

THE CALIFORNIA *Independent*

FALL 2017

A Publication of the Automotive Service Councils of California

September Team Weekend Recap

Page 8

2017 Countertop Display Contest

Page 12



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Since 1940

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TABLE OF CONTENTS

4	President's Message	16	BAR BAG Report
5	Calendar	18	New Members
6	Legislative Report	18	Anniversary Milestones
8	Team Weekend Recap	19	Corporate Partners
12	Countertop Display Contest	20	Chapter Network
14	Members of the Month		

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> PRESIDENT'S MESSAGE

ASCCA Members,

Well, the summer season is over and now we prepare for the Holiday driving season. I hope everyone's year has been productive so far.

Our September Team Weekend, which was generously hosted by Gustafson Brothers Automotive in Huntington Beach, was a success. Board elections took place at the Chapter Representatives meeting and I am proud to welcome new board members Lee Chesnin and Mitch Mendenhall to the board. I know their contribution next year will be invaluable. The presentation from Fred

Gruner on autonomous vehicle technology was incredible, and I encourage all of us to stay up with this new and coming technology that is going to change our way of doing business.

With that, I am proud to remind every-

David Kusa
ASCCA President 2017



one that ASCCA has created our newest committee, the Connected Cars Committee chaired by Carolyn Coquillette. Part of this committee's work will be to track new technology and keep our members educated.

Our Membership Committee has also been very busy with creating the new growth program, look to your Chapter Representatives for info and how to get involved.

I have had the opportunity to visit a few more chapters and I continue to be in awe of how hard many of our members are working to advance our association and our industry. I do have some open dates toward the end of the year, so please let me know if you would like me to visit your chapter, it would be my honor.

I look forward to meeting more of our members at upcoming meetings and our November Team Weekend in Sacramento.

CALENDAR of EVENTS

November 18-19, 2017
ASCCA November Team Weekend
Embassy Suites
100 Capitol Mall
Sacramento, CA 95814

February 24-25, 2018
ASCCA February Team Weekend
Embassy Suites
100 Capitol Mall
Sacramento, CA 95814

ADDITIONAL
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"If you would like me to visit your chapter, it would be my honor."



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NOVEMBER 18-19, 2017
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LEGISLATIVE REPORT

Jack Molodanof, Esq.
ASCCA Legislative Advocate



LEGISLATION

AB 5 (Gonzalez)

Employers: Opportunity to Work Act- Oppose.

Requires employers to offer additional hours of work to existing employees before hiring an additional employee or subcontractor.

Status: Assembly Appropriations Committee- Two year bill.

AB 302 (Gibson)

South Coast Air Quality Management District Fleets- Oppose.

Authorizes the South Coast Air Quality Management District to issue regulations to require purchase of zero-emission vehicles. Assembly Transportation Committee.

Status: Assembly Transportation Committee- Two year bill.

AB 509 (Frazier)

Tire Recycling: Tire Regulatory Fee Program- Concerns.

Amended to require existing tire recycling fund to be drawn down to \$10 million and requires public regulatory hearings before additional tire fees imposed.

Status: Passed Senate Appropriations Committee- Two year bill.

AB 1008 (McCarty)

Employment Discrimination: The "ban the box" bill- Concerns.

Status: Signed by Governor.

AB 1274 (O'Donnell)

Smog Check: Exemption- Oppose.

Extends smog check exemption from current 6 year to 8 model year old vehicles. Joint letter with other groups sent requesting Governor to veto the measure.

Status: Signed by Governor.

AB 1679 (Burke)

Auto Body Repairs- Oppose.

Weakens current labor rate survey guidelines and eliminates protections for consumer to select repair shop of choice

Assembly Appropriations Committee- Two year bill.

SB 258 (Lara)

Cleaning Products Right to Know.

Requires employers to make existing safety data sheets accessible to an employee. Concerns.

Status: Signed by Governor.

SB 327 (Jackson)-Information Privacy

Connected Devices- Concerns.

Requires manufacturers of connected devices to equip with security devices.

Status: Senate Floor- Two year bill.

SB 562 (Lara)

The Healthy California Act- Concerns.

Creates Healthy California Program to provide comprehensive universal single-payer health coverage.

Status: Assembly- Two year bill.

