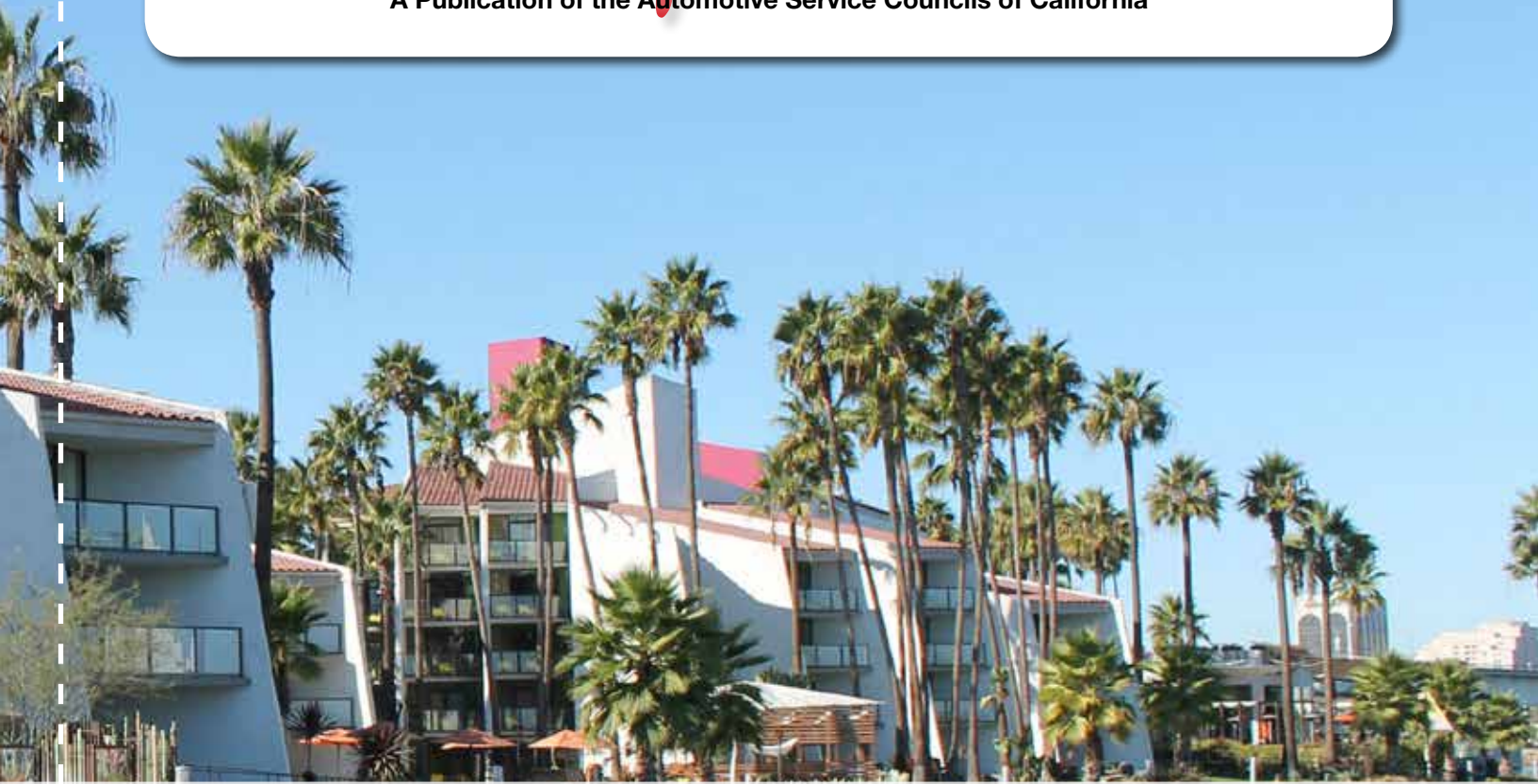


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A Publication of the Automotive Service Councils of California



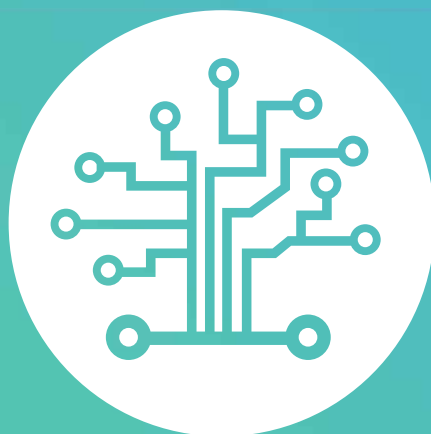
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> PRESIDENT'S MESSAGE

ASCCA Members,

Dennis Montalbano
ASCCA President 2016



2016 is here and is shaping up to be a challenging year for the Automotive Repair Industry. Telematics will be an important challenge for all of us. The players in the future fork in

the road are: The independent repair facilities, the chain stores, manufacturers, new car dealers, insurance companies, communication companies, consumers and the

government. Everyone has a stake in where the industry will be directed. As in the past, ASCCA has been an advocate for the consumer and their choice to choose where they want their vehicles repaired. I will be testifying at a joint committee hearing in Sacramento in March. Stay tuned to your

Chapter Representatives and you will learn where Telematics is heading. Your association is working diligently to protect your business and our industry. Our first Team Weekend was March 19-20 in Sacramento

and I was glad to see many of you there. The challenge of running a repair facility is very challenging in these current times, add being a volunteer in

our association only compounds the work load and stress level. I would personally like to thank all of the volunteers and staff that work diligently for ASCCA. From members of the committees to the local chapter boards, from the Board of Directors to the Officers.....THANK YOU!!

**"Everyone has a stake
in where the industry
will be directed."**

HOW TO
HELP

Explain proposed policies to fellow shop owners

Introduce the ASCCA committees advocating for them

Invite a new shop to a chapter meeting or Team Weekend



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CALENDAR *of* EVENTS

June 24, 2016

**Automotive Aftermarket
Summit**

Hotel Maya
700 Queensway Dr.
Long Beach, CA 90802

June 25-26, 2016

ASCCA June Team Weekend

Western Museum of Flight
3315 Airport Dr, Red Baron #3
Torrance, CA 90505

August 12-14, 2016

ASCCA August Team Weekend

Anaheim Convention Center
800 W. Katella Ave.
Anaheim, CA 92802

**ADDITIONAL
INFO ON ALL
ASCCA EVENTS
AVAILABLE AT**

www.ascca.com

AUGUST 12-14, 2016

SAVE THE DATE

LEGISLATIVE REPORT

Jack Molodanof, Esq.
ASCCA Legislative Advocate



MORE INFO:

www.ascca.com/government-affairs

LEGISLATION

The Senate Judiciary and Senate Transportation Committees are scheduled to conduct an informational hearing on March 15, 2016 re: Telematics 101: How much your car knows about you. ASCCA will participate in the hearing with President Dennis Montalbano testifying on how telematics will impact the future of independent automotive repair professional.

