

# MT. DIABLO—CHAPTER 20



ASCCA CHAPTER 20, Volume 14, Issue 5— NOVEMBER 2018

NOVEMBER 3, 2018

## President's Message - November 2018

**Hello Chapter Members,  
Value of our Association.**

**ASCCA has been in existence for a long time. That shows us that there is a need and it works. Trade associations come and go. If the information and networking don't work they disappear. We won't.**

**Probably the most important thing you get is the voice we carry with our local, state and federal regulators, lawmakers and the BAR.**

**Your dues keep the association fueled, but it is the members who drive the association. We carry a bigger presence than we realize because most of the time we are so busy that we have a hard time seeing past our day to day. Everyone one of you matters more than you realize.**

**So, please make your chapter meetings next year, sit in on a Board meeting, go to legislation day and attend a state meeting in Sacramento as a guest. You might be surprised how hard everyone is working to make a better place for all of us. See you all soon.**

**Steve E.**



Automotive Service Councils of California  
Professionals in Automotive Service ~ Since 1940

[www.ascca.com](http://www.ascca.com)

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Entire Board!

#### CHAPTER REPRESENTATIVE

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### ASC-CA Chapter 20 MISSION STATEMENT

*"To promote professionalism throughout our industry by upholding our state code of ethics and sharing our successes and failures with our members and future members". "To elevate and unite automotive professionals and give them a voice".*



Chapter 20 was at



*Jeff and Andy*

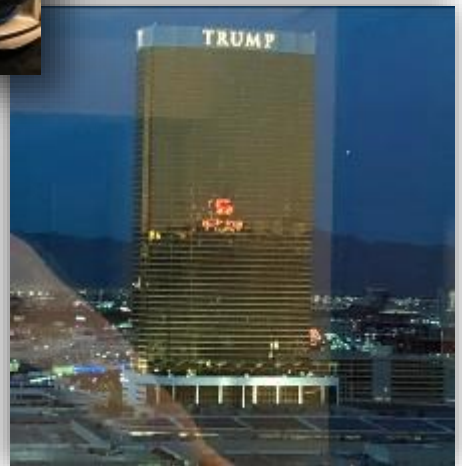


*Dave and Derrick*

*Elvis and Derrick*



*Hotel window - room with a view!*





*An engine with bling*



*Autograph time*

*Victor, Jeff, Andy and Ted - our final dinner at the aftermarket jackpot event. A huge thank you to all the parts houses and manufacturers for an outstanding event - Mary*



*Nail polish*



## Team Weekend - November 17-18, 2018 - Sacramento

*Have you ever wanted to attend an ASCCA Team Weekend?*

Ask almost any ASCCA leader what first ignited their passion for ASCCA, and chances are they'll tell you it was the first time they attended Team Weekend.

**ASCCA Team Weekends allow ASCCA members to exchange ideas with fellow shop owners, network with industry partners, and build camaraderie with other men and women passionate about automotive repair.**

To help engage new Team Weekend attendees, ASCCA is excited to offer a program allowing first-time Team Weekend attendees to apply for a reimbursed one-night hotel stay during Team Weekend!

Will you join us at our next Team Weekend?

[Click here to download the brief application](#)

and, once completed, email it to [mperalta@amgroup.us](mailto:mperalta@amgroup.us)

or fax it to the ASCCA office at (916) 444-7462.

All applications are subject to review and approval by ASCCA's Chapter Representatives Committee.

For more information on Team Weekend, and to register: <https://www.ascca.com/ascca-2018-november-team-weekend>

### November 17, 2018 ASCCA November Team Weekend

Embassy Suites Sacramento  
100 Capitol Mall  
Sacramento, CA 95814

REGISTER AT  
[WWW.ASCCA.COM](http://WWW.ASCCA.COM) OR



## BOGI LATEINER

Bogi is a master mechanic and owner of the award winning auto repair shop , 180 Degrees Automotive in Phoenix, Arizona. A writer, a speaker, and a teacher, Bogi is passionate about improving the reputation of the automotive industry and changing the way women, in particular, feel about cars and the automotive repair experience. Bogi teaches automotive basics to women around the country, consults and teaches classes to repair shop owners and other small business owners, and appears as one of three female mechanics on All Girls Garage on Velocity Channel.

