

# MT. DIABLO - CHAPTER 20



ASCCA CHAPTER 20, Volume 17, Issue 4- OCTOBER 2021

OCTOBER 12, 2021



## ADAS SHOP NIGHT !

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Andrei Obolenskiy

First I want to say I am excited to be a member of ASCCA, and working toward the common goals we all have as shop owners. I was able to see first hand the benefits of ASCCA when I was working at Walnut Creek Transmission 10 years ago. I worked here full time while attending graduate business school at St. Mary's in Moraga. It has also been good to connect with several of the members that I have known off and on for the past 20 years.

I have been in and around the automotive industry since 1997 finishing tech school in Colorado. I worked as a tech while going to college full time, and transitioned to being a service advisor in the indy shop side before moving on to a BMW dealer. After finishing Grad School I had the opportunity to work for Dinan Engineering as a Service Manager before the company was sold, and hands down that was one of most enjoyable "jobs" I ever had. When I left I went into dealer consulting, and was travelling around the country working with various manufactures, and dealer groups to increase metrics, and customer service. Later I went into the marketing side of the business as a Digital Marketing Manager for FCA before coming back to Walnut Creek Transmission and taking it over 2 years ago when Jim Heffern retired.



Currently we have several businesses under one roof to service the community and the industry. It was a hard transition but we are moving forward. We have rebranded under Main Street Automotive. We kept alive Walnut Creek Transmission as a brand, and we brought back WCT Wholesale to provide remanufactured transmissions and support to our partner shops.

It is good to be back in the independent shop community, and I look forward to getting to know the Chapter 20 members!

Cheers,  
Andrei Obolenskiy MBA,





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## ASCCA Advantage

ASCCA is the vehicle to help you improve your repair shop operations today, saving you time AND money - while positioning your shop and the industry for long-term growth and success tomorrow.

### ASC-CA Chapter 20 MISSION STATEMENT

*"To promote professionalism throughout our industry by upholding our state code of ethics and sharing our successes and failures with our members and future members". "To elevate and unite automotive professionals and give them a voice".*



## ASCCA 2021 November Team Weekend November 20-21 in Sacramento

**Holiday Inn Sacramento, Downtown Arena  
300 J Street, Sacramento, CA 95814**



### Hotel Info:

Our room rate is \$139/night! Click here: [ASCCA Team Weekend](#) to get the discounted rate for Friday, November 19 and Saturday, November 20.

The cut-off date for making reservations with the hotel is Wednesday, October 20, 2021.

[Click Here](#) for MORE Info on the Hotel!

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**More information in the October 6th Dateline issue**

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**October 12th at 11 AM PST**

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**October 12 at 11 AM PST**

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**GoTo Webinar Registration URL:**

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**GoTo Webinar ID: 463-888-683**

**November 9 at 11 AM PST**

**Maylan presents a complimentary Webinar on:**

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**<https://attendee.gotowebinar.com/register/2151951375821528845>**

**GoTo Webinar ID: 485-170-811**





***ASCCA Calendar at a Glance***

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**Try the A-Z links on Page 6 if the class links here do not open for you ...**



