

East Bay Chapter 16

Automotive Service Councils of California, Volume IX, Issue I

January 2, 2019



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

www.ascca.com

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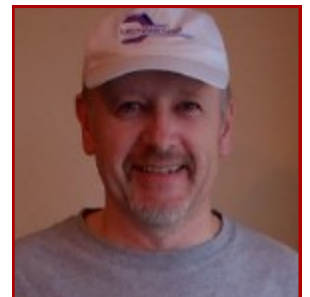
HAPPY NEW YEAR 2019

Chapter 16 President's Message

Happy New Year

Another one for the record books. Most shops I talk to in the Bay Area have seen car count growth or ARO increases, and many have experienced both – which makes for a very good year.

Sadly, this was not the case in Southern Cal where many shops have struggled. Fall months were pretty tough, with business being down around 20% for some shops.



But that's over and done with - 2019 is upon us – it's time to get your CPA to produce full P/L for the entire 2018, and figure out what to do to make 2019 great.

Chapter 16 is looking forward to another exciting year. Fremont's ABC SMOG (and auto repair), a state ASCCA member, is joining our Chapter, and Sal Garcia from Fremont Auto Center, also a state member and a fixture at our meetings, will join the Chapter officially as well. We will soon dispatch our roving reporter, Art, to profile both shops.

The Board of Directors met recently and we decided to try out a couple of ideas:

1) Meeting start time moves from 7 pm to 7:30 pm – hopefully this will cut down on time spent in traffic. (We will make speakers talk faster, so that we can end the meetings at the usual time 😊).

2) Each meeting will have a round table discussion of topics of interest – email me at kamil@mechanicgrid.com with topics you would like to see discussed.

Continued on next page

Chapter 16 President's Message - continued

3) We will step up recruiting efforts – Melissa and Sean, Roy, Art, as well as yours truly, have spoken with many shops this year. In 2019 we will add mail based marketing, phone call follow up, and in person follow up – wish us luck AND should you know a shop that ought to join – talk to them and if they show ANY interest – let me know. I can arrange for Larry Moore to give them a call – he is the official ASCCA liaison and “the closer” 😊

Our voices need to be heard in Sacramento – the more shops join ASCCA, the better for the industry and for consumers (and chapter meetings get more lively).

Speaking of meetings and presenters, this year, among others, we will have Mylan Newton – it’s been a while.

The next Chapter meeting will be, as usual, on the 3rd Tuesday of the month, which is January 15th, 2019.

Round table discussion topics:

Labor Rates

Classes

DVI

The speaker will be yours truly, and the topic will be:

Artificial Intelligence – the Future Is Now

Finally all that AI stuff I did in my misspent youth is coming in handy – Artificial Intelligence is already here, and there are companies using it to compete against us – as we speak. Individual shops, and ASCCA as an organization, need to figure out what to do with this beast.

Looking forward to seeing you at the meetings, and

Have a Healthy, Happy and Prosperous New Year! Kamil

Membership Recognition Corner

Chapter 16 Welcomes Two New Members

ABC Smog & Auto Repair
40851 Albrae St. Fremont, CA 94538
(510) 657-8988



Fremont Auto Center
Sal Garcia
320 Mowry Ave,
Fremont, CA 94536
(510) 399-0084



Membership Recognition Corner

2018 Anniversaries

January

20 years!

Paul Seghposs
Glenmoore Auto Repair
Member since 1998

19 years!

Dale Smith
Napa Auto Parts
Member since 1999

17 years!

Bob Stauder
Stauder Automotive
Member since 2001

14 years!

Andy Shyers
San Leandro High School
Member since 2004

6 years!

Walt Commans
ASE
Honorary Member since 2012

February

15 years!

Stephen Small
Chabot College
Member since 2003

March

6 years!

Joe and Terry Klaus
Fritz and Peters
Member since 2012

5 years!

Sean and Melissa Stephens
Berkeley Bob's
Member since 2013

April

23 years!

Rick Guardino
Dorso's Auto Repair
Member since 1995

22 years!