SB 640 (Hertzberg)

Taxation- Oppose.

Extends sales taxes to services

Status: Senate Governance and Finance Committee. Two year bill.

BUDGET TRAILER LANGUAGE

The legislative Joint Budget committee considered language that would have allowed the Labor Commissioner through BAR to initiate disciplinary action to suspend or revoke ARD license for unpaid wage judgment due to an employee. A Joint letter from ASCCA and other groups was sent opposing the language. The language failed in the Budget Subcommittee.

BAR REGULATIONS

BAR is working on the following regulations:

Oil Change and Minor Repair Services

Due to SB 778 and AB 873 (both bills failed passage last year), BAR is the process of creating oil change interval standards and minor services/pre-inspection service regulations. The recent workshops focused on regulations to clarify currently exempted services (i.e. fluid exchanges, roadside services, etc) and provide ARD's with some regulatory relief by allowing a shop to avoid

providing a written estimate to a customer if a "pre-service inspection" is being conducted free of charge. Pre-service inspection would mean performing free of charge, after the customers oral authorization, and not requiring a disassembly which includes visual inspection, retrieval of trouble codes and testing batteries.

Mobile Automotive Repair Advertising

Establishes advertising requirements for mobile automotive repair businesses.

Electronic Documents & Customer Authorization

Allows for electronic estimates and authorizations.

BAR-97 Specifications

Removes dedicated analog phone line requirements and updates minimum computer hardware and software standards.

Training Provider Requirements

Authorizes non-technical training and makes requirements for certification of smog check

training.

STAR Program Clean-up

Deletes outdated Gold Shield provisions and amends STAR eligibility.

Brake and Lamp Handbooks

Updates handbooks and licensing applications for brake and lamp adjusters and stations.

CARB-HEAVY DUTY VEHICLE WARRANTY REGULATIONS

CARB is in the process of creating regulations that would lengthen heavy duty vehicle warranty requirements. They have reached out to auto repair facilities for input. If anyone is interested in being involved in these discussions please let us know.

We will continue to keep ASCCA members updated as developments occur. ■



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SEPTEMBER TEAM WEEKEND RECAP

On September 9, over 50 ASCCA leaders, members, and corporate partners met in sunny Southern California for their September Team Weekend.



New Member Inductions & Membership Milestones

Dave Kusa kicked off the meeting with a new tradition – welcoming new ASCCA members to Team Weekend for an induction ceremony. Since January 1, ASCCA has gained 44 new members, and new member Dave Rogers of SC Fuels was present to receive his induction.

Dave then took time to acknowledge those in the room who are celebrating membership anniversaries, or milestones. This year, 107 members are celebrating a membership milestone, including four 50-year anniversaries and four 40-year anniversaries.

Four of those members were present at Team Weekend, and Dave thanked each of them for their commitment and dedication to the automotive industry, ASCCA, and for serving as an example and a mentor to younger members. Those in attendance were Jack Scrafield of North Hollywood Auto Repair (20 years), Bob Klingenberg of Eye Street Automotive (20 years), Maylan Newton of ESi (30 years), and Nick Modesti of Modesti’s Car Care Center (30 years).

ASCCA Board of Directors, Officers, and Chapter Representatives Committee Elections

Following Dave Kusa’s welcoming remarks, Chapter Reps Committee Chair Rich Lezcano called the committee meeting to order, who immediately called on Dennis Montalbano, Chair of the Elections Committee, to lead the Chapter Reps in voting for ASCCA’s 2018 Board of Directors. This year, ASCCA had eight candidates for seven open board positions. Each of the candidates who attended Team Weekend had an opportunity to address the commit-

tee with a candidate statement.

Following the candidate statements, the Chapter Representatives Committee voted and elected the following members to the 2018 Board of Directors: Mitch Mendenhall, Lee Chesnin, John Villa, Carolyn Coquillet, Rory Balmer, Jack Scrafield, and John Epstein. Congratulations to them!

Following the vote for the Board of Directors, the board elected the 2018 ASCCA officers. When the Chapter Representatives meeting reconvened, Dennis Montalbano announced that the board had elected the following for officer positions: Secretary Rory Balmer, Treasurer John Villa (incumbent), and Vice President John Epstein. Congratulations to our 2018 officers!