### AGENDA

**1:00 - 4: 00 PM**

#### *Setting Your Shop Apart*

- Attract the right customers by knowing your **WHY**
- Develop and align your company's mission, values and ideal customers
- How to create fanatical fans of your shop
- Low-cost marketing techniques
- Turn your shop into a destination by creating a comprehensive "Customer Experience"
- Build a referral machine
- Utilizing Social Media
- Creative ways to get people talking about you

**4:00 - 5:00 PM**

#### *Women in Automotive*

- Why you want them
- The benefits for your business
- The benefits for your customers
- Why it matters in the bigger picture of our industry and its future
- How to achieve it

**Contact us**  
[www.ascca.com](http://www.ascca.com)  
(800) 810-4272

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# CHAPTER 20 MEMBER LIST

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925-687-8300

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925-838-2343

Monkey Wrenches, Inc.  
Ted Curran  
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925-634-4145

Moraga Motors  
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925-376-0692

Orinda Motors  
Allen Pennebaker  
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Orinda, CA 94563  
925-254-2012

Orinda Shell Auto Care  
Kathy Mitchell  
9 Orinda Way  
Orinda, CA 94563  
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Precision Auto Repair  
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Randys Mobile Mech'l Svc  
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Rich's Auto Service  
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657-236-8175

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925-676-8376

50/50 Xtreme Auto Glass  
O'Neill Tasleem  
2098 Market Street  
Concord, CA 94520  
925-676-2000





GET THERE. FASTER. SMARTER.

# OPEN HOUSE & SCHOLARSHIP COMPETITION

Awards worth up to \$2,500



## UNIVERSAL TECHNICAL INSTITUTE & PENSKE SCHOLARSHIP COMPETITION

Universal Technical Institute and Penske Automotive Group have teamed up to create a national scholarship program that will award nearly \$500,000 in scholarships to high school seniors pursuing higher education at UTI. Individual awards will be worth up to \$2,500.

2019 high school grads can participate in a scholarship competition<sup>1</sup> that covers basic knowledge in math, English, history, geography, ethics and technical knowledge related to auto, diesel, NASCAR, collision repair, motorcycle and marine industries. Students are required to bring calculators.

### OPEN HOUSE

Participants have the opportunity to:

- TOUR** our campus and training labs
- TALK** to our experienced instructors
- LEARN** about scholarships, financial aid,<sup>2</sup> housing and Employment Services<sup>3</sup>
- DISCOVER** the value of our industry connections

Saturday  
**November 10, 2018**  
10:00 a.m.

UTI-Sacramento  
4100 Duckhorn Dr.  
Sacramento, CA 95834

FOR MORE INFORMATION, CONTACT:

Len Renery  
[lrenery@uti.edu](mailto:lrenery@uti.edu)  
510-335-5759



Visit **UTI.edu**

UTI is committed to making reasonable, appropriate and effective modifications to policies, practices and procedures for qualified individuals with disabilities. If you need specific accommodations, please notify Student Services in advance of your arrival. Financial aid and scholarships are available to those who qualify. Awards vary due to specific conditions, criteria and state. UTI cannot guarantee employment or salary. For important information about the educational debt, earnings and completion rates of students who attended this program, visit [www.uti.edu/thechoices](http://www.uti.edu/thechoices)