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Tuesday, August 17, 2021	7:00 PM	EST	Ford "Smart Charge" Charging Systems - Spanish	<a href="https://zoom.us/join/zoom/register/WN_D0pBxJpRSY25Fa4QfU7P2A">https://zoom.us/join/zoom/register/WN_D0pBxJpRSY25Fa4QfU7P2A</a>
Tuesday, August 24, 2021	7:00 PM	PST	GM Regulated Voltage Control Charging Systems	<a href="https://zoom.us/join/zoom/register/WN_qxH73ApdSH6znCUcCPgXIQ">https://zoom.us/join/zoom/register/WN_qxH73ApdSH6znCUcCPgXIQ</a>
Thursday, August 26, 2021	7:00 PM	EST	TPMS	<a href="https://zoom.us/join/zoom/register/WN_FWQHyNthTU-50caLY/HVUA">https://zoom.us/join/zoom/register/WN_FWQHyNthTU-50caLY/HVUA</a>
Tuesday, September 7, 2021	6:00 PM	EST	Engine Management	<a href="https://autozone.zoom.us/join/zoom/register/WN_CK3CF1KgQ1SsNto9yR1QQ">https://autozone.zoom.us/join/zoom/register/WN_CK3CF1KgQ1SsNto9yR1QQ</a>
Thursday, September 9, 2021	6:00 PM	EST	TPMS: How to Turn off the TPMS Light	<a href="https://autozone.zoom.us/join/zoom/register/WN_1PaYhwStAKmR980aq-KA">https://autozone.zoom.us/join/zoom/register/WN_1PaYhwStAKmR980aq-KA</a>
Wednesday, September 15, 2021	6:00 PM	PST	TPMS: How to Turn off the TPMS Light	<a href="https://autozone.zoom.us/join/zoom/register/WN_E2C8HwXRRCmYtanUM7qGvW">https://autozone.zoom.us/join/zoom/register/WN_E2C8HwXRRCmYtanUM7qGvW</a>
Tuesday, September 21, 2021	7:00 PM	PST	Toyota Charging Systems	<a href="https://autozone.zoom.us/join/zoom/register/WN_oCuAlAgdSxSpd_-NEgmR7Q">https://autozone.zoom.us/join/zoom/register/WN_oCuAlAgdSxSpd_-NEgmR7Q</a>
Thursday, September 30, 2021	6:00 PM	EST	Brake Technology	<a href="https://autozone.zoom.us/join/zoom/register/WN_wE6hV7ASvWnG2GPPI-g">https://autozone.zoom.us/join/zoom/register/WN_wE6hV7ASvWnG2GPPI-g</a>
Monday, October 4, 2021	6:00 PM	EST	ECM/PCM Reflash, Reprogramming and J2534 - Part 1	<a href="https://autozone.zoom.us/join/zoom/register/WN_MOy6T4rETNq9Bd-2CrENA">https://autozone.zoom.us/join/zoom/register/WN_MOy6T4rETNq9Bd-2CrENA</a>
Tuesday, October 5, 2021	12:00 PM	EST	TPMS Lunch & Learn	<a href="https://autozone.zoom.us/join/zoom/register/WN_v0X0thgQZvYzJ-SgrTyJTA">https://autozone.zoom.us/join/zoom/register/WN_v0X0thgQZvYzJ-SgrTyJTA</a>
Tuesday, October 5, 2021	6:00 PM	EST	Advanced Fuel Systems Including GDI - Part 1	<a href="https://autozone.zoom.us/join/zoom/register/WN_pm8gY/C30Q4SMn19NPskSA">https://autozone.zoom.us/join/zoom/register/WN_pm8gY/C30Q4SMn19NPskSA</a>
Wednesday, October 6, 2021	6:00 PM	EST	ECM/PCM Reflash, Reprogramming and J2534 - Part 2	<a href="https://autozone.zoom.us/join/zoom/register/WN_459jRn8Scd8RfUUSD0Q">https://autozone.zoom.us/join/zoom/register/WN_459jRn8Scd8RfUUSD0Q</a>
Thursday, October 7, 2021	1:00 PM	EST	Brake Technology - Part 1	<a href="https://autozone.zoom.us/join/zoom/register/WN_R3pUGUkNRSIQz2jQj1RvG">https://autozone.zoom.us/join/zoom/register/WN_R3pUGUkNRSIQz2jQj1RvG</a>
Thursday, October 7, 2021	6:00 PM	EST	Advanced Fuel Systems Including GDI - Part 2	<a href="https://autozone.zoom.us/join/zoom/register/WN_3xJcd.NuQzSh7CkK-GNlww">https://autozone.zoom.us/join/zoom/register/WN_3xJcd.NuQzSh7CkK-GNlww</a>
Monday, October 11, 2021	6:00 PM	EST	Advanced Fuel Systems Including GDI - Part 1 - Spanish	<a href="https://autozone.zoom.us/join/zoom/register/WN_wu6EHVWQ_erb8ujsWNg">https://autozone.zoom.us/join/zoom/register/WN_wu6EHVWQ_erb8ujsWNg</a>
Tuesday, October 12, 2021	6:00 PM	EST	Shop Management: Fundamental Keys to Increasing Service Sales - Part 1	<a href="https://autozone.zoom.us/join/zoom/register/WN_Cogkca0TR6UwCbqZlnysA">https://autozone.zoom.us/join/zoom/register/WN_Cogkca0TR6UwCbqZlnysA</a>
Wednesday, October 13, 2021	1:00 PM	EST	Modern Ignition Technology	<a href="https://autozone.zoom.us/join/zoom/register/WN_CXy4AsYRS-XdHNsmG92MA">https://autozone.zoom.us/join/zoom/register/WN_CXy4AsYRS-XdHNsmG92MA</a>
Wednesday, October 13, 2021	6:00 PM	EST	Advanced Fuel Systems Including GDI - Part 2 - Spanish	<a href="https://autozone.zoom.us/join/zoom/register/WN_4Lz8YHJTR-FGR0gZUGv2Q">https://autozone.zoom.us/join/zoom/register/WN_4Lz8YHJTR-FGR0gZUGv2Q</a>
Thursday, October 14, 2021	1:00 PM	EST	Brake Technology - Part 2	<a href="https://autozone.zoom.us/join/zoom/register/WN_yOwNtsuCTLYEKpsYfY5g">https://autozone.zoom.us/join/zoom/register/WN_yOwNtsuCTLYEKpsYfY5g</a>
Thursday, October 14, 2021	6:00 PM	EST	Shop Management: Fundamental Keys to Increasing Service Sales - Part 2	<a href="https://autozone.zoom.us/join/zoom/register/WN_-nKwN1GTg-D0CpJmJXA">https://autozone.zoom.us/join/zoom/register/WN_-nKwN1GTg-D0CpJmJXA</a>
Monday, October 18, 2021	1:00 PM	EST	Brake Technology - Part 1	<a href="https://autozone.zoom.us/join/zoom/register/WN_uC0t0B0Q4agNqAde8_A">https://autozone.zoom.us/join/zoom/register/WN_uC0t0B0Q4agNqAde8_A</a>
Monday, October 18, 2021	6:00 PM	EST	Service Advisor's Guide to Selling Preventative Maintenance - Part 1	<a href="https://autozone.zoom.us/join/zoom/register/WN_JSp6V1JASRW3DjaAIMnOA">https://autozone.zoom.us/join/zoom/register/WN_JSp6V1JASRW3DjaAIMnOA</a>
Tuesday, October 19, 2021	6:00 PM	EST	Diagnosing and Repairing Misfire Monitor Failures - Part 1	<a href="https://autozone.zoom.us/join/zoom/register/WN_mIZFNO-LR0e7pTtrShelRQ">https://autozone.zoom.us/join/zoom/register/WN_mIZFNO-LR0e7pTtrShelRQ</a>

