

East Bay Chapter 16

Automotive Service Councils of California, Volume IX, Issue IV

December 1, 2019



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

www.ascca.com

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Inside this Issue ...

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From all of the Board members of East Bay
Chapter 16 ASCCA to all of you in the Chapter and
anyone within shouting distance ~
Merry Christmas and Happy New Year.
~Yes, it is okay to say Merry Christmas again!~

ART'S RANT TO END 2019

Well, here we are facing another year with hopes that the independent automotive repair industry continues to thrive despite all the pressure to evolve into something left of center where car ownership goes the way of pay phones, VCR's and buggy whips. The vehicle manufacturers are playing with a deck of cards rigged to control the outcome.

On the one hand, they want us to continue buying, leasing, or this new concept of subscribing, to their ever more technologically advanced offerings and on the flip side they move ever closer to simplifying transportation by flooding the world with self driving cars owned by faceless corporations. As part of the U.N. Green Agenda 21, Big Brother wants most of us to utilize public transportation, ride bicycles and live in boxes where they can control our thoughts.

Fortunately, this year brought a realization that those robot vehicles were having the most difficult time predicting what human beings might do next if sharing the roads with robot drivers. The anecdotes of crashes continue and the research was set back indefinitely until the decision to have all modes of street travel controlled by a master planned communication system. Personally owned cars don't quite fit this scenario.

All this thinking hinges on the Green New Deal folks gaining full control of government and using the fear of "climate change" to tax fossil fuel, stop flying airplanes, encourage sail boats, blame all this environmental menace on mankind and restrict movement on our streets.

Continued ...

ART'S RANT TO END 2019 - continued



The government doesn't want you to know that the climate has changed many times in history (as witnessed by the ice samples examined from the Volstok Ice Shelf) and that a cooling cycle has begun, but unfortunately it might take 500 years to run its course and they want you in their fold a little sooner than that.

What seems to have caught on is the continuing momentum towards electric vehicles but the recharging infrastructure has a way to go before Joe Sixpack gets on board. We are two years out on the explosion of EV offerings, hold your breath. I did read where cradle to grave carbon footprint is the highest on these but it is a great illusion how our air quality in the cities will make the transition worthwhile. Ironically the following rant will provide more motivation to go E because no one steals or vandalizes electric cars.

Well, has anyone had a customer call you and say their vehicle sounds like a loud truck one morning, out of the blue? For many years, for Japanese Car specialists, that meant that would be the Catalytic Converters of Toyota 4 Runners and Tacoma Pick Ups because they didn't need to be lifted to get enough room on the street to saw them off. The underground economy would pay between \$80 and \$120 for one of those. But, 2019 has got to be the year we see an out of control boom in 2004 to 2009 Toyota Priuses with cats gone missing; you have to jack them up and either saw, use a tube cutter and/or unbolt them at the header. I have seen prices for normal used ones going for \$225/250! The insurance company is almost always called in because only a factory replacement will work and they damage sensors and hangers to the tune of typically around \$3000. What is different now is someone must be cutting them apart and just selling the platinum material in bulk. They don't show up at the recyclers and the police and district attorneys are hard pressed to convict any one of these crimes. They caught this one guy with 7 or 8 in his trunk and tools under a car and let him walk because they didn't catch him with his legs sticking out "in the act"! Thanks Bernie.

Going to the Moscone Car Show this weekend, let's see what they have to say.

Art Ratner, Art's Automotive Inc, Berkeley

PS : The annual pilgrimage to the new car show in San Francisco revealed the expected "business as usual", didn't see any surprising changes in any manufacturer's fleets; like I said earlier they are in a holding pattern waiting for a major change in government regulations and public sentiment in favor of distancing themselves from gasoline.

Well, gasoline is abundant so no one is rocking the boat (with the exception of Tesla). No shortage of large SUV's and trucks. The two new "most affordable" exciting cars at the show were the 2020 Corvette C8, its delivery delayed by a strike of GM workers till February and the reborn as a BMW Z4 coupe : The 2020 Toyota Supra, but I am having to settle for my 2019 Acura NSX because of my loyalty to true Japanese engineering, the only true Torque Vectoring super all wheel drive car with a hybrid component.

