Dave Fischer will bring us up to date on the latest OSHA regulations and how to ensure compliance.

He’ll impersonate a labor lawyer for the audience (but without providing legal advice)

And he’ll leave time for discussion of any pressing issues.
Hello Chapter Members,

If you missed last month's meeting at the Cobra Experience you missed a good one. Vendors, ASCEF Scholarships information and ESI filled the program. Full room listening to Bill and Maylan talk about millennials was informative and eye opening. There is a future, however challenging it may seem, to all of us boomers.

The first rains are coming to California. The reminder is winterizing our customers’ cars and trucks. Wipers, coolant leaks, good tires and basic inspections should be on our radar on a daily basis. Our customers rely on us for this.

I want to welcome Bud Dansi to our board. Thank you Bud for joining and dedicating some of your precious time for all of us. We as a chapter are looking forward to seeing what happens with your and Scott’s automotive program at Mt. Diablo High. Keep up the good work.

October's meeting will be the last chapter meeting of the year. Hope to see you there.

Steve E.
Our Cobra Museum Event was FUN!

Vendors

Chris Smith

Networking

Andy, Sergio and John

Dinner

Derik Riesberg

Scott Phillips CPA, Inc.

Joe Schwartzbine

Carlos

WORLD PAC
Wholesale Distributor of Original Equipment

Castrol
Cobra Cars!

Mary and Dave!

.. and prizes
CHAPTER 20 MEMBER LIST

Ace Auto Repair & Tire Ctr
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San Ramon, CA 94583
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Alhambra High School
Brian Wheeler
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Airbag Service & Techzone
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Chris & Denise Terry
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Devil Mountain Diesel
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Mark Fuenzalida
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Diablo Auto Specialists
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Dick & Ryan’s Auto Repair
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Digital Financial Group
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Dublin Car Tek
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European Autotech
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Five Star Automotive
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Frank’s Auto Service
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Walnut Creek, CA 94595
925-942-3677

Fuenzalida, Bob
Ch 20 Member Emeritus
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925-683-2310

Gene’s Auto Repair
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37 Tennessee Street
Vallejo, CA 94590
707-642-1900

Gilmore’s Auto Service
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925-939-9430

Hagin’s Automotive, Inc.
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Martinez, CA 94553
925-228-5115

Hunt & Sons
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485 Industrial Way
Benicia, CA 94510
707-747-9500

J&J Auto Repair
Victor & Teresa Gonzalez
6300 Brentwood Blvd, #A
Brentwood, CA 94513
925-513-5927

Lehmers Concord
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Concord, CA 94520
925-827-2077

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Walnut Creek, CA 94596
925-932-8744

Mekatron Concord
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Concord, CA 94520
925-687-8300

Mendelson Autobody
Ted Mendelson
38 Beta Court, Ste A5
San Ramon, CA 94583
925-838-2343

Monkey Wrenches, Inc.
Ted Curran
8130 Brentwood Blvd
Brentwood, CA 94514
925-634-4145

Moraga Motors
Ron Schumacker
530 Moraga Road
Moraga, CA 94556
925-376-0692

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

Orinda Shell Auto Care
Kathy Mitchell
9 Orinda Way
Orinda, CA 94563
925-254-1486

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3011 Citrus Circle, Ste 204
Walnut Creek, CA 94595
916-747-9500

Precision Auto Repair
Tyler & Renee Edgerton
164 A Wyoming Street
Pleasanton, CA 94566
925-462-7440

Randys Mobile Mech’l Svc
Randy Wilford
2750 Cloverdale Ave.
Concord, CA 94518
925-288-0766

Rich’s Auto Service
Louis Volpone
839 Ygnacio Valley Rd
Walnut Creek, CA 94596
925-937-3434

SC Fuels
Mark Williams
2075 Alum Rock
San Jose, CA 95116
408-625-6059
657-236-8175