SB 778 (Allen)

Oppose, unless amended.

This bill requires an ARD, prior to performing an oil change to notify the customer of the recommended oil drain interval, oil grade and viscosity specified in the vehicle owners manual. ASCCA is opposed because the bill would not apply to all oil change businesses (selling just oil changes currently exempt from BAR oversight) and current language in bill is burdensome and unnecessary.

AB 873 (Jones)

Support

This bill would provide BAR with authority to create regulations to provide oversight of shops that are currently exempt from BAR registration because they are performing minor repairs such as oil changes, tire changes and battery work.

New Bandit Towing Law Clean Up Legislation

Support

AB 1222 (Bloom) created new requirements for towing operators to address the problem of “bandit tows”. Also included are requirements for business that accept vehicles from tow operators such as: obtaining tow drivers license number. A coalition of new car dealers association, tow truck association, ASCCA, Cal AutoBody Association, Cal-ABC, AAA working on developing clean up legislation to provide for “safe harbor” for shops that attempt in good faith to obtain information but are unable to do so.

SB 3 (Leno)

Minimum Wage: Annual Adjustment

Oppose

This bill would increase the minimum wage to not less than \$11.00 an hour and then increase to not less than \$13.00 an hour on July 1, 2017 . Thereafter, on Jan 1, 2019, the minimum wage would increase based on the Consumer Price Index. The ASCCA has also joined a statewide coalition of groups and association to oppose increases in the minimum wage.

SB 1445 (Hertzberg)

Concerns

It's back, this is SB 8 of last year which is

a major tax reform bill to expand the state portion of the sales tax to all services (i.e. automotive labor). The bill is written as an intent bill to be amended with details later.

AB 2837 (Jones)

Support if amended

This bill requires a motor vehicle to deliver to buyer at the time of sale a specifically worded statement related to federal Magnuson Moss warranty laws.

AB 1174 (Bonilla)

Oppose

This bill would provide BAR authority to establish a system for issuance of a citation when a violation occurs. The bill would also require the BAR to publicly post on the BAR website information related to each complaint investigation completed by the BAR.

BAR REGULATIONS

Windshield Regulations

New windshield regulations will take effect this year. The BAR regulations would

require shops that provide windshield repairs (including sublets) to advise consumers of "cure time" so consumers understand that adhesives need to properly cure otherwise the windshield (structural component of vehicle) may not be safe if involved in an accident. Also the final invoice will require that the cure time, the date and time upon which the installation was completed and whether windshield is an OEM part or non-OEM part.

Mobile ARD Regulations

Craig Johnson spearheaded this proposal. BAR is moving ahead with new regulations which would require a mobile ARD operator (an operator that does not have a brick and mortar operation) to have signage on vehicle that it is registered with BAR and any advertising on the internet (i.e. Craig's List) would require listing the ARD number. This new regulation should take effect this year.

Disciplinary Guidelines

The BAR updated the disciplinary guidelines to apply enforcement authority to licenses re-designated as result of BAR's license restructure; add statutory violations and factors which aggravate or mitigate punishment and provide new probationary registration.

BAR certification of schools and instructors

BAR continues to work on regulations updating the requirements for certified institutions and instructors and recognizing certification for non-technical training.

Electronic Documents and Authorizations

BAR is continuing to update, re-organize and clarifying estimate and invoice regulations and attempting to streamline the paperwork repair approval process and allow for expanded use of technology in auto repair transactions (such as text messages and email authorizations).

STAR Regulations Clean-up

BAR in the process of removing outdated Gold Shield program provisions; amending STAR eligibility criteria and updating STAR invalidation process.

Brake and Lamp Handbooks updates

BAR is updating handbooks for brake and lamp adjusters and stations.

ASCCA will continue to keep members updated on legislative and administrative issues. ■

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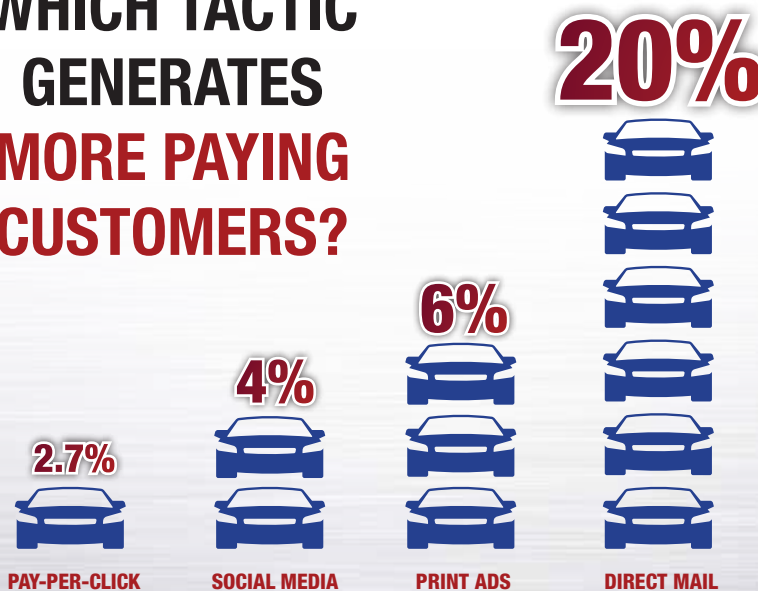
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*Subject to Approval



ASCCA ANNOUNCES NEW DEPUTY EXECUTIVE DIRECTOR

ASCCA is proud to announce that Matthew Peralta, ASCCA's former staff writer and editor, has been elevated to Deputy Executive Director.

Matthew joined ASCCA in 2015 and has worked closely with Executive Director Gloria Peterson, playing an integral role in drafting press releases, writing legislative positions for the association, developing membership recruitment materials, and more.

vision of ASCCA's volunteer leadership, help drive membership development and retention, communicate operational plans to all levels of the organization, and oversee the organization's day-to-day management.