The last election to be held by the committee was for the position of Chair and Vice Chair of the Chapter Representatives Committee (CRC). Two candidates were nominated for the position of Vice Chair, and in the end Mitch Mendenhall was re-elected to the position of Vice Chair. For the position of Chair, only one nomination was submitted, and Rich Lezcano was re-elected to his position as Chair. Congratulations Rich and Mitch!

Chapter Representatives Committee Meeting

Following the election, the CRC proceeded to address its normal committee business. The first topic of discussion was how ASCCA can encourage student involvement at its quarterly Team Weekends. Ideas were exchanged on how ASCCA can work with the chapters to bring some of the student winners from local chapter competitions for recognition at Team Weekend.

The second topic of discussion focused on ASCCA’s new member-



ship liaison program, and how the chapters can help recruit membership liaisons. Membership Committee Chair Mitch Mendenhall announced that the program has officially been launched, and that applications were available on the ASCCA website. Chapter Reps committed to spreading the news with their contacts who may be interested.

The committee’s third item of business was a discussion on how to encourage participation from chapters that have not been regularly participating in the Chapter Representatives meetings. On its previous committee call, the Chapter Representatives agreed to propose to the Board of Directors that the committee be given a \$2,500 budget to help in its outreach to these chapters. Six of these chapters were identified at the committee meeting, and various Chapter Representatives near those chapters committed to reaching out to them.

The committee then heard updates from ASCCA’s Committee Chairs. John Epstein, Chair of the Revenue & Benefits Committee, notified the Chapter Representatives that the committee is already ahead of its 2017 revenue goals for corporate partnerships. He also took time to urge everyone to thank our corporate partners for all that they do in keeping our association running, and acknowledged the corporate partners who were present in the room.

Jerry Kubitsky, Chair of the Public Relations Committee, gave a report on the countertop display contest. Currently, Southern California is in the lead with 95 points, and Northern California is behind with 60 points. Jerry let the committee know that while the countertop display contest continues to be popular and successful, he is always open to new ideas continue to promote ASCCA’s name.

Dave Kusa, representing the newly-formed Connected Cars Committee, reported to the Chapter Representatives that Connected Cars Committee held its first meeting, where Chair Carolyn Coquillet laid the groundwork and objectives for the committee, and established a regular monthly meeting time, to be held on the second Monday of every month from 6-7 pm.

John Epstein, a member of the Board of Trustees of the ASC-Ed-ucational Foundation (ASCEF) provided the Chapter Representatives with updates on the work ASCEF continues to do primarily through its Cars 4 Careers program, a vehicle donation program,

which funds scholarships for students studying automotive repair. He made himself and Mary Kemnitz, Chair of ASCEF, available for anyone who has questions about the foundation, the Cars 4 Career program, or how they can sign up to be a donation center.

Tracy Renee, Chair of the Government Affairs Committee, provided a brief legislative update to the Chapter Representatives Committee. Primarily, she focused on Assembly Bill 1274, which would extend the smog check requirements on vehicles from six years to eight years. She reported that the bill is currently awaiting a vote in the State Senate, and must be heard before the legislative deadline of September 15. She encouraged those in attendance to contact their State Senator and urge them to vote against AB 1274 for the negative impact it’ll have on the auto repair industry, the environment, and consumers.

Finally, the Chapter Representatives took turns updating the committee on the exciting work they’re doing within their chapters, including launching scholarship programs, membership growth techniques, toy drives, chapter events, and more.

Paul Frech Memorial Lunch

Following the Chapter Reps Committee meeting, ASCCA Vice President Rocky Khamenian led a memorial lunch in honor of Paul Frech, a former member of ASCCA and long-term president of Chapter 50 from 1987 until he died from lung cancer.

Rocky gave a heartfelt speech on what Paul Frech meant to him as both a colleague and a friend. Remarking on the challenges the automobile industry faces, Rocky said ASCCA members are “fortunate to have the memory of Paul to serve as an example of how to handle them.” Following his remarks, as well as the remarks of Chapter 48 member Ira Newman, Rocky announced that the ASCCA Board of Directors had voted unanimously to induct Paul to the ASCCA Hall of Fame, the highest honor the board can bestow.