S.G. Auto Repair
Sergio Garcia
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510-984-1541

S.P. Automotive Supply
Steve Markus
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Martinez, CA 95533
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Simply Superior Auto Body
Rich & Jennifer Lezcano
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Concord, CA 94520
925-680-6946

Solano Way Auto Repair
Ken R. Fritzbeg
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Pleasant Hill, CA 94523
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West Coast Muffler & Tire
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2090 Market Street
Concord, CA 94520
925-676-8376

50/50 Xtreme Auto Glass
O’Neill Tasleem
2098 Market Street
Concord, CA 94520
925-676-2000
Hey guys and gals,

I have been going to chapter meetings for years now about Cal-OSHA Compliance, I have presented a lot of those meetings. There have been many times that I have walked away from those meetings feeling like I have failed you. The information that was provided was good and needed but I feel that it resulted in information overload.

The result of information overload means that you feel overwhelmed and as a result of that you fail to take the action that you need to take to protect your business. But sadly in today’s world failing to take the needed action concerning Cal-OSHA Compliance and California Labor Laws does not work when it comes to compliance.

**The Good News:**

Starting tomorrow night in Castro Valley I will be providing a meeting that will give you the information that you must hear about, but we are not stopping there we are going to give you some actionable steps that you can take to actually protect your business. Information is not good if the information overwhelms you and stops you from taking the necessary actions that should and need to be taken.

**Why am I posting this on TeamTalk?**

1. Because I care, I feel that many are not coming to these meetings whether it be presented by me or a Cal-OSHA Consultant from Cal-OSHA or any one else because they feel that they do not walk out of there with any kind of actionable plan that will work in the real world.

2. Because, in the chapter meetings I do from now on that will change, you will get great and important information, but you will be presented with a way to go that will help you to put yourself in a dependable position.

3. Yes, you need a compliance coach these days, that is just the way it is. But who you get to fill that role is up to you. But you will learn at these meetings what a good compliance coach will provide you and you will be able to know how to tell the difference between someone who will really help and someone who will not.

But most of all I care, ASCCA has been a part of my business and my life since 1997. Since that time ASCCA has been there for me and I hope I have been there for you as well. Dennis Montalbano and Zarkis you both helped in those early years more than I could ever tell you. Since those early days there have been to many to list in this email, but I want to say a LOUD THANK YOU to all of ASCCA.

David Fischer
California Employer's Services
888-358-2221
Our vision is to have a positive image in the market place with our consumers, industry and government and create an environment where all stakeholders benefit from our collective efforts.

**ALERT!**

BAR Electronic Estimate Authorization Regulations Approved!

September 15, 2018

To: Our Members
From: Johan Gallo

Subject: NEW – Regulation on Electronic Document & Authorization

After a long arduous process that started with a proposal I made to Chief Dorais almost eight years ago, we finally have a new regulation on Electronic Document & Authorization. The initial intent was to be more environmentally friendly with less paper and ink being used, not to mention the growing use of electronic communications with the advent of the “smartphone”, after all how often do you receive a fax anymore?

While we didn’t get everything in the regulation that we had asked for, we got most of the key items we had wanted. While the Statement of Reasons gives you all the give and take on the regulation (see attached) and the version of the regulation isn’t out yet, we wanted to provide you with a brief recap of what we ended up with.

What’s key in the regulation that went into effect immediately:

- You can now obtain an electronic signature and provide your customers with electronic copies of their work order and final invoice.

- Communicate with your customers via texting and through email and other electronic forms of communication, the key will be how you store and memorialize this information because it must be retained for three years in accordance with BAR Record Retention Regulations.

- We avoided creating too narrow of a definition for “texting” and used the term “Electronic Forms of Communications” instead to allow for future technologies.

- Packaged Parts Kits can now be listed by brand name, part number and note the key components of the kit. There had been a long argument over line listing every part and returning the remaining parts in the kits to consumers which will not be required.