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## Trade Association Membership is like a Box of Chocolates

By Paul Grech on September 22, 2021

**aftermarket  
MATTERS**

Why belong to a trade association you may say? I have been a member of Automotive Service Councils of California (ASCCA) for 43 years for the following reasons.

When I joined, I had been in business for five years and I was very successful at the time after in my initial \$2,500 investment in buying my business: after three years, I was able to purchase a second new home in a very plush area for almost all cash. And I had developed an excellent customer base because of word of mouth.

When a person came in and talked to me about joining a trade association, my immediate response was, "What do I need them for?"

In making all the important decisions I've made in my life, I have always followed my gut feeling, so the vibe I felt after he came in told me I wanted to continue on this successful path and, maybe, I should listen to what he had to say. At the time, my father had just bought a new 1978 Cadillac Seville, and when I looked under the hood I got a glimpse of the coming changes in automobiles: this car had electronic ignition and electronic fuel injection with all these new sensors and a computer. So I listened to this guy. And what he said made sense — so I joined.

After my very first AASCCA convention I went to, I made the most important decision of my life. I bought a building to house my business as a result of listening to seminar, which turned into a multi-million dollar pay off through the years for me, just in the increase of value of the building alone.

It also paid for my retirement. But before then, it allowed me to buy the new and pricey equipment I needed to work on advancing vehicle technology (I didn't have to worry about my lease running out before I could pay off the tool investments). For example, the new smog equipment for the Bar 97 smog program was going to cost \$50,000 big ones. I was able to order it a year ahead of time at a \$10,000 discount. When the new program started in 1997, I was one of three shops that was equipped in San Francisco.

The second biggest ASCCA member benefit was attending monthly meetings and schmoozing with my fellow members. I got see how the industry was doing and, most importantly, be made aware of what changes were coming down the line that I would have to deal with. I was able to make the right decisions about what to buy and where to get training. I was able to do this by networking with my fellow members who had already taken the initial steps to stay up with the coming changes.

I was also able to return the favor by reminding them to try to buy a building to house their shops while they were still affordable. Two weekends ago, I attended an ASCCA meeting in Fresno, and when I walked into the bar for a drink and sat with members from San Francisco we started to chew the rag about stuff, and one member casually mentioned that she planned to expand her business in one big giant leap.

She said she was looking for a 20,000-square-foot building (not a typo), and I told her I knew of a place one block from my building, which was exactly what she was looking for. I also knew the owner. It was a two-story building with 10,000 feet per floor that had been a former repair facility for a Rolls Royce dealer.

*Continued on next page*



## Trade Association Membership

Continued from previous page

**aftermarket  
MATTERS**

And the office area was to die for. So I said I would find out how much of the present tenant's lease was left on it and if he intended to stay there — I was informed it was presently vacant.

How is that for following your intuition? So, we will see what happens. But this is a perfect example of what can happen by attending a monthly or quarterly meeting. It's like Forrest Gump: "Life is like a box of chocolates, you never know what your going to get."

