

Friendly Chevrolet Uses Mobile Environmental Solutions to Stay Chummy with Mother Nature



by Autobody News Staff

As EPA and OSHA regulations become increasingly stringent, it's important for collision repair facilities to invest in greener equipment and processes in order to stay compliant. *Friendly Chevrolet Collision Center* in Dallas, TX took a large step in environmental conscientiousness in December 2015 when the shop decided to purchase a portable paint booth from Mobile Environmental Solutions.

Brent Pound, director at Friendly Chevrolet Collision Center, purchased a 23 by 15 foot inflatable work station because "I took our used vehicle recon in-house, and I realized that I needed to keep this business separate from my daily paint operation. Mobile Environmental Solutions' portable paint booth has been really great and done the job, allowing us to open a whole new source of revenue."

Friendly Chevrolet Collision Center also generates revenue through their Quick Repair program, which allows them to sell fast turn repairs to service department customers. The facility employs 20 industry professionals who repair an average of 250 vehicles each month. The shop participates in three DRPs with DRP work encompassing about 40% of their repair volume. The GM certified collision repair facility is also certified for aluminum repair and welding, and in addition to being an I-CAR Gold Class facility, the shop's technicians and estimators are I-CAR Platinum certified.

Boasting 30,000 square feet of production space, Friendly Chevrolet Collision Center uses the best equipment available, including a Car-O-Liner frame machine with electronic measuring and printing, Hunter wheel alignment and suspension equipment, and three Blowtherm paint booths. When it came to incorporating the use of the Mobile Environmental Solutions' portable workstation into the shop's daily operations, Pound said, "This was my first venture with this type of set-up, but I really think we got it right the first time."

"It was always going to be a learning experience, a work in progress, so it was no surprise that adjustments needed to be made along the way," Pound explained. "However, the evolution of our process has been relatively smooth, and the response from Mobile Environmental Solutions' cus-



Mobile Environmental Solutions' portable paint booth provides *Friendly Chevrolet Collision Center* with an easy and environmentally friendly option for spraying.

tomers service department has been nearly immediate every time I've needed help. My crew is thrilled with the product. On average, they spray about 100 vehicles per month, and the booth does a great job!"

Friendly Chevrolet Collision Center definitely understands the need to maintain a healthy relationship with the environment, and the shop recycles materials in addition to spraying with PPG's Envirobase paints. Mobile Environmental Solutions' portable paint booth aids with environmental compliance as well; the booth's exhaust filters exceed the 98% capture efficiency and uses advanced technology airflow with positive pressure cross flow filtration. The booths are EPA certified and OSHA airflow compliant, and they also comply with NFPA's 701 rule. Offered in a variety of sizes, Mobile Environmental Solutions' products are designed to promote efficiency and profitability.

Friendly Chevrolet also maintains close ties to their local community, sponsoring baseball, softball and soccer teams as well as participating in toy and food drives to provide for the less fortunate.

The Friendly Chevrolet Dealership and Collision Center is owned by **Mark Eddins** and has garnered customer loyalty through a devotion to providing superior customer service. In the 1950s, **Roy Eddins** worked his way up to management position at a Dodge dealership in Memphis, TN, and in 1956, he relocated his family to Dallas to manage a failing Dodge dealership which he turned around in just two months.

Becoming part owner in 1960, Eddins relocated *Hutton-Eddins Dodge* next to a new dealership, *Friendly Chevrolet*, and in 1965, his 14-year-old son Mark began working with him in the parts department at *Hutton-Eddins*. When Friendly Chevrolet became troubled in 1970, Eddins and Hutton purchased the dealership which thrived under Eddins' leadership and commitment to customer service. Mark Eddins worked his way up to General Manager at Friendly Chevrolet by 1979, promoting growth through the 1980s before moving the facility to its current location in 1998, which helps ensure that Friendly Chevrolet continues to be one of the largest and most dynamic Chevrolet dealerships in the U.S.

Discussing the things that make Friendly Chevrolet Collision Center stand out from the competition, Pound pointed out, "We are family-owned, so we don't have to contend with any corporate bureaucracy, plus we are a fairly young shop with the average age of our technicians being under 35. We also invest heavily in training and equipment, and over the last few years, we have completely retooled the shop. Friendly Chevrolet Collision Center also offers commercial and medium duty truck repair, deductible financing, and complete mechanical and diagnostic capabilities."

Looking to the industry's future, Pound predicted "Further advancements in repair methods as we see extensive vehicle complexity and technology."

Friendly Chevrolet Collision Center

Location: Dallas, TX

(214) 920-1908

www.friendlycollision.com

Company At A Glance...

Type: Dealership Collision Center

Facility Employees: 20

In Business Since: 1956

DRP Programs: Three

Number of Locations: One

Combined Production Space:

30,000 square feet



The shop boasts 30,000 square feet of production space and repairs 250 vehicles monthly.



Family-owned *Friendly Chevrolet Collision Center* offers customers a comfortable place to wait during their Quick Repairs.

Mobile Environmental Solutions

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