



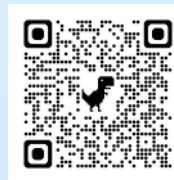
ASCCA Foothill Chapter 5
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Pasadena, CA 91104-2650
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APRIL 2026

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Join ASCCA Chapter 5 by clicking [HERE](#),
or use this QR code:



If you refer a shop who joins, you get \$125 when they pay their first year.

PRESIDENT'S MESSAGE

APRIL 2026

Happy Spring!

The Frivolous lawsuit attorneys are out again, and this time more focused on Auto Shops and Hair Salons.

They are targeting smaller shops that advertise hours when they are actually not open. Many people might put "8 to 5" as normal business hours when in fact, in my area many shops don't open until after 9 or 10 but stay open late. Some shops are now closed on Monday, but their old hours are still posted. You may answer the phone at your shop and get a robocall asking if you are open.



These shops will get a summons stating their clients tried to use their facility and were denied because they were not open during their stated time, even though their website stated they were handicap accessible during those hours.

Remember your ASCCA membership includes free attorney advice by our in-house Attorney Jack Molodanof.

Don't miss our meeting on April 7th where we will learn more about shop culture and how to build ownership among our employees. Details are on page 3.

A handwritten signature in black ink that reads "Craig Johnson".

ASCCA Chapter 5
President, 2025-2026
Craig Johnson Automotive
Rowland Heights
626-810-2281



JOIN US AT MIJARES ON APRIL 7 FOR OUR MONTHLY DINNER MEETING

SHIFT HAPPENS

WHAT YOU'LL LEARN

THE PROBLEM



THE TRUTH

Building Teams That Own the Numbers 

IT'S NOT WHAT YOU THINK

Shops track ARO, productivity, profit... but the team culture is still random. What truly matters is how much people care—because ownership and commitment follow. Great teams realize that shop success requires ownership.



DORI EPPSTEIN

SHIFTWORKS
CONSULTING

Doors open at 5:45 - Buffet served at 6:15 - Program begins at 7:00
Primary regular and associate member is free;
all others are \$42/each at the door.
As always, potential members are free for two up to two meetings.

If for medical or dietary reasons you don't plan to eat, please contact me at asca.05@gmail.com

When:

Tuesday, Apr. 7, 2026
6:00 PM – Networking/Dinner
7:00 PM – Program
9:00 PM – Finish

Where:

Mijares Mexican Restaurant
145 Palmetto Drive
Pasadena, CA 91105
Phone: (626) 792-2763

Menu:

Taco/Tostada Buffet Soda & Coffee
Beer, wine, & spirits available at your cost

Cost:

- One Free Dinner per Regular or Associate Chapter 5 Member
- No Charge for Potential Chapter 5 Members up to two times
- \$42 ea. for all others

**RSVP on the Evite you received or, if you didn't get an Evite,
RSVP to asca.05@gmail.com**

A LOOK BACK AT OUR MARCH MEETING
Basketball has March Madness, and ASCCA tried to clear up the Madness of P&L statements and how to budget. Thomas, from Crown City Tire and Auto Care, did a fantastic job, and we hope you all gained some valuable knowledge from our meeting.



DONUT 100. GUYS START THE SHOP, THEIR WIVES SAVE IT

Most shops are started by guys who dislike how they are treated, the ethics of the business or so they can keep all the labor money.

Far too many realize that fixing cars is not an asset in running a real business. They can get sucked into doing engines for not enough money. Soon the parking lot is full of cars and work is not flowing through the shop. Completed cars aren't getting picked up and paid.

Enter the wife. She is supportive and the new owner's best cheerleader and asset. However (you knew this was coming) the bacon is not being brought home in sufficient quantity or quality.

Women are the detail people. Women possess great interpersonal service skills. Women save businesses. The industry thinks the front counter needs to be manned (pun intended) by a Certified Master Automotive Technician (CMAT) who can answer technical questions.

Believe me, the last place you want a CMAT is on the front counter, talking to people. I'll leave this here.