At our meetings we also share with one another what we do to attract new customers and how to keep them in our service loop and what form of advertising works best for our shops.

Another thing that changed in my life as a result of joining a trade association was that I started to write a monthly newsletter. Later on, I decided to write a book for entry-level technicians who I ran my business with during my first eight years. It contains a lot of tricks of the trade to make their entry into our trade much easier.

I realized from the very beginning that it doesn't cost much to belong to a trade association — it can cost more not to — and it pays big benefits. You never know what will come out of your box of chocolates.

*Editor's note: Paul E. Grech owned the former San Francisco shop, Allied Engine & Auto Repair, before retiring. In this column series, Grech shares his experiences as a shop owner. Paul Grech's book for entry-level technicians, "So, You Want to Be an Auto Technician," was first published in 1997, and is available today to prepare the next generation for working in today's shops. Grech can be reached at [p\\_grech@comcast.net](mailto:p_grech@comcast.net)*

**Original article can be viewed [here](#).**

October 8, 2021 **Re: NASTF - Tesla Toolbox opening up**



**Note from Mary Kemnitz:** We in the aftermarket have been bitching and bitching about Tesla not sharing info, see snippet below. I did have confidence that NASTF Chairman, Donny Seyfer would eventually fix the situation. Looks like he opened the door, see below:

*Written by Micah Strom, Modern Collision Rebuild & Service*

Following multiple discussions with Tesla since the fall of 2017, the National Automotive Service Task Force (NASTF) has announced that Tesla will soon be releasing a new version of the Tesla Toolbox for the aftermarket. Tesla's automaker page on the NASTF website will be updated with the latest information, including instructions for setting up the Tesla diagnostic tool, courtesy of NASTF member Seth Thorson. NASTF notes that there are some Windows skills required as well as a custom cable that may be unfamiliar to many repairers. NASTF recommends reading the entire document and involving an IT professional if needed.



## Chapter 20 appreciates its Associate Members, Branch Members and Corporate Representatives

<b>BG Fleming Distributing Co.</b>	<b>Christopher Smith</b>	916-223-0559	<a href="mailto:csmith@bgfleming.com">csmith@bgfleming.com</a>
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<b>Scott Phillips, CPA, Inc.</b>	<b>Scott Phillips</b>	925-274-0600	<a href="mailto:scott@cpaman.com">scott@cpaman.com</a>
<b>SC Fuels</b>	<b>Mark Williams</b>	408-625-6059	<a href="mailto:williamsm@scfuels.com">williamsm@scfuels.com</a>
	<b>Derik Riesberg</b>	916-316-3752	<a href="mailto:riesbergd@scfuels.com">riesbergd@scfuels.com</a>
<b>S.P. Automotive Supply</b>	<b>Steve Markus</b>	925-372-4930	<a href="mailto:smarkus@spauto.com">smarkus@spauto.com</a>
<b>Standard Motor Products</b>	<b>Randy Dorman</b>	310-210-7361	<a href="mailto:rdorman@smpsfa.com">rdorman@smpsfa.com</a>
<b>Superior Auto Parts</b>	<b>Chris Sanchez</b>	925-457-3920	<a href="mailto:chris@trimoninc.com">chris@trimoninc.com</a>

WHAT'S NEW FOR

# BLOWER MOTOR RESISTORS

### PROGRAM HIGHLIGHTS

**750+ SKUs**

Standard® offers full line coverage for domestic and import applications

High-quality replacements that match the fit, form, and function of the original

Engineered to prevent water damage

Connectors withstand excessive heat and prevent melting

---

### PERFORMANCE TESTING

To help restore proper HVAC functions, we manufacture high-quality replacements that match the fit, form, and function of the original. Standard® blower motor resistors undergo rigorous testing to ensure precise performance and reliability.

---

### NEW BLOWER MOTOR RESISTOR KITS WITH PROBLEM-SOLVING HIGH-TEMP HARNESS

Blue Streak® improved on the original, delivering a high-temp connector that withstands excessive heat to prevent damage. These direct-fit replacements are engineered to handle the extreme current that can melt the resistor or connector of an inferior replacement part.

**RU51HTK**  
Manufactured in our IATF 16949-certified facility

**Blue Streak®**

- Kanthal D resistor wire provides longer life for higher watt resistors
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- High-temp connector prevents melting under extreme temperatures
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- Made from high quality ceramics with copper electrical connectors for accurate resistance values

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[STANDARDBLOWERMOTORRESISTORS.COM](http://STANDARDBLOWERMOTORRESISTORS.COM)

**Randy Dorman**  
 Western Regional Sales Manager  
 Traditional Market: CA. HI. NV. OR. WA  
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## Can I charge my customers to pay their bill?