Bruce Ackerman
Ackerman's Servicing Volvo
Member since 1996

21 years!

Monte Benedick
Brake & Wheel Center
Member since 1997

13 years!

Peter Brooks
Pete's Gear Shop
Member since 2005

6 years!

Jason Simms
Argonaut Garage
Member since 2012

3 years!

Steve Jones
General Auto & Truck Parts
Member since 2015

June

7 years!

Don Worth / Bruce Stafford
Model Garage
Member since 2011

1 year!

Mark Williams
SC Fuels
Member since 2017

July

24 years!

Glen Poy-Wing
Oakland Auto Works
Member since 1994

1 year!

Bill Adams
Adams Autoworx
Member since 2017

August

18 years!

Roy Doral
Doral's Auto Repair
Member since 2000

3 years!

John Bridgwater
Wright's Automotive
Member since 2015

September

20 years!

Marty Segarini
Marty's Metrix
Member since 1998

4 years!

Kamil Targosz
Mechanic Grid
Member since 2014

October

14 years!

Art Ratner
Art's Automotive
Member since 2004

December

1 year!

Chris Lingle
German Auto Sport
Member since 2017



East Bay Chapter 16

Mark your Calendar ...


ASCCA Chapter 16 Meeting – Tuesday, January 15th

Location: JP's Family Restaurant & Sports Lounge

3600 Castro Valley Blvd, Castro Valley, CA 94546

Phone number (510) 876-5151

Time: **7:00 pm** to 9:00 pm

 (note new time: we start gathering around 7 pm, official start at 7:30 pm)

7:30 pm – Opening remarks and shop introductions

7:40 pm - Round Table Discussions:

Labor Rates

Classes and Training

DVI – Digital Vehicle Inspections

8:20 pm Speaker: Kamil Targosz, Mechanic Grid
Artificial Intelligence – The Future is Now

Please RSVP Kamil Targosz, kamil@mechanicgrid.com, 510-209-8049





Chapter 16 ~ 2018 Meetings ~ In Review



January SC Fuels - Kamil (MechanicGrid) on web properties - Fast and slow - Vendor news - CRM - social media, Yelp grows up - mini-mastermind session



March Carolyn Coquillet, owner of Luscious Garage



April Greg Waters, will present Kukui's DVI

May Larry Moore will present his QuickTrac software



June Elie Massabki, Mechanics Marketplace

July Rocky Khamenian, ASCCA State President, at Doral's



August Dave Kusa, Autotrend Diagnostics

September Dave Fisher, California Employer Services



October Cecil Bullard, at Doral's





LET ME WEAVE THE CURRENT EVENTS INTO MY PERSPECTIVE : ART WANTS TO RANT ABOUT IT

Hello Chapter 16 ASCCA,

What is going on in the world and how does it affect our livelihoods? Here in America we (actually the Trump administration) are obsessed with bringing down the price of gasoline by fracking and pumping the crude out of the earth as fast as possible. Isn't it great that we don't need to care about the burden allegedly imposed upon the signers of the Paris Agreement to combat global climate change? When the elitist President Macron of France (formerly a part of the Rothschild banking mafia) tried to encourage the lower consumption of fuel with a "Green Fee", the citizens revolted because they would have to choose between gasoline or food on the table.

Here in the good old US of A, a new report states that emission levels are up despite cleaner vehicles. This is especially true in California with all the long distance commuters trying to work, support a family and afford a house in our lovely state. Another report shows a calculation of 82.5 % of automotive vehicles will still have at least some amount of internal combustion engine power train in the year 2030. Hey, what's good for General Motors in China is good for America, right? Ford has the answer: let's make more trucks and SUV's because the people not in the big cities buy them in greater numbers than those silly small cars or hybrids. And yet another report says global climate change is moving like a freight train faster than anyone predicted so we, as an industry, must bare the brunt of slowing it down.....yeah, right ?