Problem 1. How to sell diagnostics when you don't understand any of this stuff? Easy. Sell testing and inspection. It's going to be \$150 for testing and inspection. After that, I can call and give you choices.

I work the front counter at my shop. Callers often describe a symptom and ask me what I think it is. Copy this response: "I have no idea. We have brilliant talented technicians who figure this out. My job is to stay in the office and watch kitten videos". Would Monday work for you or would Tuesday be better? Deflect the request for free stuff and present the closing question. Those seeking free info so they can do it themselves will soon stop calling when they accept that there is no free lunch here.

Ticket written, What does it do and when does it do it? Tech presents findings on repair order. Suggests needed repairs.

Now, how can a non-technical person know what parts to locate? Easy. The tech prints the exploded diagram from Mitchell and circles what they need. Easy to find the parts and helpful to look up the labor. Get parts and labor approved before calling the customer.

People won't often burden the person with technical questions if they don't expect answers. At this point, it's all about trust. Ask for the job and don't be shy.

Finally, how do you write a description of what was done if you have no idea?

Go right back to Mitchell, get out of the Estimate section and go over to the Service Manual section. There you will find directions on how to do the job. This is your outline for your labor description.

As you settle into this job, you can enter descriptions into the labor operation in your operating system. You only have to describe a cooling system service once. After that, it should come up again and again.

This is the short version and should be very helpful to acclimate non-technical people into a technical job.

Open for questions.

Print this off, share it with those who need it. I mean, really share this donut, as it is a key to success in repair shop management.

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Submitted by Gene Morrill

2026 ASCCA5 Calendar of Events

January						
Su	M	Tu	W	Th	F	Sa
				1	2	3
4	5	6	Elite at Mjares		9	10
11	12	13	14	15	16	17
18	19	20	21	22	23	24
25	26	27	28	29	30	31

February						
Su	M	Tu	W	Th	F	Sa
1	2	3	Making \$\$ Series #2 at Mjares			7
8	9	10	11	12	13	14
15	16	17	18	19	20	21
22	23	24	25	Elite "Fly with the Eagles" in Glendale		

March						
Su	M	Tu	W	Th	F	Sa
1	2	3	Making \$\$ Series #3 at Mjares			7
8	9	10	11	12	13	14
15	16	17	18	19	20	21
22	23	24	25	26	27	28
29	30	31				

April						
Su	M	Tu	W	Th	F	Sa
			1	2	3	4
5	6	7	"Shop Culture" at Mjares		10	11
12	13	14	15	16	17	18
19	20	21	22	23	24	25
26	27	28	29	30		

May						
Su	M	Tu	W	Th	F	Sa
					1	2
3	4	5	Vendor Fair at O'Reilly in Alhambra			9
10	11	12	13	14	15	16
17	18	19	20	21	22	23
24	25	26	27	28	29	30
31						

June						
Su	M	Tu	W	Th	F	Sa
	1	2	Marketing Essentials Mike Delacruz at Mjares			
7	8	9	10	11	12	13
14	15	16	17	18	19	20
21	22	23	24	25	26	27
28	29	30				

July						
Su	M	Tu	W	Th	F	Sa
			1	2	3	4
5	6	7	8	9	10	11
12	13	14	15	16	17	18
19	20	21	22	23	24	25
26	27	28	29	30	31	

August						
Su	M	Tu	W	Th	F	Sa
						1
2	3	4	5	6	7	8
9	10	11	12	13	14	15
16	17	18	19	20	21	22
23	24	25	26	27	28	29
30	31					

September						
Su	M	Tu	W	Th	F	Sa
		1	2	3	4	5
6	7	8	9	10	11	12
13	14	15	16	ASCCA Annual Training Conference in Irvine		
20	21	22	23			
27	28	29	30			

October						
Su	M	Tu	W	Th	F	Sa
				1	2	3
4	5	6	7	8	9	10
11	12	13	14	15	16	17
18	19	20	21	22	23	24
25	26	27	28	29	30	31

November						
Su	M	Tu	W	Th	F	Sa
1	2	3	4	5	6	7
8	9	10	11	12	13	14
15	16	17	18	19	20	21
22	23	24	25	26	27	28
29	30					