Matthew brings years of experience in state government and communications to his new position. He previously worked as a legislative aide for Assembly Members Brian Maienschein of San Diego and Frank Bigelow of Madera, and later as a communications consultant for the California State Assembly Republican Caucus, specializing in writing and media relations. ■

GET IN TOUCH WITH MATTHEW:

mperalta@amgroup.us

800-810-4272 ext. 131

In his new role, Matthew will assist the executive director in ensuring that the implementation of the strategic goals are done in accordance with the

Success!

AUTOMOTIVE AFTERMARKET INDUSTRY LEGISLATIVE DAY

The Automotive Aftermarket Industry (comprising of ASCCA, CAA & Cal-ABC) held its annual Legislative Day on Tuesday April 12, 2016 in Sacramento. The morning started with welcoming statements from all the associations and ASCCA President Dennis Montalbano was the event MCEE.

ASCCA and CAA Legislative Advocate, Jack Molodanof reviewed all the key bills in preparation for meetings with legislators and staff. They included:

- AB 1174 (Bonilla)-BAR complaints; Oppose. This will require BAR to publicly post on its website any complaint without the shop having an opportunity to challenge (no due process) and would establish authority for BAR to cite and fine when paperwork violations occur.
- AB 2167 (Achadjian)-Accepting Towed vehicles; Support. This bill is intended to clarify and clean up last year's law relating to accepting towed vehicles and obtaining driver's license number of tow truck driver, while preserving its intent to identify "bandit" tow truck drivers.
- SB 778 (Allen)-Oil Changes; Oppose, unless amended. The bill requires shops prior to performing any work to notify customers purchasing oil changes of manufacturer recommended oil drain intervals.
- AB 873 (Jones)-Automotive Minor Services; Support. This bill provides the BAR authority to create regulations and determine what constitutes minor services.

Senator Ben Allen who is authoring SB 778 was our special guest speaker. He explained that the intent of his bill stop is the unnecessary selling of 3000 mile oil changes and expressed his desire to work with the automotive industry on



Senator Ben Allen with ASCCA President, Dennis Montalbano

language that will satisfy the stakeholders. He was asked good questions and it was an opportunity for the industry to explain concerns with SB 778...It was also good for the Senator to see for himself how professional and thoughtful the industry is and open to working with him on the bill.

The BAR also presented and was represented by Doug Balatti, Assistant BAR Chief, Tim Bowden, (oversees

enforcement for 3 field offices) and Mark Fernandez (oversees complaint intake) all attended and answered questions about legislation and BAR enforcement activities.

Following the morning activities, members were off to attend appoints with their Legislators. We thank those of you who were able to attend. It's your voice that needs to be heard and truly makes a difference! ■

THE ASCCA COUNTERTOP DISPLAY CONTEST IS BACK FOR 2016!

NORCAL VS SOCAL



The ASCCA Public Relations Committee is kicking off the third annual countertop display contest. Remember how much fun we had with this the last couple years? Over 200 shops have participated and we expect at least 300 to participate this year! Our goal is to get the ASCCA name out in front of the public and let them know ASCCA shops have a high level of trust for their auto repairs!

What to Do



Assemble the enclosed display and place it prominently on your counter in the check-out area of your shop. Don't forget to load up the built-in business card holder.



Send a photo of the 2016 countertop display – preferably with you in it – to rking@amgroup.us. This will give your team 1 point. Look to the right for ways to earn bonus points!



Follow the contest on ASCCA's Facebook and Twitter feeds, in TeamTalk, and in our weekly e-newsletter "What You Need to Know."



The contest ends on October 31st at midnight. The winning team will be served ice cream by the losing team at the November Team Weekend in



Bonus Points

+1 point for submitting your photo before midnight on July 31st.

+1 point for including last year's countertop display in the photo.

+1 point for featuring the ASCCA Code of Ethics in the photo (example: in a poster on the wall). Get a copy at: www.ascca.com/member-resources



Contest History



NorCal defeated SoCal in both the 2014 and 2015 contests. Many of our members in SoCal still remember the shocking upset of 2014. Let's make this year a fun battle, and bring a little fear to NorCal, who is definitely hoping for a three-peat!



Send all contest submissions
and questions to
rking@amgroup.us.



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AUTOMOTIVE AFTERMARKET SUMMIT

June 24, 2016
Long Beach, CA

Hotel Maya - a DoubleTree by Hilton Hotel
700 Queensway Dr., Long Beach, CA 90802

SCHEDULE OF EVENTS: (Tentative)

Friday, June 24: Automotive Aftermarket Summit

Host associations: ASCCA, CAWA & Auto Care Association
MCEE: Bill Hanvey, CEO Auto Care Association

8:00 am – Noon

Discussion Topics Include:

Telematics & Cyber Security

Connected Shops are the Future!

Aftermarket Legislative Agenda

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automotive-aftermarket-
summit](http://www.ascca.com/automotive-aftermarket-summit)



ASCCA JUNE TEAM WEEKEND

June 25-26, 2016
Torrance, CA

Western Museum of Flight
3315 Airport Dr, Red Baron #3, Torrance, CA
90505

SCHEDULE OF EVENTS: (Tentative)

*Saturday, June 25: Meeting Room
(Dress Code - Business Casual)*

8:00 am – 8:15 am Opening Comments
8:15 am – Noon ASCCA Committee Meetings
8:30 – 9:30am Membership
9:30 – 10:00am Break (transition to next meeting)
10:00 – 11:00am Revenue & Benefits
11:00am – 12:00pm ETI / Conference Committees

12:00 pm – 1:00 pm Lunch on own
1:00 pm – 2:00 pm PR Committee
2:00 pm – 3:00 pm Bylaws, Policies, & Procedures
3:00 pm – 3:30 pm Break (transition to next meeting)
3:30 pm – 5:30 pm Chapter Representatives Meeting
Evening Dinner on Own

*Sunday, June 26: Meeting Room
(Dress Code - Business / ASCCA Board Shirts Optional)*

8:30 am – Noon Board of Directors Meeting

ROOM RESERVATIONS:

All attendees must make their own room reservations.

There is no discounted room block but only a recommendation of nearby hotels listed below:

Extended Stay America, Los Angeles, Torrance, Del Amo Circle (2.6 miles) \$119

Best Western Plus Avita Suites (3 miles) \$149

Residence Inn Los Angeles Torrance/Redondo Beach (3 miles) \$152

DoubleTree by Hilton Torrance (2.6 miles) \$199

Ramada Torrance (0.5 mile) \$96 2-stars

Days Inn Torrance Redondo Beach (1 mile) \$89 2-stars

TRANSPORTATION INFORMATION:

Airport:

The nearest Airport to the Western Museum of Flight is Los Angeles International Airport (LAX) at 15 miles. Or the Long Beach Airport (LGB) is 15.8 miles away.