- Businesses will NOT be required to list the name and address of the sublet business on the repair order that was initially going to be required under the newly proposed regulation. Repair shops will still have to provide the customer the sublet business information upon request.

- Clarifying the words, No Charge that often used when offering a minor service or inspection by noting it as: No-Charge to simplify this for consumers.

- Allowing that supplemental documents that sometimes accompany final invoices can be given to the customer in paper copy and wouldn’t be required to be provided electronically.

- Your system can now default that all parts provided are “New” unless otherwise specified.

- Customers now have the option of providing the phone number or email address on the repair order and final invoice.

- Businesses will now have the flexibility to use multiple “business phone numbers” that are no longer tied to the phone numbers listed on their BAR Automotive Repair Dealer Registration Application. (We know many businesses now use IP Phones, Cell and other technologies to receive and make phone calls and the regulation required you to list the same number that was on your ARD application)

- Date & Times stamps are not required to be programmed in your system as long as it’s noted in the documents for future reference.

- Any advertisements and advertising signs shall clearly show the name and address listed on the automotive repair dealer’s State registration certificate.

Continued on next page
What still needs to be addressed in future updates and revisions to the new regulation and other BAR documents and printing:

- Guidelines and regulation changes to set the standards for how repair shops must memorialize and retain the electronic communications with their customers in accordance with BAR Regulations on the three-year record retention regulation.
  - How will it be stored
  - Who will have access
  - Proper capture and storing of signatures for initial workorders, revised estimates and final invoices
  - Universal platform for anyone to retrieve it when called upon

- How to address when customers refuse to sign electronically

- Write it Right Updates to include the new Electronic Document & Authorization Regulation

- BAR Statewide Training to Repair Shops and interested parties on the new regulation.

- Creating standardization with BAR and automotive repair shop system providers to ensure compliance.

In the end we received far more than expected in the new regulation, but we still have work to do. We want to extend our biggest thank you to Jack Molodanof, Bud Rice, Nikki Ayers, Lou Anapolsky, Alisa Reinhardt (California New Car Dealers) and other members of their staff, along with Michael Flanigan and countless others who attended countless workshops and BAR meetings to ensure that this would finally happen.

Click here for the Final Statements of Reasons for this regulation.

Sincerely,

Johan M Gallo
Executive Director
Cell 9494334513
Efax: 925-369-0420
Email: gallojm1@outlook.com
Follow us at:
http://www.calabc.org/
https://www.facebook.com/CalABC.org/
Farewell and Thank You, Alan Cherko

I am sad to bring the news that this past weekend Alan Cherko passed away. Alan was extremely dedicated to ASCCA, and to improving the independent repair industry. He was an active member of Chapter 12, serving in almost every leadership post. Twice he was elected state president, and along with his wife Dee helped to create the ASC Educational Foundation. These milestones represent only a fraction of the commitment that Alan had to ASCCA. Others who knew him longer than I can certainly tell many stories.

Alan and Dee were instrumental in my involvement with ASCCA, first by encouraging me to attend meetings, and later convincing me to serve on the chapter board. I am constantly reminded of my debt to them, as I continue to find my participation in this association very rewarding. I would ask that in his memory, please consider a donation to the Alan and Dee Cherko ASCEF Scholarship Fund.

His funeral will be held on Wednesday October 17. At 11:00 AM, at Hillside Memorial park, 6001 West Centinela Ave, Los Angeles 90045.

Lee Chesnin
BVA, Inc. – Santa Monica, CA
(310) 393-9889
President, ASCCA Chapter 12
Chapter Representative, C12
Director, State Board ASCCA

I am saddened to hear this news. Alan was very instrumental to this what this association is today. When I produced the 70th anniversary video, I read through numerous articles detailing Alan and Dee’s participation. He was truly an ASCCA Rock Star. When an older member of this industry dies, a library burns down. God’s Speed Alan.