December						
Su	M	Tu	W	Th	F	Sa
		1	2	3	4	5
6	7	8	9	10	11	12
13	14	15	16	17	18	19
20	21	22	23	24	25	26
27	28	29	30	31		

- Yellow Monthly Chapter meetings
- Orange Board meetings at 6:pm on Zoom. Come sit in. [Click HERE to join us.](#)
- Blue Special Events

Tax and Business Tips from Glenda Y. Lang, CPA, CFA



1040-ES Mailing Address Confusion

We would like to share an important update regarding estimated tax payments (Form 1040-ES) for 2026.

Who does this apply to?

This update is relevant if you:

- Make quarterly estimated tax payments (Form 1040-ES), and
- Typically mail checks to the IRS

If you pay electronically, this may not impact you directly.

What is Form 1040-ES?

Form 1040-ES is used by individuals to pay quarterly estimated federal income taxes.

This typically applies if you:

- Are self-employed, or
- Receive income without tax withholding (such as rental income, K-1 income, or investment income), or
- Do not have sufficient withholding to cover your total tax liability

Instead of paying all taxes at year-end, the IRS requires payments to be made throughout the year (generally April, June, September, and January).

Important IRS update (mailing address issue)

Recently, there has been confusion regarding the mailing address listed in the 2026 Form 1040-ES instructions. The IRS has confirmed that taxpayers should use the official “Where to File” pages to determine the correct mailing address:

<https://www.irs.gov/filing/where-to-file-paper-tax-returns-with-or-without-a-payment>

<https://www.irs.gov/filing/where-to-file-addresses-for-taxpayers-and-tax-professionals-filing-form-1040-es>

What if a payment was sent to the wrong address?

The IRS has indicated that:

- Payments will be forwarded internally,
- However, processing delays may occur

Our practical recommendations

To avoid issues:

1. Use electronic payments whenever possible (IRS Direct Pay or EFTPS)
2. If mailing a payment:
 - Send via certified mail with return receipt
 - This provides proof of timely payment

X & L CPAs, LLP
595 E Colorado Blvd., Ste 432; Pasadena, CA 91101
(626)440-9511; info@xlcpas.com

DONUT 102 HOW MANY CARS SHOULD YOU TAKE IN PER DAY?

If you are getting behind or struggling with scheduling, here are some answers. This doesn't apply to quick lube lanes, those are just wait in line until you get done.

Use your system to look up your number of repair orders or cars written up for service during the last year. Count the number of days the shop was open.

Now divide the number of cars serviced by the number of days open. Holy genius, Bat Lady. The sun just came out. That is the number of cars you should take in per day. Don't worry about the variables. They will work out. That oil change might be an engine overhaul, that huge job an oil change.

The easy part is over. Let's get into real shop management.

Count the number of days you were open in the last year. This excludes holidays and vacation days, since you were closed those days. Well duh. Multiply the number of days open times the number of hours per day times the number of techs. That is your total hours available to sell.

Example:

Days open per year—250

Hours open per day, minus lunch—8

Number of technicians—3 Now the math. 250 days times 8 hours = 2000 times 3 techs = 6000 hours available to sell.

The toughest part of all is next. Compare the number of hours AVAILABLE to sell with the total number of actual, real billed hours that you did sell. This is the acid test.

If you are two weeks behind and can't get it all done, were your billed hours way less than the hours you were open? Many shops may not only need to raise your rates, you may need to adjust efficiency.

Start by being honest. Are you charging for testing and inspection on every job that comes in that isn't just straight maintenance? Free inspections attract a lot of freeloaders.

Are you all bogged down by big jobs that don't produce an hour of billed time for every hour spent on the job?

Are you losing time trying to fix things for less than it would be if you just did the job right the first time? Sometimes saving people money "because you can't charge that much" takes food off your own table.

This is just an assessment, not a fix. Search the donuts for answers I have already posted in the previous Donuts.

Talk your friends into joining. There is no better source of FREE Auto Repair Shop Management than right here.

Share this post.

