also have access to NIADA products and services.

EDUCATION

- Workshops: BHPH / Rental / Title & Registration
- Dealer Day
- *The Virginia Independent News*
- *Used Car Dealer* (NIADA Magazine)
- Monthly eNews Email
- District Meetings
- Annual Convention & Expo
- VIADA Website: viada.org
- Facebook.com/infoviada
- VADealerRecertification.com
- Two Day Dealer-Operator Precertification Course

EXTRA PROFIT CENTERS

- Finance Programs/Manuals
- Service Contracts/Warranties
- Floorplans
- Rental Program
- Certified Pre-Owned Program

ADVOCACY / REPRESENTATION

- VIADA represents you AND your business interests
- General Assembly Lobbyists
- Congressional Lobbyists
- DMV and MVDB Representation
- Political Action Committee

SAVE $$$

- Discounts on Dealership Forms
- Auction Card Discounts
- Access to Member Benefit / Associate Providers
- NADA Guides
- OFAC Reports
- Advance Auto Parts & Fisher Auto Parts Discounts
- Membership and Services Directory
- Online Dealer Supply Store

INSURANCE & PROTECTION

- Privacy Policy Manual / Red Flag Rule
- Information to help you stay compliant with Federal & State Laws
- $3,000 Accidental Death and Dismemberment / Health Discount Card / Child Safety Kits

HELP HOTLINE & LEGAL COUNSEL

- Member Hotline. Get answers to all of your questions.
- Access to Legal Consultation...VIADA has a list of industry-knowledgeable attorneys.
- One-on-One Consultation Discount

MEMBERSHIP APPLICATION (PLEASE PRINT)

Dealer's Business Name _____ Date of Membership _____

Primary Owner/Dealer/Operator _____ Phone _____

Address _____ Cell Phone _____

City/State/Zip _____ Fax _____

Business Email _____ Dealer's License _____

Personal Email _____ Date of Birth _____

Payment ❑ Annual Dues (includes National, State & Local), $325.00 ❑ Auto Renew My Annual Dues

❑ Voluntary VIADA Political Action Committee Contribution, $50.00 (optional)

❑ Check (payable to VIADA) ❑ Cash ❑ Visa ❑ MasterCard ❑ Discover ❑ Amex

Total enclosed _____

Credit Card No. _____

Expiration Date _____ Sec. Code _____

Billing Street Address _____ Billing Zip Code _____

_____ _____

Signature *Recommended By (Current Member)*

Mail to: VIADA, 1525 Huguenot Road, Suite 102, Midlothian, VA 23113 | (757) 464-3460 | (800) 394-1960 | viada.org

Virginia Independent Automobile Dealers Association
1525 Huguenot Road, Suite 102
Midlothian, VA 23113
(800) 394-1960 | info@viada.org

SAVE THE DATE

VIADA 61st Convention & Trade Expo

October 8-10, 2021 • Lansdowne Resort and Spa, Leesburg, VA