Parking:

There are 25 on-site parking spots, one handicapped parking spot and overflow parking in the adjacent lot.

Directions:

Driving directions depend on if and where you choose to stay overnight.

NEWS BRIEFS

John Eppstein is the 2016 NAPA ASE Tech of the Year

Congratulations to ASCCA member John Eppstein, who was awarded the 2016 NAPA ASE Tech of the Year. NAPA has written an article about the award and John's win.

Read the article at: ow.ly/YoCkM



ASCCA Joins California Consumers Against Higher Prices to Block Statewide Job-killing Initiatives

The Automotive Services Council of California (ASCCA) today announced that they have joined California Consumers Against Higher Prices in opposing a statewide ballot initiative to dramatically increase the minimum wage.

"For decades, ASCCA and its board of directors and legislative advocate, Jack Molodanof, have worked tirelessly to protect California's independently-owned auto shops from regulations that negatively impact their business, employees, and customers," said ASCCA Executive Director Gloria Peterson. "Now, by partnering with a diverse coalition of like-minded organizations across the state, our voice will only grow stronger."

Read the full release at: ow.ly/4ndWoh

ASCCA Member James Justus Invited as Honorary Guest to Attend President Obama's Final State of the Union Address

The Automotive Services Council of California (ASCCA) today announced that James Justus, Vice Chair of the ASCCA Government Affairs Committee, has been selected by Congressman Juan Vargas, of San Diego, to be his honorary guest at President Obama's final State of the Union Address.



Brake Pad Packaging ASCCA Request for Clear Markings

ASCCA has previously reported on its meetings with the Department of Toxic Substances Control (DTSC) and comments submitted related to draft informal regulations on brake friction material law. California law that requires environmentally friendly brake pads is being phased in through the year 2025, but many brake companies are already complying voluntarily.



ASCCA worked with DTSC staff to obtain clarification regarding the implementation and enforcement of the new brake pad law and successfully developed FAQs to educate and assist the automotive industry to achieve compliance. We also provided comments and testimony at a public hearing requesting amendments to the draft regulations that sought changes to manufacturer packaging to provide markings that brake pads are California compliant.

On April 12th the DTSC released its revised draft regulations which incorporated ASCCA's request to require manufacturer packaging to provide markings that brake pads are California compliant.

The DTSC is accepting written comments on the draft brake pad regulations through Monday, May 23, 2016. Written comments can be submitted via email to regs@dtsc.ca.gov or via regular mail to:

Ms. Jackie Buttle, Regulations Coordinator
Office of Planning & Environmental Analysis
Department of Toxic Substances Control
P.O. Box 806
Sacramento, CA 95812-0806
Fax Number: (916) 255-3757

DTSC will hold a public hearing on Friday, May 27, 2016 from 8:00 am PDT to 12:00

pm PDT. Both oral and written comments will be accepted, please refer to the public notice for additional details. A copy of the draft regulations and supporting documents are available on the DTSC Website at:

<http://www.dtsc.ca.gov/SCP/BrakePadsDocuments.cfm>



ASCCA MEMBER OF THE MONTH MAY 2016

Shannon Devery

DIGITAL FINANCIAL GROUP

The ASCCA Membership Committee is proud to announce that it has selected Shannon Devery of Digital Financial Group as the ASCCA Member of the Month for May 2016. Each month, an ASCCA member is recognized for going above and beyond to support ASCCA's Core Purpose: *To elevate and unite automotive professionals and give them voice.*

Shannon joined ASCCA in 2013, and in just three short years has become not just a familiar face, but a friend to many. She can often be seen attending chapter dinners, Team Weekends, summer

conferences, and serving on the Membership Committee at the state level. Her company, Digital Financial Group, is an ASCCA corporate sponsor that specializes in the payment processing industry serving a variety of retail and online businesses throughout the country.

It's evident why Shannon has earned the admiration of her peers: when she is in the spotlight, she quickly turns it to those around her. "Although you just see David and me, we have an amazing team behind that scenes," she said of her DFG colleagues.

She is just as commending of her fellow ASCCA members. "I have never worked with such a great group of people. Everyone is very philanthropic. They volunteer their money and their time outside of their shops to other people and charities and they really care. I am very fortunate to have been welcomed to the group," she said. "When I was sick last year, I got calls and texts from many of the members who really cared and that meant the world to me."

Thank you Shannon for your ongoing commitment to ASCCA! Our organization, local chapters, and the membership committee have benefited tremendously from your involvement, dedication, and most importantly, your friendship. Congratulations! ■



ASCCA MEMBER OF THE MONTH ??? ?????

Who will be the ASCCA Member of the Month?

Send your nominations in now and wait for the monthly announcement!

The ASCCA Member of the Month is a new recognition & appreciation program developed by your ASCCA Leadership to recognize our members who go above and beyond to support our core purpose: To Elevate and Unite Automotive Professionals and Give them Voice.

Each Member of the Month will receive a certificate and free jacket with the ASCCA logo. Additionally, the member will be recognized on the ASCCA website homepage for one month, announced on Team Talk, featured in the WYNTK and in the California Independent.

Send your recommendations for ASCCA Member of the Month to Matthew Peralta via email at mperalta@amgroup.us with "Member of the Month Nomination" in the subject line. Include a description of why your nominee should be recognized as ASCCA Member of the Month!

Consider the following criteria when considering a candidate you would wish to nominate for ASCCA Member of the Month:

- Faithfully adheres to ASCCA code of ethics (check online reviews for unresolved issues?)
- Active proponent of ASCCA (both State & Chapter); talks up ASCCA to non-members
- Actively helps other shops succeed (both member and pre-member shops)
- Utilizes member benefits (ASCCA advantage) & mentors new members in utilizing benefits
- Active in local Chapter (where applicable) & State events
- Adds his/her voice to legislative issues; contacting representatives on key issues
- PAYS DUES ON TIME!!!!
- Participates in /monitors Team Talk

There is no limit to those who can be nominated so send your recommendations in today! ■

EACH ONE REACH ONE

ASCCA MEMBERSHIP DRIVE 2016

As a member of ASCCA, you understand the importance of strength in numbers. It's what helps ASCCA achieve its core purpose of elevating and uniting automotive professionals, and giving them voice.