## CTI Season Line-up Concord, CA

Region#: GPI-519

*Location: Fuddrucker's; 1975 Diamond Blvd Concord, CA 94523*

Class #	Course Name and Description	Hours	Dates
<b>STA-4000-4 J-2534 Domestic Programming Update</b>		<b>4</b>	<b>11/6/2018 (6:00 PM - 10:00 PM)</b>
	<p>J2534 is a constantly changing arena of technology. As the need for programming in the shop bay increases, especially with mandated OE diagnostic software being provided for use with a J Device, technicians have to be more familiar with the J2534 process. This class will focus on the need for J2534 today. The current information for hardware setup, software configurations, and changing OE websites will be covered in detail. Topics will include: • Computer and operating system setup • Java and Browser security configurations • J Device selection and management • OE websites and APIs. • The reprogramming process • Problems and solutions</p>		
<b>Instructor: Adam Robertson</b>			
<b>ATV-6001-8 Advanced Technology Vehicles: Advanced Driver Assist Systems</b>		<b>8</b>	<b>1/30/2019 (6:00 PM - 10:00 PM) 1/31/2019 (6:00 PM - 10:00 PM)</b>
	<p>You have seen them publicized on television. Advanced Driver Assist Systems (ADAS) that are developed to automate/adapt/enhance vehicle systems for safety and improved vehicle control. Some features are designed to avoid collisions and accidents by offering technologies that alert the driver to potential problems. Others to avoid collisions by implementing safeguards and taking over control of the vehicle. Adaptive features may automate lighting, provide adaptive cruise control, automate braking, incorporate GPS/ traffic warnings, connect to smartphones, alert driver to other cars or dangers, keep the driver in the correct lane or show what is in blind spots. These systems are entering the aftermarket repair world. Be up to date on operation and diagnostic techniques that will enable you to keep these jobs profitably in your shop.</p>		
<b>Instructor: Adam Robertson</b>			
<b>EET-5000-8 Effective Electrical Troubleshooting: Stop-Start Technologies</b>		<b>8</b>	<b>4/10/2019 (6:00 PM - 10:00 PM) 4/11/2019 (6:00 PM - 10:00 PM)</b>
	<p>Many vehicles are now being engineered with Stop-Start technology. Implementing automated stop-start technology in today's vehicles is a cost-effective way to improve fuel economy and reduce emissions without affecting consumer acceptance. A Stop-Start system operates by cutting off the engine when the vehicle comes to a complete standstill, and automatically re-starts the engine when the driver releases the brake pedal. This operating strategy is often utilized in full hybrid-electric vehicles that have powerful electric systems, but is becoming more popular in non-hybrid vehicles that use traditional starter/battery configurations. We will cover manufactures using stop-start technology, dual battery and robust starter motor technologies, common components found on each system, diagnostic evaluation and repair methods and review important best service practices to handle working on vehicle's equipped with Stop-Start systems.</p>		
<b>Instructor: Adam Robertson</b>			
<b>TBD8HR TBD8HR</b>		<b>8</b>	<b>6/19/2019 (6:00 PM - 10:00 PM) 6/20/2019 (6:00 PM - 10:00 PM)</b>
	<p>TBD 8 Hours</p>		
<b>Instructor: Adam Robertson</b>			

*Location: Fuddrucker's; 1975 Diamond Blvd Concord, CA 94523*

Class #	Course Name and Description	Hours	Dates
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As a member of a CTI Region, our promise to you is to deliver 6 classes every year. Above you can see the next three events that have been scheduled for this region with class descriptions and dates. In order to ensure we are meeting your needs the CTI instructor will give you options after each class to determine the topics for these future classes. This gives you input in what we deliver and allows you to see the class you helped select much sooner than ever before. This means whenever you look at your CTI Region Schedule, you'll always see the next three classes and will have the ability to help determine what we add to the schedule after each class.

You can see your current schedule at any time by visiting "[www.ctionline.com](http://www.ctionline.com)" and clicking on the 'Class Schedule' link at the top of the page.

Email [CTISupport@CARQUEST.com](mailto:CTISupport@CARQUEST.com) if you have any questions.

Here is our next CTI class and current schedule, the next class is on **November 6th**, it will be a J-2534 Domestic programming Update course, it will be at Fuddrucker's in Concord from 6-10 PM. Hope to see all of you there.

Alex Bianes

Commercial Account Manager

Advance Auto Parts - 510-415-1949 - [alex.bianes@advance-auto.com](mailto:alex.bianes@advance-auto.com)

# RATCHET +WRENCH

## Leveraging Your Peers' Knowledge

September 1, 2018 **Mitch Schneider**



**I've been distracted lately**...really distracted. Trying to complete one project to the point some of the really important stuff I should be focused on is beginning to get dangerously close to those cracks everyone is always talking about.

I was fortunate enough to realize this while preparing three presentations for a recent speaking engagement. I was lucky in this particular instance; I got the message before I crashed and burned.

Looking back, I think it was the subject matter and content of each of the presentations that allowed me to recognize the inherent dangers I would confront if something didn't change: how each presentation seemed to rest seamlessly on the substance of the material that preceded it and how each was as relevant to me and my life as it was to every other shop owner in attendance.

The first of the three presentations focused on exit strategies and succession planning, something through which I just lived. More than that, it established the critical need to ensure your business reaches its fullest profit potential in order to ensure its sustainability throughout the process, so you have something to sell when the time comes.

The second presentation was devoted to "getting unstuck," the gap between knowing you have to do something and your ability to implement and execute. The difficult work in actually getting things done, especially if you aren't the only one involved.

The third presentation was all about "leverage." The need to compound effort and opportunity in order to achieve your vision. How to compound the benefit all the tools, training and technology have to offer when they are properly understood and deployed within the shop.