Gasoline V6 in mid ship, twin turbos and three electric motors run by a battery to improve mileage but mostly to enhance performance, traction and manners.....Crazy fun to drive. When the Acura NSX was reintroduced in 2017, it was awarded Luxury Green Car of the Year by the Green Car Journal.





Chapter 16 ~ 2019 Meetings ~ In Review

Kamil Targosz hosted many meetings this year with speakers from all aspects of the automotive spectrum, from trade school educators, customer service advice, financial and legal advisors, the world of lubrication, Human Resources (finding techs, etc), OSHA inspection preparedness, lift safety experts, on line marketing, etc.



- January** Roundtable on Labor rates, Classes and training, DVI, AI
- February** Allen Rodgers, H&A Transmissions - remanufactured transmissions for Honda and Acura
- March** Wayne Adams, PHMG - Getting creative on hold
- April** Pamela Gutman, City College of San Francisco - curriculum development to meet needs
- May** Joint meeting with Chapter 20 moderated by Maylan Newton, ESi
- June** Dave Schedin, Computrek - Increase gross profit
- September** Brian DeDeux, SC Fuels - engine oils
- October** Ray Warner, Edwards & Sons - lift safety; Christian Diaz, O'Reilly's - FirstCallOnline.com; Kamil - web marketing



Membership Recognition Corner

2019 Anniversaries

September

21 years!	Marty Segarini Tony Lee (new owner)	Marty's Metrix TMS Automotive	Member since 1998 (now retired member)
5 years!	Kamil Targosz	Mechanic Grid	Member since 2014
1 year!	Annabel Lally	ABC Smog, Inc.	Member since 2018

October

15 years!	Art Ratner	Art's Automotive	Member since 2004
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December

2 years!	Chris Lingle	German Auto Sport	Member since 2017
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2019 ASCCA Pins



Automotive Service Councils of California

- Dale Smith, NAPA Auto Parts, 1999
- Andy Shyers, San Leandro High School, 2004
- Art Ratner, Art's Automotive, 2004
- Sergio Guijarro, Unique Engines & Auto Repair, 2009
- Kamil Targosz, Mechanic Grid, 2014



ASCCA's January Team Weekend - January 25-26 in Sacramento

Join us in Sacramento for a unique January Team Weekend. Registration is now open. Sign up TODAY!

- **Leadership Training:** Join the ASCCA Board of Directors Orientation as David Butler shares his expertise in organizational management.
- **Strategic Planning:** In this special session, ASCCA leaders participate in a strategic planning process with expert facilitator Dori Eppstein.
- **Important Updates:** Join the Chapter Representatives & Government Affairs Committees for important updates on legislation and committee reports.

January 25-26, 2020
Embassy Suites Sacramento Riverfront Promenade
100 Capitol Mall, Sacramento, CA 95814

[Click here to read more and regis-](#)

STRATEGIC PLAN

JANUARY 25-26, 2020
TEAM WEEKEND
SACRAMENTO, CA

Join us on January 25-26 for a unique Team Weekend Event at Embassy Suites Riverfront Promenade 100 Capitol Mall, Sacramento, CA 95814

<p>Leadership Training Join the ASCCA Board of Directors Orientation as David Butler shares his expertise in organizational management.</p>	<p>Strategic Planning In this special session, ASCCA leaders participate in a strategic planning process with expert facilitator Dori Eppstein.</p>	<p>Important Updates Join the Chapter Representatives & Government Affairs Committees for important updates on legislation and committee reports.</p>
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Register Now!

SCAN ME

For more information, contact us at 916-924-9054 x137 or bichiman@amgroup.us

Membership Recognition Corner

Chapter 16 Appreciates its Associate and Branch Members



General Auto and Truck Parts
Steve Jones, Hector Gonzalez
4425 International Blvd
Oakland, CA 94601
510-533-3333
<http://www.generalauto.com/>

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- Automotive Paint supplies and custom mixing
- Proud member of CAWA (California/Nevada/Arizona Automotive Wholesalers Association)
- Proud Member of ASCCA (Automotive Service Councils of California)

Mechanic Grid
Kamil Targosz
3524 Breakwater Ave, #111
Hayward, CA 94545
510-209-8049



Online Marketing for Independent Auto Repair Shops



NAPA Auto Parts, KKR Automotive
Dale Smith
37300 Cedar Blvd, Suite E
Newark, CA 94560
510-796-3601
<https://www.napaonline.com/en/ca/newark/store/26235>

In 1925, a group of independent auto parts sellers met in Detroit to form the National Automotive Parts Association. Their mission was simple: improve the distribution of auto parts to serve the people and businesses who increasingly relied on cars and trucks for their transportation needs.