Shannon Devery, Digital Financial Group



By now, you've probably become aware of the rising popularity of Cash Discount programs as a way to offset your merchant service fees, however, there is still confusion around it. You may have heard of Cash Discount, Surcharge, and convenience fees. I am not here to tell you whether you should do any of these in your business but as your ASCCA credit card processor, I am here to keep you out of trouble and keep you educated on how to do it correctly. So here the breakdown of each.

**Cash Discount** is when the customer receives a discount off the listed price by paying with cash or check instead of a credit card. The credit card rate for the goods and service being provided is the "standard" price. In true cash discounting the advertised price is the credit card price and a discount is given when a client pays with cash, check, or debit card.

A cash discount should also not exceed the lesser of cost of acceptance of a credit card or 4% of the volume of a transaction. A true cash discount program also grants debit card payments the cash discounted pricing, however, most processors' cash discounting solutions do not offer that distinction. Cash discounting was deemed legal in all 50 states as of the Durbin Amendment\* circa. 2013. It is important that when looking at processors, they are offering you a compliant program with capable technology to display the required line items on the receipt.

A **surcharge** for credit card processing is the practice of adding a small fee to a purchase to cover the cost of card acceptance. In credit card surcharging the fee for paying with a credit card is added to the advertised or "standard" price. While surcharging is now legal in California, it has strict requirements on the amount of the Surcharge not to exceed 4% or what your fee is, whichever is less, and there are steps to take before implementing it. As a merchant, you must register with Visa/MasterCard in order to legally apply the surcharge. You must work with a processor who allows surcharging and uses a compliant terminal which shows the line item on the receipt, and you must have proper signage at the counter stating the fee. You cannot surcharge a debit card. It is treated as cash. A compliant terminal will take care of that for you.

**Convenience Fee-** A convenience fee is a form of surcharging in which the business charges a fee when their customers choose to pay in a non-standard payment channel or method. With the alternative payment method they add a convenience fee. Not everyone can charge a convenience fee. Here is an example of a convenience fee.

If you have ever ordered a movie ticket online, you may have had to pay a convenience fee. For a movie theater, the standard method of payment is buying a ticket in person at the ticket counter, therefore online is an alternative payment channel. Another example is paying a utility bill over the phone or online. Their "standard" method of payment being you mailing in a check payment. In either case, the fee applies to the payment channel, not the method of payment, so it does not matter if you pay with credit or debit. You also see this for government agencies, educational institutions, utility companies, etc.

Ok, so now we reviewed the differences among cash discount, surcharging and convenience fee and you may be asking if it applies to your shop. California and nine other states were the last ones to allow surcharging so the rest of the US has been doing it for years and it is commonplace and widely accepted. It is not as well received here yet, but I suspect it will be very soon especially since we got used to paying fees for everything with home delivery since Covid-19 hit. With cash discount, you have to give a discount when taking cash which can be challenging for the margins in an auto shop. For surcharging, you have to communicate to your customers that you are rewarding those that bring in cash or debit cards which will increase cash in your office. Whatever you decide, doing it compliantly and expressing it properly to your clients will be key and we are here to help you through it if you decide to do it. We have access to all the technology to do whatever the industry is calling for and we want to make sure you are informed. The takeaway is that you cannot do any of these on your own. You have to work with your processor to have the proper pricing and equipment. If you are charged a fee when you purchase something and there is no sign and it is not listed on your credit card receipt, it is in violation and that business is at risk. Don't be that shop. Call me anytime to discuss and credit card processing questions.

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## Automakers' problems are much worse than we thought

By [Chris Isidore](#), CNN Business, Tue September 28, 2021



*New York (CNN Business)* - For a year and a half, a lack of computer chips has been plaguing the auto industry, forcing plants to shut down, delaying auto shipments and sending car prices through the roof. But that's not the only problem automakers face.

Industry experts say automakers are having trouble getting all manner of parts and raw materials for a variety of reasons, including Covid-related plant shutdowns by suppliers, logistical problems involving shortages of ships, shipping containers and truck drivers, and difficulty that some suppliers are having filling jobs.

That's making the cost of the current supply chain crisis much larger than earlier estimates, leading to much higher costs for automakers and [car buyers](#) as well.

Chips "are just one of a multitude of extraordinary disruptions the industry is facing — including everything from resin and steel shortages to labor shortages," said Mark Wakefield, global co-leader of the automotive and industrial practice at industry consultant AlixPartners. "There's no room for error for automakers and suppliers right now."