Dennis Montalbano
President German Auto Repair Inc.
Past President ASCCA 2016
Past President ASCCA 2011

Steve Vanlandingham, 2015 State Board President of ASCCA, honoring Alan at a Chapter 12 dinner. Alan served as President in 1995 and 2000.
ASCBA Committees… What are they up to?

ASCBA’s Membership Committee discussed promotion of the Team Talk Trial Membership available to potential members—it will allow potential members to view Team Talk posts for 30 days without the ability to post. This is an exciting new opportunity for any potential shop owner who has been considering joining ASCBA, so please help spread the word.

ASCBA’s Revenue and Benefits Committee is on track toward its 2018 partnership goal of $70,000. The committee re-emphasized the importance of ASCBA members supporting the association’s corporate partners.

ASCBA’s ETI Committee continues to plan education and training events for upcoming ASCBA Team Weekends and will announce the training courses as they are finalized.

ASCBA’s Public Relations Committee discussed the committee’s plans to discontinue the countertop display contest next year but will continue producing the countertop display inserts to promote ASCBA membership. The committee is also beginning “ASCBA Members Care”, a new initiative to promote ASCBA members who take an active role within their community.

ASCBA’s Connected Cars Committee, fresh off its very successful September Team Weekend training, continues to monitor news and information on the topic to keep ASCBA members up-to-date. Members of the committee recently sat down with Carm Capriotto of Remarkable Results Radio podcast to discuss the September Team Weekend Connected Cars training. Click here to listen in.

ASCBA’s Government Affairs Committee is monitoring legislation that is pending the Governor’s review. The committee is also working to produce a regulatory summary for ASCBA members.

You’re invited!

ASCBA Chapter 16 Meeting – October 16th, 2018

Location: Doral’s Auto Repair, 2000 Merced St, San Leandro, CA
Time: 6:30 pm to 9:00 pm ~ No charge ~ Food will be provided

Cecil Bullard, Institute for Automotive Business Excellence
“Top Ten Mistakes Shop Owners Make”

Cecil Bullard is a 32-year veteran of the Automotive Service Industry and has run some of the best independent shops in the United States. Cecil is a trainer for the WorldPac Training Institute as well as his own business the Institute for Automotive Business Excellence. He has been a featured speaker at automotive events such as CARS in Las Vegas, VISION in Kansas City and ATE in Washington State and has given hundreds of seminars and webinars training tens of thousands of shop owners, Service Advisors and Managers throughout the United States. He is a Co-founder of QuickTrac Software.

RSVP (appreciated by not required) ~ Kamil Targosz, kamil@mechanicgrid.com, 510-209-8049
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

BG Fleming Distributing Co.  Christopher Smith  916-223-0559  csmith@bgfleming.com
Hunt & Sons  Tim Lockhart  707-747-9500  tlockhart@huntnsons.com
Scott Phillips, CPA, Inc.  Scott Phillips  925-274-0600  scott@cpaman.com
SC Fuels  Mark Williams  408-625-6059  williamsm@scfuels.com  657-236-8175
S.P. Automotive Supply  Steve Markus  925-372-4930  smarkus@spauto.com
Standard Motor Products  Joe Schwartzbine  916-606-0985  jschwartzbine@smfpsa.com
Superior Auto Parts  Don Smith  925-250-1321  grayhackel3@comcast.net
Hans’ Training Resources

ESI – Maylan Newton - Service advisor and Owner management training 888-338-7296

Worldpac Training – worldpac.com/training – Offers both management and technical training, local classes available

Car Quest CTI - Offers technical training 1 class every 2 months, contact your sales representative for more details.