Each year, thousands of new bills are introduced in Sacramento, many of which will impact small business owners. Thanks in large part to members like you, we've helped forge important relationships with state policymakers, regulators, and other industry professionals. Leveraging these relationships, ASCCA has been able to weigh in on important legislative discussions in Sacramento that would directly affect your business and your bottom line. Here are just some of our accomplishments:

- ASCCA has taken on an active role in educating consumers and member shops about the security issues surrounding the technology of telematics.
- ASCCA members successfully fought for and helped pass legislation (SB 1146) that created the first-in-the-nation "Right to Repair" act.
- ASCCA members successfully fought for and secured the elimination of damaging frivolous lawsuits (Trevor Law Group) that tried to extort money from shop owners.
- ASCCA Members fought and won against the California Air Resources Board, squashing the vehicle super warranty.
- ASCCA members fought and defeated SB 750 (the key code lock out bill) that would have excluded independent shop owners' access to vehicle communications.

But we still need your help! Across the state, there are new or existing auto shops who have not yet joined ASCCA. Perhaps they aren't aware of all of the benefits of joining, such as TeamTalk, vendor discounts, educational meetings, or the opportunity to engage in political advocacy. We must work to reach as many of these shops as we can.

That is where you and our Each One Reach One campaign and contest comes in. ASCCA has made recruiting 100 new ASCCA members one of its top 2016 member-

ship priorities. To achieve this goal, we have put together materials that individual members can utilize to help recruit new members, and each member who does will be entered into a drawing that will be held at the 2016 November Team Weekend.

Visit the ASCCA Member Resources webpage where you will find more information and can download the following documents:

1. A flyer describing the membership drive contest and rules
2. A flyer describing the benefits of recruiting new members to our organization
3. A membership retention postcard that can be customized and handed out at chapter meetings
4. A telematics flyer with a link to the telematics landing page on the ASCCA website
5. A mentorship letter for chapter reps to use in order to seek volunteers to mentor their members

Together, we can grow our membership and strengthen the voice of automotive professionals across California!



1

Each One Reach One: ASCCA Membership Drive 2016 Membership Recruitment Contest & Raffle

<i>The Contest</i>	Recruit a new member, and you will be entered into a drawing to be held at the 2016 December Team Weekend
<i>The Goal</i>	100 new ASCCA members
<i>Applications & Recruitment Materials</i>	Applications and recruitment materials are available on our website or by contacting our office at the phone / email below
<i>How to Win</i>	Each new member you recruit = one entry into the raffle; members do not need to be present to win, and this is retroactive to January 1, 2016
<i>Prizes*</i>	1st = 1 year paid membership 2nd = Apple iPad (Donated from Autovital's Smart Flow Program) 3rd = 7,500-piece mailing (Donated by Mudlick Mail) 4th = G&K Uniforms Jacket



ASCCA has prepared the following flyers to aid with the Each One Reach One: ASCCA Membership drive.

Click any of the flyers to download the originals.




2

Each One Reach One: ASCCA Membership Drive 2016

Why recruit new members?

<p>The Brief</p> <p>ASCCA's core purpose is to elevate & unite automotive professionals and give them voice. Can we count on your voice?</p>	 <p>It makes our voice stronger at the State Capitol.</p>
 <p>It keeps the automotive industry at the forefront through grassroots advocacy.</p>	 <p>It promotes education, allowing members to learn new skills from each other, educational programs, best practices, and chapter meetings.</p>
 <p>While one voice can be powerful, many voices speaking together can change history.</p>	 <p>Annual Memberships \$400 = Shop owners \$495 = Associate members \$25 = Educational members \$_____ = Chapter members</p>

(800) 810-4272 | info@ascca.com | www.ascca.com
or Mitch Mendenhall, Membership Chair (619) 843-6594



3

FEW THINGS YOU MISSED AT [VIOUS MONTH] CHAPTER MEETING!

- [Insert bullet points highlighting the most important topics discussed at the last meeting.]
- Include information that would motivate members to keep coming, i.e. information about past or upcoming workshops, training, etc. Give them a reason to want to come back!


DID YOU KNOW??

- Insert any information you feel would be important for your members to know, i.e. important industry news, legislation that will impact auto repair shop owners, etc.
- Include any interesting news about your local chapter i.e. one of your members joined the board of directors, met with a legislator, opened a new shop.
- You can always solicit exciting news or updates from shops within your area, and offer members a chance to have news about their shop featured.

JOIN US NEXT MONTH!

[INSERT DATE OF NEXT MEETING]

[INCLUDE INFORMATION ABOUT TOPICS THAT WILL BE DISCUSSED AT THE NEXT MEETING, ANY GUEST SPEAKERS, ETC.]



4


Telematics: the Connected Car

How it will impact your business

Our industry has seen revolutionary changes before, such as the development of on-board diagnostics in the 1980's. ASCCA was instrumental then in ensuring that the independent shop would have the same ability as the dealer to access and use OBD systems. With the advent of telematics we need to preserve that ability. Your voice, as part of our membership, will help ASCCA to make this technology change a positive one for your business.

For more information about how telematics affects the independent repair industry, to find out more about ASCCA, or to get involved on this issue, go visit our [website](http://www.ascca.org).


Yesterday



Diagnostic plug that communicates via a scanner or laptop to a repair facility.

→

Today



Your vehicle is constantly outputting data to a third party.

Modern Vehicles Come Equipped with On-Board Diagnostics (OBD)
These Cars are Permanently Online while on the Road

Data that a car broadcasts includes:


- Driver behavior, which includes speed of travel
- Travel, destination, and how many occupants are in the vehicle
- Repair, maintenance, and *diagnostic information*
- Consumers' personal information (music, photos, personal spending, etc.)

Telematics is helpful but there are also concerns:

- Does the consumer have a say in who receives data from their vehicle?
- Does the consumer have a choice about where their car is taken for maintenance and repairs?
- Can an independent shop effectively access and use the information needed to repair customer vehicles?
- Does the consumer know their car is broadcasting and reporting to others?

Founded in 1940, the Automotive Service Councils of California (ASCCA) is the largest independent automotive repair organization in California.
Phone: (800) 810-4272 | Email: info@ascca.com | Website: www.ascca.org

1. Flyer describing the membership drive contest and rules
2. Flyer describing the benefits of recruiting new members to our organization
3. Membership retention postcard that can be customized and handed out at chapter meetings
4. Telematics flyer with a link to the telematics landing page on the ASCCA website
5. Mentorship letter for chapter reps to use in order to seek volunteers to mentor their members



5

MENTORSHIP LETTER

Dear [Name],

I have been given the privilege of contacting you to inform you of a mentoring program that ASCCA has initiated, ASCCA Advantage.