So let's chat about my other favorite madness which shows no sign of slowing down in the media: autonomous vehicles. I have it on good rumor that Uwe Keller, the head engineer for the autonomous vehicle department of Mercedes Benz has secretly concurred with the president of that company that self driving cars is a "no win" situation, but the political and shareholder pressure forces them to move forward. With GM and Honda committing more billions into the Cruise LLC division it would seem inevitable that robots will replace humans behind the wheel or no steering wheel at all. And with Uber trying to cut the cost of humans in their business model, how many more riots will we see in our future? My informal polls show that more than 9 out of 10 humans will not get in a driverless car. The first uses will stick with repetitive routes for shuttles at best unless we all sacrifice our wills to the almighty AI masters. Don't get me wrong, I love the new ADAS equipped cars and the assists that help driving be more fun. But we have so many other jobs such as body shops and insurance companies and tow trucks (and hospitals) that benefit from accidents, does reducing accidents really help mankind?

Well, I leave you with this: they started leaving those stupid electric shooters all over street corners of Oakland and Berkeley recently and can anyone explain why they had to scoop out around 80 of them from Lake Merritt ?

Hope your holidays were merry, best of luck in 2019. **Art Ratner, Chapter 16**



**The next ASCCA Team Weekend is
January 26-27, 2019**

Join the ASCCA in Sacramento for the January Team Weekend:
Embassy Suites Sacramento Riverfront Promenade
100 Capitol Mall
Sacramento, CA 95814

For more information and to register:
<https://www.ascca.com/events/ascca-january-2019-team-weekend>

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Save over 35% on the individual clinic price of \$94.95 per night by purchasing a Season Pass for each technician in your shop today!

Season Pass Part #: CONCCA ST3N Line Code: TEC Price: \$180

2019 Topic Schedule

<u>Individual Part#</u>	<u>Date</u>	<u>Topic</u>
CONCORDCA1	January 24	Push Button Start Systems
CONCORDCA2	May 15	Diagnosing Advanced Starting and Charging Systems
CONCORDCA3	October 8	Advanced Driver Assist Systems

LOCATION FUDRUCKERS Concord @ 5:30 PM

PLUS, receive one FREE PTS Online Webinar with the purchase of each Season Pass!

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New California Laws for 2019

Courtesy ASCCA Attorney, Jack Molodanof



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

Every year, hundreds of new laws are enacted that impact California automotive repair shops. Below is a short summary/highlights of some key measures that will take effect in 2019, unless otherwise noted.

- **Minimum Wage Increase.** Reminder that effective January 1, 2019, the minimum wage for employers with 26 or more employees will increase to \$12.00 per hour. The minimum wage for employers with 25 or fewer employees will increase to \$11.00. (SB 3 of 2017) Local minimum wages may be higher.
- **Electronic Documentation and Authorization.** These newly enacted regulations, among other things, allow for electronic estimate and authorization, transmission and storage of automotive repair documents. If a customer provides electronic authorization (e.g. text) the shop must properly record the authorization and maintain legible copies of all records for at least three years. The regulations also require that repair documents supplementing the estimate, including electronic communications must be uniquely identified (e.g. invoice number) and properly maintained as part of the same transaction. All records (including 3rd party supplier/vendor) associated with the repair transaction must have a unique identifier linking the records to that specific transaction. (16 CCR Sections 3303, 3352, 3353, 3353.1, 3354, 3355, 3356, 3357, 3358, 3359, 3371)
- **Towing and Storage.** This new law, among other things, requires that all towing and storage fees charged must be reasonable and certain rates and fees are now deemed presumptively unreasonable. Towing and storage charges shall be deemed reasonable if fees are comparable to storage-related rates and fees charged by other facilities in the same local. However, this does not preclude a rate or fee that is higher or lower if it is otherwise reasonable. (AB 2392).
- **Preventative Maintenance Services/Minor Services.** A written estimate is not required for an auto repair dealer to perform “preventative maintenance services, as defined, if the customer authorizes the service and either of the following occurs: 1) the service is performed free of charge or 2) the total price for labor and parts necessary to perform the service is displayed in a place and manner conspicuous to the customer or is made available to and acknowledged by the customer at the shop facility where the service is performed. This new law also eliminated minor services exemption and requires that all currently unlicensed/unregistered maintenance service facilities to register with the BAR. (AB 3141)
- **BAR-97 Emission Inspection Systems.** This new law updates BAR-97 equipment standards for smog check stations by: 1) removing dedicated analog phone line requirements; 2) requiring Low-Pressure Fuel Evaporative Test (LPFET) to communicate directly with BAR-97 and 3) updating minimum computer hardware and software standards. (16 CCR Sections 3340.17; 3340.41; 3340.45)
- **Zero-Emission Assurance Project.** The new law requires the Air Resources Board to create a new program to incentivize the purchase and use of used zero-emission vehicles (ZEVs) or near zero-emission vehicles (NZEVs). (AB 193)
- **Lithium-ion Vehicle Batteries Advisory Group.** Requires the Secretary of the California Environmental Protection Agency to convene a research group to review and advise the legislature on policies pertaining to the recovery and recycling of lithium-ion vehicle batteries sold with motor vehicles in the state. (AB 2832)
- **Fluorinated Refrigerants.** This new law requires the California Air Resources Board to adopt provisions of the Federal EPA law through regulations, including provisions covering motor vehicle air conditioning. (SB 1013)