NAPA-branded stores and AutoCare Centers serve auto service professionals, do-it-yourselfers and everyday drivers with quality parts and supplies to keep cars, trucks, and equipment performing safely and efficiently.

In the U.S., more than 500,000 part numbers are distributed across 57 distribution centers, 6,000 NAPA AUTO PARTS stores, and more than 16,000 NAPA AutoCare and AutoCare Collision Centers nationwide.



SC Fuels
Mark Williams, Brian DeDeaux
1800 W Katella Avenue, #200
Orange, CA 92867
408-625-6059
<https://www.scfuels.com/>

Originally founded in 1930, SC Fuels is one of the oldest and largest, family-owned petroleum distributors in the United States. We serve more than 11,000 customers annually, ranging from small family-owned businesses to Fortune 500 companies.

We deliver gasoline, diesel fuel, alternative fuels and other petroleum products and related services throughout the western United States at the most competitive prices. Our leadership also extends to fleet card services with a fueling network of over 230,000 cardlock sites, truck stops and retail stations nationwide.

BAR Advisory Group Meeting Summary

Courtesy ASCCA Attorney, Jack Molodanof



Below is a summary of my notes from the **BAR Advisory Committee** and Workshop held in Sacramento on October 17, 2019. Dave Kusa also attended.

- 1) **DCA News.** The Governor has appointed Kimberly Kirchmeyer as the new DCA Director. Kirchmeyer was previously the Executive Director for the California Medical Board.
- 2) **Legislation & Regulations.** Legislation: Bills that passed and take effect next year. AB 142 (Lead Acid Batteries); AB 596 (Service Bulletins & Consumer Authorizations); AB 949 (Unsafe Used Tires); AB 1538 (Auto Collision Coverage); SB 210 (Heavy-Duty Smog Check Program). Two years bills pending: AB 161 (Electronic Receipts); AB 210 (Smog Exemption); AB 390 (Violations for muffler noise); AB 755 (Tire Tax); AB 1359 (Towing); SB 59 (Automated Vehicle Technology); SB 460 (Biennial Registration). Regulations: Rehabilitation Criteria for licensure; STAR Program clean up; Laws/Regulations training; Smog Check Repair Assistance; Licensing applications; Smog Check Training Providers; Brake Lamp Stations and Adjusters Updates. For more information contact Lucy Sarkisyan or Holly O'Conner at Lusine.Sarkisyan@dca.ca.gov or Holly.Oconner@dca.ca.gov.
- 3) **California Vehicle Inspection (Cal-VIS) System Project.** The new state contract for ongoing smog check maintenance and operation was awarded to Encore Consulting LLC. The transition to Encore to take place on November 1. Smog Stations will need to enroll with Encore in order to continue in the smog check program. For more information contact: Clayton.leek@dca.ca.gov
- 4) **Operating and Enhancing the Cal-VIS.** The Cal-Vista system is a complex tiered system involving network connectivity, internal BAR applications and interfaces with multiple business partners. Much time and resources is spent simply maintaining and making sure the smog check system is operational. There are approximately 162 open change requests. Any change to the system needs to be vetted carefully to make sure it is worth the time and money. The BAR is looking at making some future changes but needs to prioritize. Some changes being considered include: enhanced DAD security, improvements and bug fixes, adding safety recall Data to VIR, display vehicle specific emission warranty messages, updating BAR-OIS supporting new DAD equipment, biometric scan in lieu of BAR-OIS password. For more information contact: Clayton.leek@dca.ca.gov
- 5) **Advanced Driver Assistance Systems (ADAS).** Jake Redenroth from asTech provided an excellent presentation on ADAS. The presentation surrounded the ever changing calibration evolution and high margin of error. Examples of dealers not understanding the the calibration requirements, misusing targets to calibrate vehicles, problems with mil thickness of paint on bumper covers and issues surrounding modifying vehicles and installing aftermarket parts (i.e. windshields, lift-kits, etc) were discussed. It's clear that the future is here and upon us and that auto repairers and other stakeholders need to be aware and work together to make sure vehicles are properly and safely calibrated.
- 6) **Permanent Diagnostic Trouble Codes (PDTCT) update.** PDTCT requirements were implemented on July 1, 2019. The standard is that vehicles must have 15 warm-ups cycles and 200 miles to allow codes to reset. The data shows that on 2010 and newer model year inspections, approximately 100 PDTCT failures per day which is an increase failure rate by one third on these vehicles. For more information contact: Greg Coburn at Greg.coburn@dca.ca.gov
- 7) **On Board Diagnostic (OBD) Systems Tampering Prevention.** BAR is proposing requiring that Calibration Verification Number (CVN) (number set by OEM to verify integrity of vehicle software) and Calibration Identification (Cal-ID) (ID for the software installed on the Electronic Control Unit) be retrieved during smog check inspections. Smog check inspections will not be completed without retrieving this information. If information doesn't match OEM or system has been tampered it will be directed to Referee. The target date for implementation is July 2020. For more information contact: Greg Coburn at Greg.coburn@dca.ca.gov