I began my career in the automotive industry in [year], and understand both the challenges and joys that come from running an auto repair shop. I've been involved in ASCCA for [years] years, and have held various positions within the organization, including [list positions held in ASCCA].

My involvement in ASCCA, and my commitment to the automotive industry, gives me the unique ability to provide you with sound advice on how to handle any situation that may arise throughout your career as a leader in the automotive industry.

Please let me know when is the best time to contact you, so that we can further discuss ASCCA Advantage and its many benefits.

ASCCA was founded on the principle that although our members are "independent" auto shop owners, we all share common experiences with customers, employees, and vehicles.

Your membership in ASCCA demonstrates that you are passionate about our industry, and your voice deserves to be heard! Thank you for allowing me the time to share information with you about this exciting program, and I look forward to working with you soon!

Sincerely,

BAR BAG REPORT

Report submitted by
Jack Molodanof, Esq.



January 14, 2016 | BAR Advisory Group Meeting Summary

Below is a summary of the BAR Advisory meeting and Regulation Workshops that took place on January 14, 2016. Both Tracy Renee and Mary Kemnitz attended and participated.

1) BreEZe Program

The Dept of Consumer Affairs (DCA) provided an update on the BreEZe Program, which is the new on-line licensing and enforcement system for DCA. This new system allows licenses and license applicants to do all business with DCA electronically and allows access for consumers to interact with DCA. (one stop shop program). The program is moving in phases and BAR expected to be online sometime in 2017. The Little Hoover Commission is conducting hearings on occupational licenses and DCA will be involved with the process. DCA also will conduct legislative round tables with all Boards and Bureau for better communication/training on legislation.

2) Legislative and Regulatory Updates

Legislative updates on AB 550 (Smog Check Exemption) which died in Committee. Other bills moving forward are: AB 873 (Auto Repair) and SB 778 (Oil Changes). Discussion surrounded SB 778 and concerns that oil change facilities are exempt from BAR oversight and is a huge loophole in current law. Also oil changes would require notification to consumers of intervals spelled out in owner's manual. Discussion about AB 1222 (Bandit towing law) and concerns with repair shops having to obtain information (including tow truck drivers Drivers license

number) when consumer has vehicle towed for repairs at shop. BAR was requested to assist industry fix/clarify the law for consensual tows. BAR regulations include Disciplinary Guidelines (public hearing held on January 8, 2016) based on comments changes will be made; Bureau-Certified Institutions and Instructors (pending review DCA); Windshield Replacement Standards (hearing set for January 19, 2016); Mobile ARD Advertising (public hearing set for March 14, 2016); Electronic Documents and Authorizations (informal review at DCA); STAR regulations clean-up (review at DCA); Brake and Lamp Handbooks Updates (Review at DCA).

3) I-CAR Presentations

Gene Lopez provided an overview/background of I-CAR and the I-CAR collision recognition program, including professional Platinum individual recognition & Gold Glass business recognition. Information provided also included statistics with regard to shops not receiving training in proper California. Jason Bartanen provided background and overview of the I-CAR technical support portal. The portal provides industry access to technical information that supports complete, safe and quality collision repairs. See I-CAR for more details. <https://www.i-car.com/Home/Solutions/Repairability-Technical-Support>

The I-CAR presentations were very interesting, informative and well received by the BAR Advisory Group members.

4) Smog Check OBD Reference Guide

Paul Hedglin stated that BAR continues to monitor and update "vehicles of interest" for OBD test pass/fail standards. The "vehicles of Interest" tables for vehicles requiring OIS or

BAR inspection replaces "smog check OBDII Reference (Testability Issues), formerly called Appendices J. It is located www.smogcheck.ca.gov under industry tab, resources header, training link. BAR has and continues to identify OBD vehicles of Interest using BAR data. It's important to input all the correct information and follow OIS properties which will assist the inspector to correctly perform smog check. Also mentioned was the importance of checking emission/engine labels for certain vehicle information.

5) California Vehicle Inspection System Transition (Cal-VISTA) Project Update

Clay leek, technology Services Branch provided an update. The scope of the Cal-Vista project is to negotiate ownership of the smog check system (currently not owned by the state); refresh the system to a state-owned data center and publish an Request for Proposals (RFP) to solicit and obtain continued maintenance and operation (M&O) services from a vendor. Currently the smog check system is handled by vendor, SGS, The BAR will go out bid to try to get the best deal. BAR also looking to convert BAR-97 dial up to internet protocol conversion. Cal-VISTA will be a continuous agenda item for future meetings.

6) Enforcement Statistics Update

Bill Thomas provided an update of complaint trends and provided more details with regard to trend groupings and primary business types. So far for the 2015-16 year, Complaint trends are as follows: Engine/Performance Repair 33%; General Repair Maintenance 17%; Auto Body 12%; Smog 10%; Transmission 9%; Unlicensed activity 4%; Used car Transactions 3%; Vehicle Warranty 2%; Other 9%.■

Below is a summary of the April 21, 2016 BAR Advisory meeting that took place in Sacramento. Tracy Renee also attend and participate in the meeting. BAR Chief Patrick Dorais, chaired the meeting.

1) BAR Legislative Update; Nina Tantraphol-BAR

AB 873: Automotive Repair. Requires BAR to adopt regulations defining “minor” automotive repair services.
AB 1174: Consumer Complaints. Requires BAR to post consumer complaint information on the website
AB 1691: Vehicle Retirement. Requires ARB to provide additional vehicle retirement guidelines for disadvantaged communities.
AB 1965: Vehicle Retirement and Replacement. Requires ARB to set specific goals for retirement and replacement of high polluter vehicles and increase outreach to disadvantaged communities.
AB 2167: Towed Vehicles. Allows tow truck operators to provide, in lieu of their driver’s, license number, their identification number by a motor club or other government authorized unique identifier
SB 778: Oil Changes. Provides if an ARD makes a recommendation to the customer regarding oil change interval, they follow the owner’s manual.
SB 1239: Smog Check Exemptions. Extends existing exemption from biennial smog inspection to all vehicles manufactured prior 1981.

DCA/BAR has no official position yet on any of the above bills.

2) BAR Pending Regulations; Nina Tantraphol-BAR

<i>Disciplinary</i>	<i>Guidelines.</i>	<i>Updates</i>
current	disciplinary	guidelines.
File	rule	making
		with
		OAL.