New California Laws for 2019 - continued

- **California Consumer Privacy Act.** Beginning January 1, 2020, this new law, in part, would grant a consumer the right to request a business to disclose the categories and specific pieces of personal information that it collects about the consumer, the categories of sources from which that information is collected, the business purposes for collecting or selling information and the categories of third parties with which the information is shared. (AB 375)
- **Sexual Harassment Prevention Training.** Effective January 1, 2020, this new law requires any employer who employs 5 or more employees, including temporary or seasonal employees, to provide at least 2 hours of sexual harassment prevention training to all supervisory employees, and at least 1 hour of such training to all nonsupervisory employees, once every 2 years. The Department of Fair Employment and Housing is required to make available a one-hour and two-hour online training course for employers to use for the prevention of sexual harassment along with informational posters and fact sheets on the department's internet Web site. (SB 1343)
- **Expanded liability for Sexual Harassment.** This new law makes numerous changes to existing law with regard to liability for alleged harassment including but not limited to: employers will be potentially liable for any kind of unlawful harassment by nonemployees; employers will be potentially liable even where the harassment was a single instance or "stray remark" by a non-decision maker and employers will be prohibited from requiring a release of FEHA claims in exchange for a bonus, raise, employment or continued employment. (SB 1300)
- **Confidentiality Clauses in Sexual Harassment Settlements.** This new law prohibits a provision in a settlement agreement that prevents the disclosure of factual information related to a civil or administrative action that includes claims of sexual assault, harassment or discrimination based on sex. (SB 820)
- **Female Members on Boards of Directors.** This new law requires that a foreign or domestic publicly held corporation whose principal executive offices are located in California have a minimum number of female board members. (SB 826)

This summary has been provided for informational purposes only and is not intended and should not be construed to constitute legal advice.

Hans Hiller's 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 - Offers longer term training to bring your people up to speed with late model electrical systems and classes for smog update and new licensing. Call: 888-747-8888. Or see 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 (MZF, BMW, Porsche) <https://www.ssfautoarts.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. Mat Nabity, (916) 286.0918, mnabity@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@mgrco.org, www.mgrco.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 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 \$55 on every seminar registration and \$800 on every Service Writer course registration. (Space limited.) ESI services include personal coaching and consulting, service writer's school of America, educational programs and temporary fill-in service writer services. Contact Maylan Newton (866) 526.3039, maylan@esiseminars.com. Proud ASCCA members for over 30 years.