Print this off, lay it on proper desks.

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Submitted by Gene Morrill

Please Support the Sponsors of ASCCA Chapter 5

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For over 30 years, Elite has gone above and beyond to help automotive professionals refine their skills, grow sustainably, and reclaim their personal lives!
From sales training, to management coaching, to a mastermind peer group, Elite offers a way for anyone to experience the expertise of our team of industry leaders and veterans. We strive to breed success the RIGHT way, through tried and true methods and sustainable techniques.



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We have been using Hawley Insurance for years. Every year they compare our Workmen's Comp. and business insurance to get us the best rates for what we need. They are always a phone call away or will visit your shop. They only handle commercial, so they know what we need. Great people always.
Kirk - Advance Muffler

Gold Circle:

Invite your vendors to join our annual sponsorship circles. All the information is on page [15](#)

Please ask all your suppliers/vendors to sponsor our chapter

Silver Circle:



(626) 440-9511

Norm Blieden, now X & L CPAs, has been our accountant since 2022, and their expertise and attention to detail have significantly streamlined our financial processes. Both have made a noticeable positive impact on our business operations. I highly recommend their services.
Luis Lopez Automotive

I have been using Justin from Scott auto parts for 10+ years. He supplies our case oil, Freon, coolant, brake cleaner products. He also keeps us well stocked on our fasteners. He comes by at least twice a month- very reliable!
He keeps us informed with the latest trends, pricing increases, oil types, etc.- and his wife's cookies are the Best ever!
Paul Brow: All-Car Specialist



(909) 767-1681

ASCCA LEADS THE WAY

**Monthly membership Dues are only \$87.00
That is only \$2.90 a day!**



This will take your shop to the next level and beyond

The ASCCA Way Will:

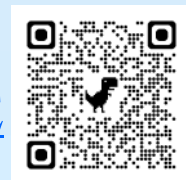
- Increase your profits
- More time off and less stress
- Build a network of shop owners to work with
- Training programs at a large discount
- Lower insurance costs & other programs
- A free look at your financials

With the programs and resources available in our association, there is something here for everyone.

What are you waiting for? Join today and take advantage of this fantastic opportunity.

Contact: Gene at (818)261-6009 or
Joseph at asca.05@gmail.com

Join ASCCA Chapter 5 by clicking [HERE](#)
or use this QR code:



Chapter 5 Associate Members

Hawley Insurance Services Member Since 2002	Bruce Hawley	714-865-2907	bruce@hawleyinsuranceservices.com
Highpoint Distributing Member Since 2005	Tim Huddleston	805-584-0030	tim@irwindalespeedway.com
Jasper Engines and Transmissions Member since 2025	Albert Nava	626-864-4590	Albert.Nava@JasperEngines.com
Mark Christopher Auto Center Member Since 2010	Joe Gomez	562-221-6273	jggomez@markchristopher.com
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Thank you to our annual Chapter 5 Sponsors:



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THANK YOU TO OUR ASCCA STATE CORPORATE PARTNERS!



CHOOSE TO BE THE BEST FOR \$87/MO!

ASCCA monitors and fights harmful laws and regulations that cost you money and time away from your business.



Examples:

A legislator proposed a bill to use a grading system (ABCDF) like the restaurants. We fought this and stopped it.

Another legislator tried to change us into being debt collectors because we receive money from customers. That would mean if a customer did not pay and we called them, the customer could sue us for harassment. We fought and won this also.

We also stopped a bill that would keep us from being able to program security systems in cars. The manufacturers wanted to lock us out! Again, we fought and won.

Our state legislatures can produce 5600 bills every two years. Our dues help us watch and fight these bills, saving you a ton of dollars.

ASCCA has great benefit programs:

Low credit card rates and a \$350 rebate at the end of the year.

Shannon Devery (877) 326-2799 shannon@fdissangabrielvalley.com

Free legal advice for you, your business, or your employees.

Jack Molodanof (916) 447-0313; jack@mgrco.org

Free accounting review of profit and loss statement. Free review of any current or prior year's taxes.