BAR-Certified Institutions and Instructors. Updates requirements for certification of smog check training and provides for training. Pending DCA formal review
Windshield Replacement. Establishes standards for the installation of replacement windshields. Re-notice period under consideration.
Mobile ARD Advertising. Establishes advertising standards for mobile automotive repair dealers. On hold pending AB 873.
Electronic Documents and Authorizations. Under informal review at DCA.
BAR-97 Specifications. Modernizes BAR-97 equipment standards for Smog Check stations by removing dedicated analog phone line and updating computer standards. Under development at BAR.
STAR Regulations Clean-up. Deletes outdated Gold Shield program provisions; amends STAR eligibility criteria. DCA informal review.
Brake and Lamp Handbooks. Updates BAR handbooks for licensed brake and lamp adjusters and stations. Begin informal review at DCA.
Repair Assistance Program. Modify program eligibility requirements to allow more consumers to obtain financial assistance for repairs of their vehicle emission systems. Under BAR development.

3) Cal-VISTA Project Update; Clay Leek-BAR

The BAR smog check data center is being managed and handled by current vendor SGS. BAR will be going to open bid early next year for a new vendor. The Cal-Vista project includes transferring the current data center to a state data center and then publishing a Request for Proposal (RFP) for the maintenance and operation services. BAR is developing the RFP and should be approved and release in May of 2017.

4) Motor Vehicle Manufacturer Emissions Warranty; Greg Coburn -BAR

The BAR has received reports that consumers are not always informed that some emission-related components may be covered under warranty. BAR is in the process of collecting information (voluntary) from smog stations to determine vehicles and types of warranties and posting manufacture owner’s manuals on BAR website to educate consumers about vehicle’s warranty. BAR has been able to obtain a lot of voluntary participation from smog stations. ARB is also conducting another survey of California dealerships to determine PZEV warranty awareness.

5) Enforcement Statistics Update; Bill Thomas-BAR

Complaints FY 2015/16 continue at similar number as last year this time. Engine Repair and performance (35%); general Repair and maintenance (17%); Auto Body (12%) Smog (10%); Transmission (9%). BAR expecting about 15,000 consumer complaints for the fiscal year. There are approximately 36,500 ARD’s.

6) ARB Enhanced Fleet Modernization Program (EFMP) Update

The EFMP is a voluntary retirement and replacement program administered jointly by ARB and BAR. It’s funded by \$1.00 surcharge on motor vehicle registration. The goal is to scrap older vehicles and replace with newer cleaner vehicles. Incentives range from \$5000 to \$9500. Recent changes in law require that focus be on lower-income motorists and disadvantage communities. There is an increase community outreach and include district programs through San Joaquin Valley and South Coast AQMD. Other air districts interested in starting retire and replace programs. ■

IN NEED OF LEGAL ADVICE? ASCCA HAS YOU COVERED

Legal issues are something that every small business owner will face at one point or another, and the decision alone to seek legal advice can come with a hefty price tag. Fortunately, as an ASCCA member, you are entitled to 30 minutes of free legal advice every month from ASCCA’s lobbyist and legal counsel, Jack Molodanof, Esq.—and it doesn’t even have to be shop-related.

In addition to his work for ASCCA, Mr. Molodanof is also president of Molodanof Government Relations, a public affairs firm which specializes in community relations, advocacy, and lobbying, and is a practicing attorney representing trade associations with an emphasis on general business transactions and small business issues.

So next time you need legal advice, don’t try answering it yourself and risking getting into deeper legal issues. Call or email our expert, Jack Molodanof at (916) 447-0313 with your business or personal legal questions. This service can be used either by you or any of your employees.

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Regional Coverage, Nationally Recognized

Parts & People is a monthly, trade-only publication. For more than 30 years, we've used local automotive industry writers to provide journalistic coverage in six regions west of the Mississippi, balanced by national articles for industry overview. We support and promote regional training and industry events — both technical and management — to further bolster our community, from local shop owners to national manufacturers.

Serving Regional Industry Interests

Mechanical and collision repair shop owners and managers comprise more than 70 percent of our readership. We deliver relevant, peer-directed content that speaks to attainable business development practices and individual success stories in our readers' immediate market. We provide a receptive audience and ideal exposure for our advertisers by addressing all levels of the channel, including manufacturing, distribution and service repair providers.

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Parts & People provides visibility and branding delivered directly to the purchasing decision makers at every level within each region. Regional advertisers never pay for circulation outside of their market because we set our circulation boundaries within one-day ground UPS from major hub cities within the region.



**We support ASCCA,
its membership, and its
industry efforts**



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Welcome, NEW MEMBERS

OCTOBER 2015 – APRIL 2016

CHAPTER 5

Art's Auto Care
Burbank

Bill's Quality Auto Care
Simi Valley

Larry's Union Service
South Pasadena

CHAPTER 12

Culver City High School
Culver City

CHAPTER 20

The Repair Shop
Concord

CHAPTER 24

The SoCo Group
Carlsbad

CHAPTER 28

Santa Rosa Auto Parts
Santa Rosa

CHAPTER 42

Global Automotive LLC
Sunnyvale

CHAPTER 48

Mesa Center Automotive Inc.
Costa Mesa

STATE ONLY (NO CHAPTER)

Jeff's Auto Service Guardian Consumer
Los Angeles

Pass N Go Smog Center
Vista

RC Automotive & Tires
Sun Valley

Sam Moore Automotive Repair
Bakersfield

Toole's Garage
San Carlos

Wayside Garage
Monterey

Anniversary MILESTONES

The ASCCA would like to recognize members who celebrated a milestone anniversary in October 2015 – April 2016. Congratulations and thank you for your support! Our association has grown strong and is effective because of members like you!

60 YEARS

Ward Service (Monrovia)

55 YEARS

Eagleson Body Works, Inc. (Bakersfield)

45 YEARS

Dieter's Independent Porsche (San Diego)

40 YEARS

Dale Bright's Auto Service (Chino)

30 YEARS

A-1 Transmission Service & Supply (Buena Park)

Bill Hahn's Auto (Ventura)

Bud Eberwein Brake Service, Inc. (Fresno)

J & E Service & Monterey Tow (Glendale)

Ambassador Automotive Center (Anaheim)

Auto Care By Kenely (Orangevale)

Steve's Auto & Ag Repair (Anderson)

25 YEARS

Crestview Service, Inc. (Los Angeles)

Bob Bowen's Service (Alpine)

Hunda Automotive, Inc. (Poway)

Pat's Garage (San Francisco)

Ty's Diesel Air & Electric (Tulare)

Bender's Alignment Service (Covina)

20 YEARS

Wine Country Motors (Napa)

Marty Vanich Auto Repair (Sacramento)

Bobby's Smog (Modesto)

Motoring Specialists, Inc. (Vacaville)