Techelp - Longer term training to bring your people up to speed with late model electrical systems and classes for smog update and new licensing. Contact Jon Brown: 888-747-8888. Or see his schedule at www.tec-help.com

ATG – Automotive Training Group www.atgtraining.com – Advanced training various topics. 800-233-3182,

RLO Training/Bottom Line Impact Groups www.rlotraining.com

ATI – Autotraining.net – Offers coaching services for shop owners

Elite – Eliteworldwidestore.com – On line and service advisor training

SSF offers European training topics (MZB, BMW, Porsche) https://www.ssfautoparts.com/
The ASCCA Advantage

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.

Endorsed Vendors and the Value They Bring to Us

INSURANCE & LEGAL SERVICES

EE & MB
ASC Insurance Services — Includes an enrollment discount of $100. Customer Service (866) 923.7767, www.armstrongprofessional.com

EE & MB
CoreMark Insurance Services — Competitive dental & vision plans exclusively available to ASCCA members. Matt Habity, (516) 286.9918, mhabity@coremarkins.com

MB
FREE LEGAL Service — 30 minutes of free legal advice per month for all ASCCA members. A $225 monthly value. Jack Molodanof (916) 447.0313, jack@mrgco.org, www.mrgco.org.

EDUCATION PROVIDER

CP
Automotive Training Institute — For 30 years, Automotive Training Institute has been helping thousands of automotive repair shop owners increase their profits, reduce stress, and grow their businesses into the companies of their dreams. ATI is the industry leader in automotive business coaching providing expert management and consulting services through one-day workshops and an all-inclusive Re-Engineering Program which includes weekly business coaching from an industry expert coupled with classes in marketing, hiring, finance, leadership, and sales. Whether you need training, coaching or a state-of-the-art business model, ATI has systems to help make the changes you want right away. Jim Silverman, (301) 575-9140, jsilverman@autotraining.net, www.autotraining.net

CP & MB
Computrek — Automotive Coaching & Training with PROVEN automotive system solutions coupled with implementation & accountability coaching for individuals & teams, typically yields $200,000+ in NEW GP Dollars in 12 months! ASCCA Members will receive a complimentary, Leve 1 Business Evaluation. Purchase of a full Stage One Training Package includes your next year's annual ASCCA Dues! A $400/year value. Dave Schedlin, (800) 385.0724, dave@computreksystems.com

CP & MB
Educational Seminars Institute (ESI) — Since 1984 ESI has been the forerunner in providing the independent repair shop with up-to-date full-facility training for the management team and personnel. ASCCA members have exclusive access to discounted training courses as well as 30 minutes free business consulting advice per month. Save $65 on every seminar registration and $600 on every Service Writer course registration.

(MB)
Motor Age Training — 25% discount on all ASE exam study guides. James Hwang (310) 857.7633

MERCHANT SERVICES

EE, CP & MB
Digital Financial Group (DFG) — Credit card processing company. DFG pays $350 for each ASCCA members state dues annually. Special member only rates. Call us for a free no obligation consultation. David Cherney and Shannon Devorey (877) 326.2799

SOFTWARE PROVIDERS

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Autoflow — A comprehensive, cloud-based tool that offers simple solutions for workflow management, improved communications, digital vehicle inspections, and quality control. Autoflow was created by Chris Cloutier of Golden Rule Auto Care to solve communication gaps that cause workflow delays and waste valuable shop time. Because Autoflow is created and developed by a shop owner, the company is uniquely positioned to understand what owners and shops go through and their need for continual process improvement. Autoflow has been proven to be an easy-to-implement, timesaving solution to common industry problems and is available to benefit all shop owners. Chris Cloutier (469) 546.5725, chris@autoflow.com, www.autoflow.com

MB
Identifix — Members receive a promotional price for online diagnostic tool and telephone diagnostic services. New Identifix members received $40 off each of the first 3 months and $10 off every month after for annual savings of $210. Customer Service (800) 997.1674

CP & MB
Shop-Ware — The New Standard in Shop Management. 100% cloud-based on any device. Take your shop fully digital and 100% paperless. Scott Altman at (415) 890.0906 x106, contact_us@shop-ware.com.