Glenda Lang (626)440-9511; info@xlcpas.com

Super discounts on uniforms.

Robert Faulkenberry (303) 591-4102 faulkenberryR@cintas.com

Camaraderie, fellowship, and life-long friends.

Network with top shops.

Get advice with business structure, policies, and profit ideas.

Get second opinions on cars that are giving you fits.

Education opportunities:

We periodically have free training for service advisors and technicians.

ASCCA awards scholarships to young people to help fill the technician shortage.

Why we need you:

Meet and network with top shops.

Monitor and fight harmful legislation.

Support our great partners and save money.

Support and give back to our industry.

All this for \$87 per month!

Coaching. Peer Groups. Training.

This is ELITE.

Elite
PEOPLE. PRINCIPLES. GROWTH. RESULTS.

WHO WE ARE:

- ✓ **People-First Community:**
Where people matter over profit and integrity is prioritized.
- ✓ **Dedicated Experts:**
Seasoned shop owners providing tailored coaching.
- ✓ **Results Focused:**
Achieve measurable success with ethical, tried-and-true practices.

GET IN TOUCH

 [Eliteworldwide.com/contact/](https://eliteworldwide.com/contact/)

 Contact@Eliteworldwide.com



1:1 COACHING

Top Shop 360 delivers transformative 1:1 coaching for your auto shop's success. See significant growth with personalized, expert strategies and a balanced approach to business. Did we mention NO CONTRACTS?



PEER GROUPS

Elite's Pro Service Peer Group is an energetic community of top shop owners, sharing insights and engaging in dynamic in-person events for shared growth and success.



SERVICE ADVISOR TRAINING

Our Masters Program elevates service advisors into top sales performers, mastering sales objections, ethical high-ticket sales, and exceptional customer relationship management.



MANAGEMENT COURSE

Fly with the Eagles is an in-depth workshop equipping shop owners with a roadmap for leadership excellence, financial mastery, and transformative marketing strategies.

Our Future Outlook. (Amazing!)

Despite the many challenges, the automotive repair and maintenance sector is witnessing robust growth.

The auto repair market size was valued at just over **\$800 Billion in 2023.**

In 2024, it grew to over \$900 Billion.

It is projected to **grow to \$1800 Billion by 2032**, at a **compound annual growth rate (CAGR) of 10.5%.**

Worldwide over \$ 2 trillion, that's mind-blowing.

The logo for Hawley Insurance Services features three vertical blue bars of varying heights on the left. A blue swoosh curves over the text. The text "Hawley Insurance Services" is in a serif font, with "Hawley" on the top line, "Insurance" on the second line, and "Services" on the third line.

Hawley Insurance Services

2729 Saturn St., Suite B, Brea, CA 92821

Garage Liability - Workers' Compensation - Individual & Group Health - Life Insurance

License # 0G39707

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The Elite Circle Club: \$2,500.00 The Gold Circle Club: \$1,500.00 The Silver Circle Club: \$750.00

Ask them to choose which level at
this [link](#) or use this QR code.



For more information, or if you have questions,
contact Gene Morrill at 818-261-6009



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Vice President.....Seiko Nagata
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Secretary.....Open
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Seminars & Programs - Seiko Nagata
Revenue & Benefits - Open
Membership - Gene Morrill
Government Affairs - Open
Chapter Rep - Open

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 Jonathan Flom..... (800.810.4272 ext. 141 jflom@amgroup.us

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 Jack Molodanof(916) 447-0313 or Jack@mgrco.org

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Governor Gavin Newsom.....(D)
 Phone(916) 445-2841
 Web.....<http://www.govmail.ca.gov>

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https://openstates.org/find_your_legislator/

Find your California Legislator

<https://findyourrep.legislature.ca.gov/>

Find Everyone in the Government Whose Decisions Impact You

<https://www.commoncause.org/find-your-representative/addr/>

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ASCCA CODE OF ETHICS

1. To promote good will between the motorist and the automotive industry.
2. To have a sense of personal obligation to each individual customer.
3. To perform high quality service 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 advertisement which is false or misleading or likely to confuse or deceive the customer.

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