Mathews & Sons Automotive (Vallejo)

Marton's Repair (Anderson)

Ackerman's Servicing Volvo, Inc. (Berkeley)

G & M Automotive Services (Monrovia)

Eureka Brake & Automotive (Eureka)

Center Cities Automotive, Inc (Whittier)

Don & Harold's Automotive (Long Beach)

Foreign Auto Tech (Redlands)

Auto Marine Engineering, Inc. (Glendora)

15 YEARS

Santa Rosa Transmission (Santa Rosa)

Stauder Automotive (Oakland)

Keith's Auto Repair (Redding)



Autotrend Diagnostics (Campbell)

Leo's Auto Repair (Lomita)

Boulevard Automotive (San Diego)

Allied Auto Works, Inc. (Los Altos)

Payless Transmission & Clutch (Fresno)

Hartnell Transmission (Redding)

10 YEARS

Transportation Specialties (Fresno)

Tri Star Motorsports (Roseville)

A & M Automotive, Inc. (Lake Elsinore)

Performance Quality Automotive
(Bakersfield)

Rusty's Automotive (Norwalk)

5 YEARS

Walnut Creek Automotive (Pleasant Hill)

Mike's Auto Repair (North Hollywood)

Redwood General Tire (Redwood City)

Mode Automotive (San Diego)

All Flow Muffler & Auto Repair (Martinez)

Precision Auto Repair (Pleasanton)

Beach House Imports Inc (Costa Mesa)

Noe Valley Auto Works, Inc. (San Francisco)

Twin Peaks Auto Service (Twin Peaks)

Timmons Auto & Truck Repair (Pleasant Hill)

Solano Way Auto Repair (Concord)

Maximize Your ESi Benefits!

ESI DISCOUNTED COURSE OFFERINGS



ASCCA Partners with Educational Seminars Institute (ESi) Again to Bring You Discounted Course Offerings in 2016!

Seminar courses are normally \$149.95. ASCCA members pay only \$95 per attendee -- a savings of almost \$55 per class! Service writer courses are normally \$1,500. ASCCA members pay only \$950 per attendee!

This member benefit is available for 2016 courses now! Click here to take advantage of this offer.

TAKE YOUR BUSINESS TO THE NEXT LEVEL



As an ASCCA member, you probably already know that you have exclusive access to Educational Seminars Institute's (ESi) course offerings at a discounted rate, but did you know that you are also able to receive 30 minutes of FREE business management consulting every month?

That's right—in addition to all of the other resources that ASCCA provides to help your business grow, you can speak one-on-one with ESi CEO Maylan Newton for 30 minutes per month about the challenges facing

your business and how to improve your bottom line. An ASCCA preferred instructor, Maylan is an ASE Master Technician, service writer, service manager, general manager, coach, and consultant who specializes in identifying and offering solutions to the most common problems facing independent auto repair shops.

So whether you need advice on determining the proper hourly rate you should be paying your employees, understanding your monthly profit and loss, maximizing technician productivity, marketing, making personnel decisions, or anything else, then make sure to take advantage of this amazing benefit.

ASCCA Corporate Partners CONTACT LIST

EDUCATIONAL & NETWORKING RESOURCES

Educational Seminars Institute (ESI)

Maylan Newton
(888) 338-7296
esi@esiseminars.com

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Display it Proudly!



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

Code of Ethics

Adopted 1940

Members of ASCCA abide by the following 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.

"To Elevate and Unite Automotive Professionals, and Give Them Voice."

Automotive Service Councils of California
One Capitol Mall, Suite 800, Sacramento, CA 95814

ASCCA Chapter Network

The Automotive Service Councils of California is made up of local chapters. Join your local chapter today and get involved!

EAST BAY (16)

Meetings held second Tuesday, 6:30 p.m.
Call Art Ratner: (510) 540-7093

FOOTHILL (5)

Meetings held first Tuesday, 6:30 p.m.
Call Joseph Appler: (626) 296-6961

FRESNO (25)

Meetings held second Thursday, 7 p.m.
Call Zarkis Martirosian: (559) 268-6359

INLAND EMPIRE (14)

Meetings held third Tuesday, 7 p.m.
Call Glenn Davis: (909) 946-2282

LONG BEACH (18)

Meetings held third Tuesday, 7 p.m.
Call Kristen Bunting: (562) 424-8726

MOUNT DIABLO (20)

Meetings held third Thursday, 7 p.m.
Call Steve Elstins (925) 676-8376

NORTH ORANGE COUNTY (48)

Meetings held third Wednesday, 6:30 p.m.
Call Denise Pina (714) 990-1500

PENINSULA (23)

Meetings held last Tuesday of every other month, 7 p.m.
Call Angi Roberts: (408) 266-9658

REDDING (99)

Meetings held last Wednesday, 6:30 p.m.
Call Ken Breshears (530) 222-2572

SACRAMENTO (34)

Meeting times vary
Call ASCCA Office (800) 810-4272

SAN DIEGO (24)

Meetings held third Tuesday, times vary
Call Mitch Mendenhall: (619) 334-6005

SAN FRANCISCO (21)

Meetings held last Wednesday, 7:30 p.m.
Call Paul Grech: (415) 286-6747

SAN JOAQUIN VALLEY (6)

Meetings held second Thursday, 6:30 p.m.
Call Paul La Berge (209) 466-5364

SAN JOSE (42)

Meetings held second Wednesday, 7 p.m.
Call Angi Roberts: (408) 266-9658

SANTA ROSA (28)

Meetings held third Thursday of every other month
Call Robert Toepp: (707) 546-2851

SOUTH BAY (1940)

Meetings held quarterly, 6:30 p.m.
Call Michelle Sprokkereef: (424) 206-1646

TULARE/VISALIA (26)

Meetings held fourth Thursday, 6:30 p.m.
Call John Camara: (559) 688-5721

WEST LOS ANGELES (12)

Meeting times vary
Call Jo Ann Fischer: (909) 939-0332

Bureau of Automotive Repair (BAR): Chief

Patrick Dorais
(916) 255-4565

BAR: Industry Ombudsman

Rick Fong
(916) 255-2893

California Chamber of Commerce

Headquarters
(916) 444-6670

California Air Resources Board (CARB)

(800) 242-4450



Now Available ASCCA Consumer Brochure

ASCCA has created a consumer brochure for members to use in their shops! It's a handy new tool which describes the value of choosing ASCCA member shops over others.

Download the free electronic template from the member's only section of the ASCCA website, www.ascca.com.

Note that you must login with your member ID to access the template. ■

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facebook