I'm afraid you will hear a lot about this concept of leveraging over time. Not only with regard to the obvious benefits in efficiency and productivity that leveraging your investment in tools, training and technology might enable, but with regard to an entirely different kind of leveraging that results from three critical "C-words": co-operation, collaboration and communication. And, perhaps, most important, the kind of leveraging that flows out of one additional "c-word," community!

It's a critically important word our industry has only just started to recognize, accept and understand. What I've come to realize is that all of us are smarter than any of us.

What does that mean? It means that our combined knowledge will ultimately prove superior to the individual effort of any one, single shop owner when that knowledge is shared, organized and available.

And, when the individual shop owners who need it most aren't too stubborn or proud to take advantage of the fact it's there!

Does that sound a little too existential? Perhaps, but I've been hanging out at the highest levels of this industry for some time and I'd like to share just a few of my observations about this concept of community and its relationship to success in our industry.

First, the idea of community, of shop owners working together to move the industry forward while achieving personal and professional success, is nothing new. The history of independent repair shop owners organizing and working together to achieve mutual success is close to 80 years old.

Second, shop owners involved with other shop owners through outside associations or organizations are almost always more successful than shop owners who aren't. If you don't believe me, pick any five of these critical key performance indicators—gross sales, gross profit, gross profit on labor, gross profit on parts, net profit, average invoice, labor mix, the percentage of labor sales to total sales, labor content per job, service bay productivity, technician efficiency and effective labor rate—and compare the performance of affiliated shops with non-affiliated shops.

With the exception of a few outliers, the affiliated shops will outperform non-affiliated shops every time because of their willingness to share critical information unselfishly.

And, finally, isolation is dangerous, debilitating and ultimately, self-defeating. It's a breeding ground for depression and self-pity, and the perfect home for a pervasive and destructive kind of helplessness that can suck the life right out of you and your business. While affiliated shops, shops actively involved in community, have a built-in group of cheerleaders and accountability partners who are vested in success and the future of our industry!

So, if you're looking for a recipe for success in our industry, the missing ingredient should be obvious: just add more successful shop owners!

*Ratchet+Wrench* is the leading progressive media brand exclusively serving auto care shop owners and operators through examining in-depth real world struggles, successes and solutions from the industry, providing our readers and users the inspiration, tools and motivation to help them succeed in the auto care industry. <https://www.ratchetandwrench.com/articles/6914-leveraging-your-peers-knowledge>



**Last ESI Concord class for 2018 is on December 3rd**

December 3	Concord 6PM 9 PM	Hiring and Firing	We all have done it, hired the wrong employee and had let someone go. Learn the basics of hiring the "right" employee. What should you ask, what should you know to get the right person for the job. Why testing is an important tool to hiring correctly. Letting someone go improperly and failure to use these techniques could cost you BIG MONEY!	OWNERS
December 4	San Jose 7 PM 10 PM			

**Pricing:** \$149.95 per person or \$249 for two or more. Pizza dinner included.  
**OR....go to <https://www.ascca.com/esi-special-offer-courses>**  
 for ASCCA member discount - \$95 per attendee

**WYNKR ~ October 29, 2018**

**Apply for ASCEF Scholarships Today!**

Applications are currently being accepted for the Automotive Service Councils Educational Foundation (ASCEF) 2019 scholarships! Each year, the ASCEF awards 18 scholarships ranging from \$500 - \$1,000. These scholarships provide assistance to current under-graduates who are in the automotive service field.



To be eligible for these scholarships, an applicant must be a:

- California high school senior who plans to enroll in post high school technical and academic training or
- California college under-graduate in the automotive service field.

**Applications must be submitted by March 31, 2019.**

To apply online visit <https://www.automotivescholarships.com/scholarshiptype.cfm?type=39>.

The ASCEF is a nonprofit corporation dedicated to supporting and advancing the entire automotive industry through technical education and training, scholarships, and other industry inspired programs.

To learn more about the ASCEF, visit [www.asc-ef.org](http://www.asc-ef.org).



**Refer a Member Receive \$75**

You're eligible for a \$75 referral fee when you refer a new **Regular** or **Associate** member to ASCCA! Referral Awards are paid out when the member's annual dues are paid for their first year.

Contact Kari Groff in the ASCCA office if you have any questions at [kgroff@amgroup.us](mailto:kgroff@amgroup.us) or (800) 810-4272!