Continued on next page



BAR Advisory Group Meeting Summary - continued

- 8) **Enforcement Statistics Update.** Consumer Complaints to BAR are as follows: Engine Repair/Performance 35%; General Repair Maintenance 18%; Auto Body 15%; Transmission 8%; Smog 6%; Used Car Transactions 4%; Vehicle Warranty 3%; Unlicensed Activity 4%. For more information contact: Bill Thomas at Bill.Thomas@dca.ca.gov.

All presentations will be posted on website.

Next BAR Advisory Committee meeting Thursday January 23, 2020. Future BAR meeting dates April 23, July 16 and October 22.

Auto Body Workshop

BAR is proposing regulations to update collision repair equipment requirements and standards for repairs to supplemental restraint systems. BAR held a workshop on April 18, 2019. Based on that workshop BAR made significant changes to the proposed regulations. See link below for revised proposed text. BAR removed references to OEM and Non-OEM definitions (which were controversial) and provided additional clarity on the equipment requirements. Suggestions at the meeting included making sure that equipment requirements applied to the types of repairs being performed as well as types of vehicles being repaired and that trade standards apply to automotive painting. Overall it appears the revised proposal addressed many concerns that were previously raised. For more information contact: Mark Guess at Mark.Guess@dca.ca.gov
https://www.bar.ca.gov/pdf/Collision_Repair_Proposals_Workshop_Draft_Text_10.17.19.pdf

Jack Molodanof

2020 Scholarship Application Now Open for the ASC Educational Foundation!

Applications are currently being accepted for the Automotive Service Councils Educational Foundation (ASCEF) 2020 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.

Overall Qualifications: You must be planning to seek employment in the California after-market/independent repair industry and 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, 2020.

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.

Questions? Contact Kate Peyser at 916-290-5828 or kpeyser@amgroup.us.





Random Thoughts for the Holidays

December 2019 ~ by Jerry Kubitsky



Rob Morrell from Worldpac sent some wonderful thoughts which I thought I would share with everyone.

- I'm thankful for music and the motorcycle rides that focus and relax my mind.
- I'm thankful for my morning bike rides with Rais (my dog) and how Rais teaches me everyday what teamwork and cooperation are all about.
- I'm thankful for the beach.
- I'm thankful for overcast days, sunny days, stormy days and snowy days, love it all.
- I'm thankful for the folks I get to work with and the vision and journey we share together.
- I'm thankful I can still work out every day, if I do...
- As I get older, I am increasingly thankful for the time I had growing up on a small island.
- I'm thankful for living in a free country.
- I'm thankful for the people that work everyday to ensure our freedom.
- I'm thankful for what the future holds and the challenges that lie ahead.



There are many things to be thankful for. Take some time to write them down and maybe share with others.

May our Lord bless your family in this wonderful season of joy and love.