[Temporary shutdowns](#) and slowed production rates are hitting auto plants around the globe, cutting into the supply of available cars. AlixPartners now forecasts that supply chain problems will cause automakers to build 7.7 million fewer vehicles globally than they would have if they could get all the parts and raw materials they need. That's up from the 3.9 million vehicle shortfall that had been forecast in May.

That tight supply of vehicles, coupled with strong consumer demand, is a major factor driving both [new and used car prices to record highs](#).

Plus, the lost sales from not building those vehicles will cost the automakers about \$210 billion this year, according to AlixPartner's latest estimates. That's nearly twice the firm's \$110 billion estimate from May.

Those lost sales will be only partly offset by higher prices, which will bring in an additional \$90 billion in revenue on the vehicles that are sold. But the automakers will also have to pay \$150 billion in increased parts and raw material costs, or roughly \$2,000 per vehicle.

All told the industry will take a net \$270 billion hit from the various shortages, according to AlixPartners' estimates, while car buyers will pay \$90 billion in higher prices.

### Supply chain reaction

The [computer chip shortage](#) first hit the auto industry last year. As the pandemic spread and [car sales fell suddenly](#), most automakers cut back on future chip orders, anticipating that demand for new cars would remain depressed for an extended period.

But when [car sales bounced back](#) much faster than expected, the automakers found they couldn't restore their chip orders because the tech industry had snatched up the supply to use in everything from laptops and tablets to phones and 5G networks.

Microchip supply had been widely expected to bottom out in the second quarter of this year, and then start to improve. But a surge in Covid-19 cases caused a new round of shortages, as chip plants were forced to temporarily shut down in some hard-hit countries, such as Malaysia.

In the meantime supplies of other key materials have also dried up.

"It's not just the chip shortage. Just about every industry ... is dealing with some kind of supply chain issue," said Cindy Jaudon, regional president for the Americas at IFS, a global enterprise software company. "Our ports are extremely full. Paint manufacturers are struggling with titanium dioxide. They layer on top of each other."

And there is little relief in sight.

"There really are no shock absorbers left in the industry right now when it comes to production or obtaining material," said Dan Hearsch, a managing director at AlixPartners. "Virtually any shortage or production interruption in any part of the world affects companies around the globe, and the impacts are now amplified due to all the other shortages. "

[Link to original article](#), and a similar [article in CNBC](#)

**From:** Bill Haas - [billh1317@gmail.com](mailto:billh1317@gmail.com)  
**Sent:** September 19, 2021 11:54 AM  
**Subject:** Job Expectations - Boomers vs Millennials



Hello, Here is a podcast Sara and I did with Carm. It was released last week. It is very relevant as so many of you are seeking new or additional members for your teams. I hope you enjoy it. *Bill*

**What You'll Learn:** Sara and Bill are a Father-Daughter Team - A Boomer's 'He Said' Perspective vs Millennial's 'She Said' Perspective - How to Understand Both Perspectives and Work Together

**Link to podcast #676 - Remarkable Results**



**Rotarians are turning your vehicle donations into Food Bank Dollars!**  
 Donate your vehicle to provide food to Food Banks throughout  
 Northern California.

**Rotary splits proceeds with ASCEF**

### Vehicle Donations

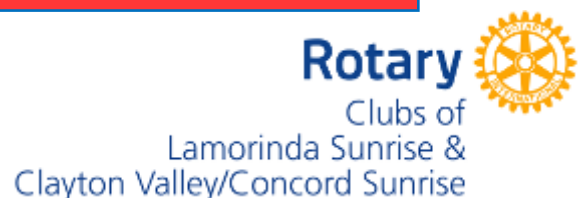
We accept vehicle donations of ALL types, anywhere in the USA, running or not, and we will pick up your vehicle At No Charge.

Let us get it out of the driveway or off the street!

**Call Mary or Dave Kemnitz if You have a Vehicle to Donate**

For more information call us or visit our [website](#).

Learn more about our valued partners [Lamorinda Sunrise Rotary](#) and [Clayton Sunrise Rotary Clubs](#).



**State of California**  
**DEPARTMENT OF MOTOR VEHICLES**  
**STATISTICS FOR PUBLICATION**  
**JANUARY THROUGH DECEMBER 2020**

**EMPLOYEE AND OFFICE STATISTICS**

Number of Field Offices	171	- Additional 17 Auxiliary Offices that include: 4 CDL sites , 10 Industry Business Centers (7 located w/in other DMV Offices), and 3 Travel Runs.
Number of Driver Safety Offices	17	- 11 are located within other DMV locations and 6 are independent. Additional 24 Resident Hearing Offices.
Number of Contact Centers	3	- 3 independent facilities.
Number of Investigations Offices	11	- An additional 34 are within other DMV locations.
Number of Occupational Licensing Offices	2	- An additional 14 are within other DMV locations.
Number of Other Locations	6,086	- 181 Auto Clubs and 5,905 Business Partner sites.
Approximate Number of Employees	10,062	- Includes full-time, permanent-intermittent, and part-time employees. Approximately 6,958 (69%) are in Field and other locations, and approximately 3,104 (31%) are at Headquarters.