**February 15, 2018** **Stop Advertising, Start Educating**  
with Chris Maggard of AutoVitals

**March 15, 2018** **A Driving off into the Sunset Party for Doug Mueller!**  
*and*  
**Assemblywoman Catharine Baker**  
on repealing the gas tax and other auto-related issues

**April 18, 2018** **Diagnostic Skills Challenge**  
Student teams test their diagnostic skills

**April 19, 2018** **Tax Reform**  
with Beri Kasper of Kasper Accountancy

**May 17, 2018** **Motivational Speaker Mary Schmidt**  
on job burnout and mentoring

**September 20, 2018** **Cobra Museum - with Mini Vendor Fair**  
and guests Bill Haas and Maylan Newton

**October 18, 2018** **Labor Law and OSHA compliance**  
with Dave Fischer

All meetings subject to final confirmation by scheduled speakers and Board. If you need more information about ASCCA Chapter 20's meetings, please contact Steve Elstins, West Coast Muffler, 925-676-8376 OR Mary Kemnitz, D&H Enterprises, 925-356-0683



## Chapter 20 appreciates its Associate Members and Branch Members

- |                                    |                          |              |                          |
|------------------------------------|--------------------------|--------------|--------------------------|
| <b>BG Fleming Distributing Co.</b> | <b>Christopher Smith</b> | 916-223-0559 | csmith@bgfleming.com     |
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| <b>Scott Phillips, CPA, Inc.</b>   | <b>Scott Phillips</b>    | 925-274-0600 | scott@cpaman.com         |
| <b>SC Fuels</b>                    | <b>Mark Williams</b>     | 408-625-6059 | williamsm@scfuels.com    |
| <b>S.P. Automotive Supply</b>      | <b>Steve Markus</b>      | 657-236-8175 | 925-372-4930             |
| <b>Standard Motor Products</b>     | <b>Joe Schwartzbine</b>  | 916-606-0985 | jschwartzbine@smpsfa.com |
| <b>Superior Auto Parts</b>         | <b>Don Smith</b>         | 925-250-1321 | grayhackel3@comcast.net  |

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PRODUCT SPOTLIGHT

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**2200**  
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Hyundai Sonata (2014-11)  
Kia Optima & Sportage (2016-11)



TBC599  
Hyundai Santa Fe (2017)  
Hyundai Sonata (2016-15)  
Kia Optima, Sorrento, & Sportage (2017-16)



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Genuine Import Parts

PRODUCT SPOTLIGHT

YAW Rate Sensors



YA149  
Hyundai Tucson (2007-06)



YA160  
Hyundai Genesis Coupe (2016-14)  
Hyundai Veloster (2016-12)

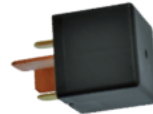


YA165  
Kia Sorrento (2013-11)



YA114  
Hyundai Azera & Sonata (2006)  
Hyundai Entourage (2007)

Relays



RY1850  
Hyundai Elantra (2017-16)  
Hyundai Genesis (2016-14)  
Kia Forte & Niro (2015-14)  
Kia Sorrento (2016-09)



RY1852  
Hyundai Azera, Elantra, & Sonata (2013-10)  
Kia Cadenza, Optima, & Sorrento (2015-11)



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## L'Aventure Michelin Born in 1898, the Michelin company's unmistakable mascot turns 120 this year. From humble beginnings in 1889,



the Michelin brothers built an empire that revolutionised travel and transformed Clermont-Ferrand into an engine of French productivity. By Anita Isalska 10/25/18



Clermont-Ferrand's cobblestoned lanes and lava-stone buildings look more quaint than revolutionary. But this French city changed the world of travel forever when, in 1889, brothers André and Édouard Michelin founded their tyre company here.

Distinctive architecture and geologically impressive countryside make present-day Clermont-Ferrand, a city of around 145,000 in France's Auvergne-Rhône-Alpes region, an enriching place to explore. But there's another intrigue hidden among the jet-black spires and richly decorated *hôtels particuliers* (townhouses). Clermont-Ferrand's most famous pair of inventors not only changed modern transportation but built a brand that would eventually bestow some of the culinary world's highest accolades: Michelin stars, awarded to only the finest restaurants.

Travellers in France and beyond owe an enormous amount to the Michelin brothers. Raised in Clermont-Ferrand, the brothers set out to save their grandfather's ailing manufacturing business, but ended up achieving much more. Their tyre innovations, from removable bike tyres to rubber-tyred trains, helped to make personal transportation easier and more economical than ever before.