Jerry,

ASCCA Chapter 24

(619) 335-4324 7633 El Cajon Blvd #100, La Mesa, CA 91942



From: John Eppstein <john@johnsautomotivecare.com>
To: Gloria Peterson <GPeterson@amgroup.us>
Sent: Tue, Nov 26, 2019
Subject: Local Cintas Agreement Info



Please share this with your Chapter members and let me know if you need any further assistance. The pricing should not have increased all that much. The pricing has a ceiling that it can't go past but if the shop requests a lower price they should be able to accommodate that within reason. See further suggestions below.

John Eppstein | John's Automotive Care | 619-280-9315 | 6267 Riverdale Street SD 92120

From: Essad, Jessica <EssadJ@cintas.com>
Sent: Tuesday, November 26, 2019
To: John Eppstein <john@johnsautomotivecare.com>
Subject: Local Cintas Agreement Info

Hello John,

If you have individual sites needing help with their Cintas agreements, have them reach out to me.

For new accounts, depending on the product type, we can go down to 3 year agreements. Please make sure to note that our service guarantee protects your sites from getting "stuck" in an agreement should they be unhappy with their service. Additionally, they can opt out of the evergreen clause.

Jessica Essad

Enterprise Global Accounts Manager | Cintas Corporation | c. 775-813-8954 | e. essadj@cintas.com



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



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2019 RAFFLE Sponsored by: AESwave

The winner will receive the following item donated by AESwave:

Autel MaxiIM IM608 (MSRP \$3,950.00)

Ticket Sales End December 20, 2019

*Announcement of the winner will take place at January Team Weekend in Sacramento on
Saturday, January 25, 2020.*

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The Autel MaxiIM IM608 is an advanced and smart key programming tool that combines the most powerful IMMO and programming functions with OE-level diagnostics and advanced service functions in one Android-based 10.1-inch touchscreen tablet and includes the XP400 key programmer.

MaxiIM IM608



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New California Laws for 2020

Courtesy ASCCA Attorney, Jack Molodanof



Every year, hundreds of new laws are enacted that impact California automotive repair dealers. Below is a brief summary of key measures that take effect January 1, 2020, unless otherwise noted.

- **Minimum Wage Increase.** Reminder that effective January 1, 2020, the minimum wage for employers with 26 or more employees will increase to \$13.00 per hour. The minimum wage for employers with 25 or fewer employees will increase to \$12.00. (SB 3 of 2017) Local minimum wage may be higher.
- **Unsafe Used Tires.** Prohibits an automotive repair dealer from installing a used unsafe tire as specified. (AB 949)
- **Lead Acid Battery Fees Increase.** Beginning, April 2022, the current \$1.00 California battery fee imposed on a person who purchases a replacement lead-acid battery from a retail dealer (including auto repair dealer) will increase to \$2.00. (AB 142)
- **Automobile Collision Policy.** This law restates that an insured has the right to select the auto body shop of choice to repair a damaged vehicle, or decide not to have the vehicle repaired; however, an insurer may require that a damaged vehicle be repaired as a condition for payment if the damage is sufficiently serious that safety features of the vehicle's operating systems are compromised. (AB 1538)
- **Vehicle Exhaust System "Fix it" Ticket.** Updates the noise standards for vehicle exhaust systems, and modifies existing law to allow an individual who is arrested or cited for a violation of noise standards to fix the noise violation and provide proof of correction instead of facing other enforcement actions, unless the violation consists of modifying the exhaust system of a motorcycle. (SB 112)
- **Permanent Diagnostic Trouble Codes.** On July 1, 2019, the BAR incorporated Permanent Diagnostic Trouble Codes (PDTCs) as part of the Smog Check failure criteria for model-year 2010 and newer vehicles. 16 CCR 3340.42.2(c)(5)
- **Smog Check Stations Enrollment with OnCore.** The BAR's contract with SGS Testcom supporting the maintenance and operations of the California Vehicle Inspection System expired on October 31, 2019. The contract was awarded to OnCore Consulting LLC. The new contract reduces the Smog Check communication fee assessed to smog stations from \$1.08 per inspection to \$0.7036 per inspection. Stations must have enrolled with Oncore by November 1, 2019 to continue in the smog check program.
- **Service Bulletins and Electronic Authorizations.** This law permits a new motor vehicle dealer to receive electronic authorization from consumers for any repair of a manufacturer recall consistent with regulations adopted by the BAR. (AB 596)
- **Heavy Duty Vehicle Smog Inspection.** Requires the state Air Resources Board, in consultation with the BAR and other specified entities, to implement a pilot program that develops and demonstrates technologies that show potential for readily bringing heavy-duty vehicles (GVW of more than 14,000 pounds) into an inspection and maintenance program. (SB 210)
- **California Consumer Privacy Act (CCPA).** 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 375-2018).