**DRIVER LICENSE AND IDENTIFICATION CARD STATISTICS**

<b>A. Total Driver Licenses Currently Issued:</b>	<b>26,869,525</b>	(Includes 3,572,226 people that also have an ID Card)
<b>Identification Cards (ID)</b>		
B. ID-Only (Age 16 and over)	2,857,412	
C. Both ID Card and Driver License	3,572,226	
D. Under Age 16 ID Cards	210,386	
E. <b>Total Identification Cards</b>	<b>6,640,024</b>	(Includes 1,562,971 Senior Citizen ID Cards)
<b>Total People with a Driver License and/or ID Card:</b>	<b>29,937,323</b>	<b>(A + B + D)</b>
<b>Total Driver Licenses and ID Cards Currently Issued :</b>	<b>33,509,549</b>	<b>(A + E)</b>

**REGISTERED VEHICLE STATISTICS**

Automobiles	25,507,660	
Motorcycles	851,216	
CVRA Trucks	490,476	(Commercial Vehicle Registration Act)
Non-CVRA Trucks/Coml. Vehicles *	5,409,420	
PTI Trailers	2,280,500	(Permanent Trailer Identification)
Trailer Coach/CCH	460,291	
CA Based IRP Trucks	98,404	(International Registration Plan)
Misc. Vehicles	93,777	(Miscellaneous vehicles include historical vehicles, spec/farm equipment, etc.)
<b>Fee-Paid Registered</b>	<b>35,191,744</b>	
Exempt Registered	628,673	
<b>Total Registered:</b>	<b>35,820,417</b>	
Foreign Based IRP Trucks	1,888,148	(Vehicles based in other states which pay fees to operate in California.)

**CURRENT AVERAGE FEE PAID BY BASIC VEHICLE TYPE (does not include IRP)**

	<b>TRUCK</b>	<b>TRUCK*</b>	<b>AUTO</b>	<b>MOTORCYCLE</b>	<b>TRAILER</b>
	(CVRA)	(Non-CVRA)			(CCH)
Registration Fee	\$64	\$64	\$64	\$64	\$64
CHP Fee	\$46	\$28	\$28	\$28	\$28
Vehicle License Fee (VLF)	\$262	\$79	\$91	\$31	\$78
Weight Fee	\$0	\$107	\$0	\$0	\$0
CVRA Fee **	\$929	\$0	\$0	\$0	\$0
Motorcycle Safety Fee	\$0	\$0	\$0	\$2	\$0
Transportation Improvement Fee (TIF)***	\$0	\$61	\$62	\$38	\$57
<b>Total</b>	<b>\$1,301</b>	<b>\$339</b>	<b>\$245</b>	<b>\$163</b>	<b>\$227</b>
Percent of All Vehicles	1.5%	16.5%	78.0%	2.6%	1.4%

(The fee calculations do not include special fees such as air quality fees, abandoned vehicle fees, etc. that vary by county and air quality district.)

The fee calculations also do not include the new Road Improvement Fee (RIF), eff. Jan 2020, which applies to electric vehicles, with model year 2020 and newer.)

**NOTE: The current average VLF is \$89 per vehicle , and the current overall Total fee paid per vehicle registration is \$273.**

\* Includes pickup trucks and vehicles used or maintained for hire or for transportation of persons or of property.

\*\* The first \$122 of the CVRA fee is allocated to the Motor Vehicle Account.

\*\*\* Transportation Improvement Fee was implemented on January 1, 2018.



DMV Speechmaker Card No. 7

**TO:** TeamTalk  
**FROM:** Rocky Khamenian, ASCCA Ch 48  
**DATE:** Sept 23, 2021



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

## TOP 10 DMV FACTS

(As of January 1, 2021)