With the launch of Michelin Guides and maps in the early 20th Century, the brothers managed to make 'Michelin' a by-word not only for tyres – today they are the world's second-largest tyre manufacturer by revenue – but also for travel and haute cuisine. One of the company's cleverest manoeuvres was to highlight food worth travelling for. The guides' coverage of restaurants with standout regional cuisine and well-stocked wine cellars coaxed drivers into travelling further (and, of course, they needed sturdy Michelin tyres to complete their journeys). With the advent of Michelin stars in 1926, awarded to the best restaurants in the guides, durable car tyres and the pursuit of exceptional *boeuf bourguignon* became forever entwined.



"Michelin anticipated the directions in which tourism was heading in the early 20th Century," said Prof Patrick Young, a specialist in 19th- and 20th-Century French history at the University of Massachusetts-Lowell. "What was innovative in the Michelin Guides was their incorporation of automobile transport, their more detailed information on routes [and] their rating system for hotels and restaurants."

Clermont-Ferrand was the original location of the Michelin head office and remains so to this day. Though an industrial city, Clermont-Ferrand has a bucolic setting: the sweeping Limagne plain is puckered by the Chaîne des Puys, which was [inscribed on Unesco's World Heritage list in 2018](#) due to its impressive geological properties. These 80 hills and cones are the remains of volcanoes that fell silent more than 7,000 years ago. The 1,465m-high Puy de Dôme is just visible from Clermont-Ferrand if you stand on the steps of the city's icon, its twin-spired Cathédrale Notre-Dame.

Travellers needn't stray far from Clermont-Ferrand's historical centre to learn about the Michelin legacy. Just a few kilometres east is [L'Aventure Michelin](#) (The Michelin Adventure), an interactive gallery and museum installed in an early 20th-Century building in Clermont-Ferrand's largest Michelin industrial site. So far 600,000 visitors have made the journey to see this temple to the brand since its inauguration in 2009.

"The story of Michelin and that of Clermont-Ferrand are closely tied," said Stéphane Nicolas, curator at L'Aventure Michelin. "The purpose of L'Aventure Michelin is to share Michelin's history, culture and values with as many people as possible."

The Michelin brothers' first breakthrough was a patent for the removable pneumatic tyre, which was tested out in the Paris-Brest-Paris bicycle race of 1891. Next, they invented the first automobile tyre, the first tyre able to handle speeds above 100km per hour, and the first removable rim. From 1929 they branched into rail transport: rubber-tyred *Micheline* locomotives first trundled along rail tracks in 1931.

The brothers were part of a wave of French visionaries that included engineering virtuoso Gustave Eiffel, fashion designer Coco Chanel and aviation pioneer Louis Blériot, responsible for the first manned flight between Great Britain and Continental Europe. At the time, agricultural France was beginning to lean into an industrial future. There were fewer than 3,000 motorcars in the country when the Michelin brothers set up shop; France now has more than 32 million. The museum has a breath-taking range of automobiles and transport miscellany from this era of rapid change.

Continue reading the article:

<http://www.bbc.com/travel/story/20181024-the-ingenious-story-behind-michelin-stars>

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The ASCCA Advantage provides a comprehensive summary of the value of ASCCA membership. We are proud to be able to offer a number of discounts and intangible benefits that are uniquely provided by our association. Please review the following benefit categories and be sure to make the ASCCA Advantage your first stop when looking for products and services you can trust.



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**Education Programs** – Attend ASCCA's Annual Summer Conference for educational opportunities for Shop Owners and Technicians. From business management to industry updates attending the Annual Summer Conference will keep you and your staff informed.

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Updated 4/27/18



## Mission Statement/Core Purpose/Code of Ethics



**MISSION STATEMENT:** To provide business resources for our members and to advance the professionalism of the Automotive Repair Industry.

**CORE PURPOSE:** To elevate and unite automotive professionals and give them voice.

**CORE VALUES:** Integrity, Compassion, Professionalism, Unity

**BHAG:** Make the public aware that ASCCA means skilled professionalism and inspired customer trust.

**CODE OF ETHICS:**

1. To promote goodwill between the motorist and the automotive industry.
2. To have a sense of personal obligation to each individual customer.
3. To perform high quality services at a fair and just price.
4. To employ the best skilled personnel obtainable.
5. To use only proven merchandise of high quality, distributed by reputable firms.
6. To itemize all parts and adjustments in the price charged for services rendered.
7. To retain all parts replaced for customer inspection, if so requested.
8. To uphold the high standards of our profession and always seek to correct any and all abuses within the automotive industry.
9. To uphold the integrity of all members.
10. To refrain from an advertisement, which is false or misleading or likely to confuse, or deceive the customer.



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