Continued on next page



New California Laws for 2020 - continued

- Several new laws passed to clarify and to ease CCPA compliance including a narrow opt-out and deletion rights in order to facilitate prompt and effective recalls and warranty work. (AB 1146, AB 25, AB 874, AB 1355 and AB 1564).
- **New Motor Vehicle Board.** This new law, among other things, requires car manufacturers to reimburse franchised new car dealers for warranty repairs based on a specified formula instead of using the existing practice of determining a reasonable rate and recasts other exiting provisions of the relationship between manufacturers and dealerships. (AB 179)
- **Sexual Harassment Prevention Training Deadline Extended.** Extends the original compliance deadline associated with SB 1343 (passed in 2018), which requires all employers with five or more employees to provide two hours of sexual harassment training from January 1, 2020 to January 1, 2021. (SB 778)
- **Independent Contractor or Employee?** This new law provides factors of the “ABC” test, as specified, to determine the status of workers as employee or independent contractor. The law also provides an exemption between business-to-business provided that vendor meets the specified independent contractor criteria. (AB 5)
- **Extension of FEHA Statute of Limitations.** This new law extends the deadline to file an allegation of unlawful workplace harassment, discrimination, or civil rights-related retaliation under the Fair Employment and Housing Act from one year to three years. (AB 9)
- **Prohibition of Arbitration Agreements.** This new law, among other things, prohibits employers from requiring employees or applicants to waive any right, forum, or procedure for a violation of the Fair Employment and Housing Act or the Labor Code as a condition of employment. (AB 51). Also SB 707, requires the employer (for an employment-related arbitration agreement) to pay for certain fees and costs before an arbitration may proceed.
- **Failure to Pay Wages - Penalties.** In addition to existing penalties that an employee may recover for an employer’s failure to timely pay an employee’s wages, this new law authorizes the affected employee to bring action to recover statutory penalties against the employer to recover unpaid wages. It also authorizes an employee to either recover statutory penalties under these provisions or to enforce civil penalties under Labor Code section 2699(a), the Private Attorneys General Act of 2004 (“PAGA”), but not both, for the same violation. (AB 673)
- **Expansion of Lactation Accommodation Requirements.** Expands existing law relating to lactation accommodation to add a number of new requirements for the lactation space itself, including access to running water and a refrigerator for storing milk, as well as employer policy requirements and document retention obligations. (SB 142)
- **Hairstyle Discrimination.** This new law expands the Fair Employment and Housing Act’s definition of race to include traits historically associated with race, such as hair texture and protective hairstyles. It defines “protective hairstyles” as “braids, locks, and twists.” It also prohibits workplace dress code and grooming policies that prohibit natural hair, including afros, braids, twists and locks. (SB 188)
- **Paid Family Leave.** Amends exiting law and increases the maximum wage replacement benefits under the California Paid Family Leave program from six to eight weeks, beginning July 1, 2020. (SB 83)

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



For more information:
Cheryl Harrison (703-669-6623)
E-mail: charrison@ase.com

FOR IMMEDIATE RELEASE

53 Technicians Honored at ASE Annual Meeting

Leesburg, VA, November 19, 2019 – Fifty-three automotive professionals were recognized on November 13, 2019, at the Fall Board of Governors meeting of the National Institute for Automotive Service Excellence (ASE) held at the Arizona Grand Resort and Spa in Phoenix, Arizona. The annual awards banquet spotlights top scorers on the ASE Certification Tests.

Forty-one companies from both OEM and Aftermarket segments sponsored individual technician recognition awards in the Auto, Truck, Collision, Bus, Parts and Service categories, along with awards for instructors. Award sponsors look for top scores on ASE tests, on-the-job excellence, and community service when selecting honorees.