Ask for a special ASCCA member rate.

UNIFORM SERVICES

EE & MB
G&K Services — Nationally recognized supplier of customer and employee apparel with special ASCCA pricing. Thomas Dunne (619) 399.6878, DunneT@Cintas.com

EE = Exclusive Endorsed Vendor  CP = Corporate Partner  MB = Member Benefit Provider
INTERNET MARKETING, WEBSITE DESIGN & SEARCH ENGINE OPTIMIZATION SERVICES

Broadly — Through internet marketing, Broadly gets great customer reviews on Google, Facebook, and other review sites. ASCCA members get a FREE account set-up (valued at $200). Call (888) 693-1089, write marketing@broadly.com or visit www.broadly.com

Kukui Corporation — The Kukui All in One Success Platform is combined solution of custom online marketing tools, websites designed for higher conversion rates, customer relation management, search engine marketing, email marketing and customer retention, and revenue tracking tools. The Kukui solution empowers each of Kukui’s clients with quantitative data showing their return on investment, the number of new clients based on their POS system, statistics revealing their customer retention rate, and areas to improve their business through the tracking of phone calls, appointment forms, and feedback from customer reviews. ASCCA members receive special pricing on custom website designs.

Todd Westerlund (925) 980.8012, Todd@kukui.com, Patrick Egan (805) 259.3679, Patrick@kukui.com, www.kukui.com

RepairPal — Join the nation’s largest network of elite auto repair shops. RepairPal independently certifies auto repair shops nationwide for superior training, quality service, fair pricing, and a minimum 12-month/12,000 mile warranty. Our website gets millions of visitors each month from Google searching for “car repair estimate” and other related phrases. In turn, each of our shops gets 6-10 new customer contacts per month, with an average repair order over $500. (Estimated new business $48,300/year.) We also get shops additional business through our partner program, CarMax, The Warranty Group, and USAA.

Russell Miller, rmiller@repairpal.com, www.repairpal.com

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ACA — Access to Auto Care Association’s publications, the Aftermarket Insider and the ACA Capitol Report, as well as member discounts on ACA publications and events. Call to see how you can save up to $500 a year.

kathleen.schnatz@autocare.org, (301) 654.6664

Automotive Electronics Services, Inc (AESwave) specializes in sales and support of automotive diagnostic equipment. Each day, thousands of technicians, educators, trainers, engineers, and technical writers use products and strategies developed at AESwave.

Carlos Menchu, Toll Free (877) 351.9573, info@aeswave.com, www.aeswave.com

AutoZone — This partnership provides Platinum level membership pricing, timely parts delivery, a 5% quarterly rebate on electronic purchases, free advertising, and more.

Jim Gray, (704) 301.1590, jim.gray@autozone.com

BG Products — Provides maintenance services, equipment, training & consumer education materials. BG Products have been shown to increase shop hours, parts and labor revenue, shop efficiency, and retention all while improving the customers driving experience and vehicles performance. Exact revenue estimates will vary from store to store, but the statement above is a universal truth.

Eric Walsh (949) 337.2484 / Eric Elbert (805) 490.6080, Eric@petrospecsBG.com, www.petrospecsinc.com

BP/Castrol — An innovative company that marks high-performance engine oils and building programs directly to independent workshop owners. For over 23 years, Castrol has been the only major marketer to manufacture its own premium, custom-made additives for its leading passenger car motor oils. They use the best combination of components rather than rely on commercial engine oil additive packages. Their patented, multi-functional additives combat against engine deposit build-up. Contact Castrol at (310) 699.5212 or Macenzie.Merz@BP.com, http://bit.ly/2eysuKlQ.