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 Devery (877) 326.2799

SOFTWARE PROVIDERS

CP 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 rack 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 an 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 Alton 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) 399.6078, DunneT@Cintas.com

INTERNET MARKETING, WEBSITE DESIGN & SEARCH ENGINE OPTIMIZATION SERVICES

CP & MB 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 (800) 693.1089, write marketing@broadly.com or visit www.broadly.com



CP & MB 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

CP & MB Repair Pal – Join the nation's largest network of elite auto repair shops. RepairPal independently certifies auto repair shops nationwide for superior training, quality tools, 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 phrases. In turn, each of our shops gets 8-10 new customer contacts per month, with an average repair order over \$500. (Estimated new business \$48,000/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

INDUSTRY NETWORKING WITH TOP AUTOMOTIVE TECHNICIANS

MB iATN – The International Automotive Technicians Network (iATN) is the world's first and largest online network of automotive service industry professionals providing resources to members worldwide. ASCCA members enjoy a \$9-per-month discount off of the regular price of iATN Business+ premium membership, a savings of \$108/year. (Regularly \$45-per-month, ASCCA members \$36/month.) This membership provides your shop with up to 5 premium access accounts, free job ad postings, a private forum for your shop and unlimited access to the iATN Knowledge Base allowing one to perform research within iATN's databases of in-use industry knowledge collected over the past 20+ years. Scott Brown, (714) 257.1335 x3807 or cell (909) 257-9497, scott@iatn.net, www.iatn.net

BUSINESS SUPPLIES, EQUIPMENT & SERVICES

MB 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 \$600 a year. kathleen.schmatz@autocare.org, (301) 654.6664

CP 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

CP & MB 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) 301.1500, jim.gray@autozone.com

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

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CP & MB 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. Steven Poole, (562) 320.2398, SJPoole@lkqcorp.com

CP MotoRad – MotoRad is the leader in automotive thermostats; fuel, oil and coolant caps sold to the North American automotive aftermarket. The company is also a long time OE supplier. MotoRad's line of thermostats is one of the most advanced in the automotive industry. Their global manufacturing facility uses state-of-the-art equipment, with strict quality control and functional testing, ensuring high quality and long lasting products. MotoRad offers the best coverage of thermostats and closure caps in the world for virtually any vehicle and engine on or off the road. (618) 599.5196, Sean Ruitenberg, sean.ruitenberg@motoradusa.com

CP 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

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



CP NAPA Auto Care— 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

MB Office Depot — Streamlined business supply ordering process. Free delivery over \$50. Custom pricing and discounts for ASCCA members. Michael Nitz, 855-337-6811 Ext.12809, Michael.nitz@officedepot.com, <https://business.officedepot.com/>

CP & MB 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. ASCCA@oreillyauto.com

MB Phillips 66 — Special pricing on Kendall GT-1 Motor Oil available to ASCCA members. Kendall Installers may be eligible for annual rebates. Ray Perry (Southern CA), Ray.R.Parry@p66.com
Jeff Landon (Central CA), (805) 296.0170, Jeff.A.Landon@p66.com
Keith Westbrook (Valley/NCAL), (707) 448-8279, Keith.R.Westbrook@p66.com

CP Dynamic Friction Company — DFC is the leading manufacturer of award-winning automotive braking systems. They maintain a huge selection of brake parts for all domestic and foreign vehicle applications. Their engineers, product managers, and R&D staff work hard to give their customers first-to-market advantage.

Dan Biezonsky, 951-200-0953, danb@dynamicfriction.com, <http://www.dynamicfriction.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 serv provides members to communicate directly with their 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 8/9/18

Mission Statement/Core Purpose/Code of Ethics

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

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

CORE VALUES: Integrity, Compassion, Professionalism, Unity

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

CODE OF ETHICS:

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



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<https://careasy.org/nonprofit/asc-educational-foundation-inc>



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

ASCCA State Office's contact information:

One Capital Mall, Suite 800, Sacramento, CA 95814
Telephone: (800) 810-4272; Fax:(916) 444-7462

Gloria Peterson - Executive Director, Ext 108,
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Apply for ASCEF Scholarships Today!

Applications are currently being accepted for the Automotive Service Councils Educational Foundation (ASCEF) 2019 scholarships!

Each year, the ASCEF awards 18 scholarships ranging from \$500 - \$1,000. These scholarships provide assistance to current under-graduates who are in the automotive service field.

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

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

Applications must be submitted by March 31, 2019.

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

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

To learn more about the ASCEF, visit www.asc-ef.org.