"ASE has recognized the best of the best in our industry for more than 40 years, and this year we honored 53 outstanding individuals from across the nation," said Tim Zilke, ASE President & CEO. "We couldn't do this without the support of our award sponsors, who include some of the best-known names in the industry. Their commitment to excellence is reflected in the talented individuals receiving these awards. The enthusiasm and professionalism displayed by our award winners is a testament to the high-quality of ASE Certified technicians and specialists. We are proud to have them as part of the ASE family."

The National Institute for Automotive Service Excellence was established in 1972 as a non-profit organization to help improve the quality of automotive service and repair through the voluntary testing and certification of automotive technicians and parts specialists. Today, there are approximately a quarter of a million ASE certified professionals at work in dealerships, independent shops, collision repair shops, auto parts stores, fleets, schools and colleges throughout the country. For more information about ASE, visit www.ase.com.

What's Now, What's New & What's Next
The Business of Automotive Service & Collision Repair



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 vice president of
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	ASCCA members get access to Auto Care Association's publications, the Aftermarket Insider and the ACA Capital 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, (301) 654.6664 kathleen.schmatz@autocare.org
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	Provides maintenance services, equipment training & consumer education materials. Increase shop hours, parts and labor revenue, shop efficiency, and retention all while improving your customer's driving experience and vehicle performance.	Eric Wain (949) 337.7484 Eric Elbert (805) 490.6000 Eric.E@petrospecsBG.com www.petrospecsinc.com
	Savings of 10-55% over other online travel agencies from thousands of hotels worldwide. Visit hotelstorm.com/ascca and use password Auto 1234 to get your discount.	concierge@hotelstorm.com www.hotelstorm/ascca
	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
	The leader in automotive thermostats, fuel, oil and coolant caps sold to the North American automotive aftermarket. Their line of thermostats is one of the most advanced in the automotive industry, using state-of-the-art manufacturing equipment, with strict quality control and functional testing, ensuring high quality and long-lasting products.	Sean Ruitenber, (618) 599.5196 sean.ruitenber@moto-radusa.com
	Motul is 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.	Nick Bagley, (909) 538.2041 n.bagley@us.motul.com
	NAPA Auto Care is the largest aftermarket repair network in the country with over 16,000 independently owned and nationally recognized automotive, collision, and truck service centers. NAPA's mission is to help all member businesses increase their car count and sell more services.	John Hartman, (619) 360.4910 NAPA SoCal District Sales Manager john_hartman@genpt.com
	Streamlined business supply ordering process. Free delivery over \$50. Custom pricing and discounts for ASCCA members.	Michael Nitz, (855) 337.6811 Michael.Nitz@officedepot.com https://business.officedepot.com/
	Get access to industry-leading service center programs allowing shops to offer a nationwide warranty on most of the repairs they perform every day, 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