<b>1. Licensed Drivers:</b>	26,869,525
Including Teen Drivers (16-19 years old):	733,970
<b>2. Identification (ID) Cards:</b>	6,640,024
<b>3. Registered Vehicles:</b>	35,820,417
Including registered Motorcycles	864,494
<b>4. Registered Special Interest Plates:</b>	1,043,950
<b>5. Registered Off Highway Vehicles:</b>	770,558
<b>6. Disabled Placards:</b>	2,637,878
<b>7. Registered Hybrid/Electric Vehicles:</b>	
Hybrid Vehicles:	1,386,383
Electric Vehicles:	400,197
<b>8. Licensed Auto Dealers in California:</b>	
New Vehicle Dealers:	1,518
Used Vehicle Dealers:	8,361
<b>9. 2020 Self Service Kiosk (SSK) Transactions:</b>	
VR Renewal/PNO:	2,483,037
VIP Reinstatement/Insurance Submission:	97,922
VR/DL Record Request:	40,621
Replacement Registration Card/VR Sticker Requests:	16,661
Affidavit of Non-Use:	476
<b>10. 2020 Internet Transactions:</b>	
Vehicle Registrations (VR) Renewal:	13,159,426
Driver License (DL) Renewal:	2,233,897
Identification (ID) Card Renewal:	103,364
Change of Address:	2,344,680
Notice of Release of Liability:	3,524,044
Personalized and/or Special Interest Plate Reservation:	160,821
VR Insurance/Suspension-Reinstatement:	525,915
VR/DL Record Request:	685,833
Replacement Registration Card/VR Sticker:	168,871
Duplicate Driver License (DL):	261,866

DMV Speechmaker Card No. 3

## CALIFORNIA DMV STATISTICS

(As of January 1, 2021) Unless Otherwise Stated

State population (as of Jul. 1, 2020)	39,782,419
DMV employees (as of Jan. 1, 2021)	10,062
Field offices (as of Jan. 1, 2021)	171
<b>Fee-Paid Vehicles Registered</b>	<b>35,191,744</b>
Autos	25,507,660
CVRA Trucks	490,476
Non-CVRA Trucks	5,409,420
PTI Trailers	2,280,500
Trailer Coach/CCH	460,291
Motorcycles	851,216
Misc. Vehicles*	93,777
CA Based IRP Trucks	98,404
<b>Fee Exempt Vehicles Registered</b>	<b>628,673</b>
<b>GRAND TOTAL VEHICLES REGISTERED</b>	<b>35,820,417</b>
Foreign Based IRP Trucks	188,148
<b>Vessels Registered</b>	<b>645,951</b>
<b>Drivers Licensed</b>	<b>26,869,525</b>
Class A	468,184
Class B	172,640
Class C	26,227,321
Class M	1,380
<b>Identification Cards</b>	<b>6,640,024**</b>
ID Card Only	2,857,412
Both Driver License & ID card	3,572,226
Under Age 16 ID cards	210,386
<b>Net Total Persons Issued DLs and IDs</b>	<b>29,937,323</b>
<i>(Net Total includes Drivers Licensed plus ID Cards Only-All Ages)</i>	

\* Includes Historical Vehicles, SpecFarm Equip., etc.

\*\* Includes 1,562,971 Senior ID Cards.



Automotive Service Councils of California  
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### Download the ASCCA Logo for your Promotional Materials

Would you like to proudly feature the ASCCA logo in your promotional materials?

It's easy for members to download high resolution images (EPS and TIF files) from the ASCCA Member Resources page.

Click here to view and download the high resolution images.

### ASCCA Connected Cars Committee

Meets 1st Monday of each month at 6pm  
For information on CCC, click here

### ASCCA Covid-19 Resource page

<https://www.ascca.com/resources/covid-19>

Contact information for ASCCA's attorney,  
**Jack Molodanof:**

916-447-0313 ~ [jack@mgrco.org](mailto:jack@mgrco.org)



[www.facebook.com/ASCCA.Chapter20/](http://www.facebook.com/ASCCA.Chapter20/)

### ASCCA training video library

<https://www.ascca.com/education/training-video-library>

## The Jeff Stich Memorial Scholarship



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



### ASC EDUCATIONAL FOUNDATION

#### ASCEF

<https://automotivescholarships.com/scholarships/ascca>

Contact ~ Kate Peyser

**Executive Coordinator**

ASC Educational Foundation

(916) 290-5828 | (916) 444-7462 – fax

[kpeyser@amgroup.us](mailto:kpeyser@amgroup.us)

### Cal-OSHA & Workplace Compliance Updates

ASCCA has launched a new Cal-OSHA and Workplace Compliance resources page for ASCCA members, with regular updates brought to you by David K. Fischer of California Employer's Services. Please be aware: These documents are general in nature and deal with various laws and regulations. They should not be considered as legal advice. It is recommended that you seek the advice of an attorney specializing in this area of the law.  
Click here to access the updates.

### ASCCA State Office's contact information:

One Capital Mall, Suite 800, Sacramento, CA 95814 | Tel: (916) 444-3568, (800) 810-4272; Fax:(916) 444-7462

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**Benjamin Ichimaru** - Membership Services, Ext 137, [bichimaru@amgroup.us](mailto:bichimaru@amgroup.us)