HotelStorm — Savings of 10-55% over other online travel agencies from thousands of hotels worldwide. Visit hotelstorm.com/ascca and use password Auto 1234 to get your discount.

concierge@hotelstorm.com, www.hotelstorm/ascca


deck info

EE = Exclusive Endorsed Vendor  CP = Corporate Partner  MB = Member Benefit Provider
**LKQ Corporation** – LKQ is the largest nationwide provider of alternative collision replacement parts and a leading provider of recycled engines and transmission and remanufactured engines.

Screet Poole, (562) 320.2398, sjpoole@lkqcorp.com

**Motul** – A recognized specialist in synthetic lubricants, having been the first lubricant manufacturer to pioneer the formulation of a 100% synthetic lubricant for automotive engines, the 300V, making use of Esters technology and issued from the aeronautical industry. Motul’s 8100 line of 100% synthetic oils have OE approvals from manufacturers such as Porsche, Audi, BMW, Mercedes-Benz, and VW. Nicholas Bagley, (909) 538.2042, n.bagley@us.motul.com

**NAPA AutoCare** – An integrated banner program that unites everything an independent repair business needs to prosper. Since 1984, the NAPA AutoCare family has grown to over 16,000-plus independently owned and nationally recognized automotive, collision, and truck service centers, making it the largest single aftermarket repair network in the country. NAPA’s mission is to help all member businesses increase car count and sell more services.

John Hartman, NAPA SoCal District Sales Manager, cell: (619) 300.4910, john_hartman@genpt.com


**O’Reilly Auto Parts** – O’Reilly has been dedicated to the Professional since 1957. ASCCA members that choose to partner with O’Reilly have access to industry-leading service center programs allowing shops to offer a nationwide warranty on most of the repairs they perform everyday. A nationwide road-hazard tire warranty, shop management training, nationwide roadside assistance, technician training classes, competitive pricing, early-pay discounts, electronic ordering discounts, and more.

ASCMA@oreillyauto.com

**Phillips 66** – Special pricing on Kendall GT-1 Motor Oil available to ASCCA members. Kendall Installers may be eligible for annual rebates.

Howie Kline (SACL), (951) 903.8466, howie.kline@p66.com

Keith Landon (Central CA), (805) 296.0170, Jeff.A.Landon@p66.com

Keith Westbrook (Valley/NCA), (707) 448.8279, Keith.R.Westbrook@p66.com

**ADDITIONAL BENEFITS OF ASCCA MEMBERSHIP**

**Proudly Display Your ASCCA Affiliation** – Use of ASCCA sign, code of ethics, and logo for use on invoices, customer forms, etc.

**Communications** – The ASCCA Independent newsletter, fax broadcasts, email broadcasts, special news alerts, member benefit flyers and our website.

**Member-to-Member Communications** – The ASCCA TeamTalk list serivc provides members to communicate directly with other peers on a broad range of topics facing shop owners throughout California.

**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.

**Government Affairs & Political Representation** – Bill tracking, reading and analyzing constantly changing information and tracking bills via our website. Representation at government meetings, lobbying, etc. Hugely beneficial because it ultimately affects your bottom line.

**Local Chapters** – Chapter meetings give members unprecedented opportunities to meet, network and trade ideas with colleagues in your local area.

Updated 4/27/18

**EE = Exclusive Endorsed Vendor  CP = Corporate Partner  MB = Member Benefit Provider**
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.

The Jeff Stich Memorial Scholarship

If you would like to make a donation:
ASCEF (Automotive Service Council’s Educational Foundation)  
Jeff Stich Memorial Scholarship  
700 R Street, Suite 200  
Sacramento, CA 95811

Contact information for ASCCA’s attorney, Jack Molodanof:
916-447-0313 ~ jack@mgrco.org

CARS is a 501(c)(3) nonprofit.
We make it easy to make a difference.
https://careasy.org/nonprofit/asc-educational-foundation-inc

ASCCCA State Office’s contact information:
One Capital Mall, Suite 800, Sacramento, CA 95814  
Telephone: (916) 444-3568, (800) 810-4272; Fax: (916) 444-7462
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