 Print & Direct Mail Made Easy	Mail Shark approaches direct mail strategically by providing penetration reports and demographic analysis to make sure you're reaching the right people. They'll make it easier for you to grow your car count, manage your budget.	Josh Davis, 484-648-8626 josh@themailshark.com www.themailshark.com/ascca
	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/
EDUCATION PROVIDERS		
	The ACT Group is a partnership of long time automotive industry experts. Former Technicians, Service Writers, Managers, General Managers and owners of automotive facilities offer their expertise in a strong variety of industry training classes. Discounts are available to ASCCA members, including \$200.00 off our Service Advisor Classes.	Ray Kunz, 916-588-0775
	ATI has helped thousands of automotive repair shop owners increase their profits, reduce stress, and grow their businesses for over 30 years. <ul style="list-style-type: none"> • They are the industry leader in automotive business coaching providing expert management and consulting services. Get weekly business coaching from an industry expert and classes in marketing, hiring, finance, leadership and sales. 	Jim Silverman, (301) 575-9140, jsilverman@autotraining.net, www.autotraining.net
	Since 1984 ESI has provided independent repair shops with up-to-date full-facility training for management and personnel. <ul style="list-style-type: none"> • ASCCA Members have exclusive access to discounted training courses. • Save \$800 on every Service Writer course and \$55 on every seminar. (Space limited.) • FREE 30 minutes of business consulting advice per month. 	Maylan Newton (866) 526.3039, maylan@esiseminars.com.
	25% discount on all ASE exam study guides.	James Hwang (310) 857.7633
INDUSTRY NETWORKING WITH TOP AUTOMOTIVE TECHNICIANS		
	iATN is the world's first and largest online network of automotive service industry professionals. -Get discounted access to up to 5 premium access accounts, free job ad postings, a private forum for your shop, and unlimited access to the iATN Knowledge Base that allows you to search iATN's databases of in-use industry knowledge compiled over the last 20 years.	Greg Montero (651) 628.5706 greg.montero@iatn.com www.iatn.net
INSURANCE & LEGAL SERVICES		
	Includes an enrollment discount of \$100	Customer Service (866) 923.7767, www.armstrongprofessional.com
	Competitive dental & vision plans exclusively available to ASCCA members.	Mat Nabity, (916) 286.0918 mnabity@coremarkins.com
	FREE LEGAL Service - Thirty (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.
INTERNET MARKETING, WEB DESIGN & SEARCH ENGINE OPTIMIZATION		
	The Kukui All in One Success Platform provides solutions for custom online marketing tools, website design, customer relation management, search engine marketing, email marketing and customer retention, and revenue tracking tools. Kukui will help you track stats about new clients, your customer retention rate, and will help you track areas of improvement through appointment forms, phone call tracking, and feedback from customer reviews. ASCCA members receive special pricing on custom website design.	Todd Westerlund (925) 980.8012 Todd@kukui.com or Patrick Egan (805) 259.3679 Patrick@kukui.com www.kukui.com

 <p>BROADLY BROADLY.COM</p>	<p>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).</p>	<p>(800) 693.1089 marketing@broadly.com www.broadly.com</p>
	<p>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. RepairPal shops gets 8-10 new customer contacts per month, with an average repair order over \$500. (Estimated new business \$48,000/year)</p>	<p>Evan DeMik, (415) 595-3346 evan@repairpal.com www.repairpal.com</p>
<p>MERCHANT SERVICES</p>		
	<p>Receive up to a \$350 rebate on your ASCCA State dues when you use DFG to process your credit cards. Call for a free no obligation consultation.</p>	<p>Shannon Devery (877) 326-2799 www.digitalfg.com/</p>
<p>SOFTWARE PROVIDERS</p>		
	<p>A comprehensive cloud-based tool that offers simple solutions to workflow management, communication, digital vehicle inspections, and quality control.</p> <ul style="list-style-type: none"> Developed by a shop owner designed specifically for the challenges shop owners face, AutoText.me's software is easy to implement and will save you time while you solve common shop problems. Available as a benefit to all ASCCA shop owners.. 	<p>Chris Cloutier (469) 546.5725, chris@autoflow.com, www.autoflow.com</p>
	<p>Members receive a promotional price for online diagnostic tool and telephone diagnostic services. New Identifix members received \$40 off each of the first 3 months and \$10 off every month after for annual savings of \$210</p>	<p>Customer Service (800) 997.1674</p>
	<p>The New Standard in Shop Management. 100% cloud-based on any device. Take your shop fully digital and 100% paperless. Ask for a special ASCCA member rate.</p>	<p>Matt Ellinwood, (415) 890.0906 x106 matt@shop-ware.com.</p>
<p>UNIFORM SERVICES</p>		
	<p>Nationally recognized supplier of customer and employee apparel & janitorial services with special ASCCA pricing.</p>	<p>Jessica Essad 775-813-8954 EssadJ@cintas.com</p>

ADDITIONAL BENEFITS OF ASCCA MEMBERSHIP

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

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, email broadcasts, 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.



Scan here to learn more about your benefits or visit <http://ascca.com/resources/memberbenefits>

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.

Educational Foundation – ASCCA members can also participate in the association's educational foundation that raises funds for scholarships issues to students entering into the automotive aftermarket.



Updated 1/30/19

[Click here to see clearer pages on ASCCA's website](#)

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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.



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 (MZB, BMW, Porsche) <https://www.ssfautoparts.com/>



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