Update from Bureau of Automotive Repair

Following lunch, the attendees received an update from Matt Mahlke of the Bureau of Automotive Repair (BAR) Technical Training Unit to give a brief overview of the steps BAR is taking in response to the emergence of autonomous vehicles. Matt stated that BAR will continue to work to get information to the

consumers out as this new technology continues to develop. Matt Mahlke's update was an excellent lead-in to our afternoon speaker, Fred Gruner.

The Future Is Now. Are You Along for the Ride?



For our afternoon program, we were joined by special guest Fred Gruner, who gave a talk titled “The Future Is Now. Are You Along for the Ride?”, an insightful discussion on the inevitable emergence of autonomous vehicles, and what that will mean for auto repair shops, consumers, and the industry as a whole.

Fred, a principal hardware engineer at NVIDIA in charge of functional safety for CPUs for driverless car technology, has 23 years of experience in high speed computer chip design. He provided an in-depth look at how autonomous vehicles are designed from artificial intelligence, to simulated driving to computer mapping and more. Questions abounded as people wondered what this would mean not only for them as repair shop owners, but as a regular driver.

Fred ended his talk with this pointed question about the reality of autonomous vehicles: “How many people said 10 years ago, ‘Who Needs an iPhone?’ And look where we are today. It’s going to happen, and it’s best that you be ahead of the game.”

A Word from John Gustafson

The day ended with Team Weekend attendees hearing from John Gustafson, the owner of our Team Weekend venue Gustafson Brothers. John was a generous host, gave attendees a tour of the facility, and spent time answering questions about how he and his team have built such a successful auto body and mechanic shop, giving advice on customer service, integrity, marketing, and more. Thank you to the team at Gustafson Brothers for hosting us!

Board of Directors Meeting

Sunday morning kicked off with the Board of Directors meeting. President Dave Kusa opened the meeting with the pledge of allegiance and a reading of ASCCA's Core Purpose: To elevate and unite automotive professionals and give them voice.

The meeting began with Executive Director Gloria Peterson pro-

viding an update on ASCCA's relationship with its corporate partners and member benefit providers. Glen Dailey of Armstrong and Associates then gave an update on workers' compensation, liability, and auto insurance as well a financial report on its relationship with ASCCA.

In Dave Kusa's president's report, he noted that Steve Elstins has officially resigned from the board, and announced that the board will be making an appointment to fill his open seat at the next board meeting. Dave thanked Steve for his service to ASCCA over the years. Dave then reported on his visits to several chapters, and has a few more planned for the rest of the year.

Gloria Peterson then provided her Executive Director report, in which she discussed the progress on ASCCA's new website redesign, and reported that Kukui has already proven to be a great partner throughout the initial process.

Mitch Mendenhall then led the group in a discussion about membership strategies. First, the board discussed board members mentoring new state-only members to keep them engaged and active in the association. The board then discussed a new membership exit survey, which aims to identify reasons why members choose to leave the association. The board committed to helping the Membership Committee in these endeavors.

At the end of the meeting, the board discussed some goals for 2018, and preliminarily discussed an ASCCA apprenticeship program, developing guidelines for ASCCA members on how independent repair shops can prepare for the emergence of autonomous vehicles, and continuing to increase ASCCA's brand recognition amongst auto repair dealers.

In conclusion, Dave thanked the current board members, and he congratulated the newly-elected board members and officers.



Thank you to John Gustafson of Gustafson Brothers for generously hosting us, to our team weekend sponsors Digital Financial Group, Castrol, Motul, Kukui, ESi, and Napa Auto Parts, to our guest speaker Fred Gruner, and to all who participated in our Team Weekend. We hope to see you in Sacramento in November!

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

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

2017 COUNTERTOP DISPLAY CONTEST!

NORCAL VS SOCAL | JUNE 1 - NOVEMBER 10

Our goal is to get the ASCCA name out in front of the public and let them know ASCCA shops continually earn a high level of trust from their customers!

2 REMAINING BONUS POINT OPPORTUNITIES!

+1 point for sending in another photo with a different 'sign insert' in the display before October 31.

+1 point for sending in another photo with a different 'sign insert' in the display between November 1 and November 10.



Score as of October 16

102 NorCal
62 SoCal



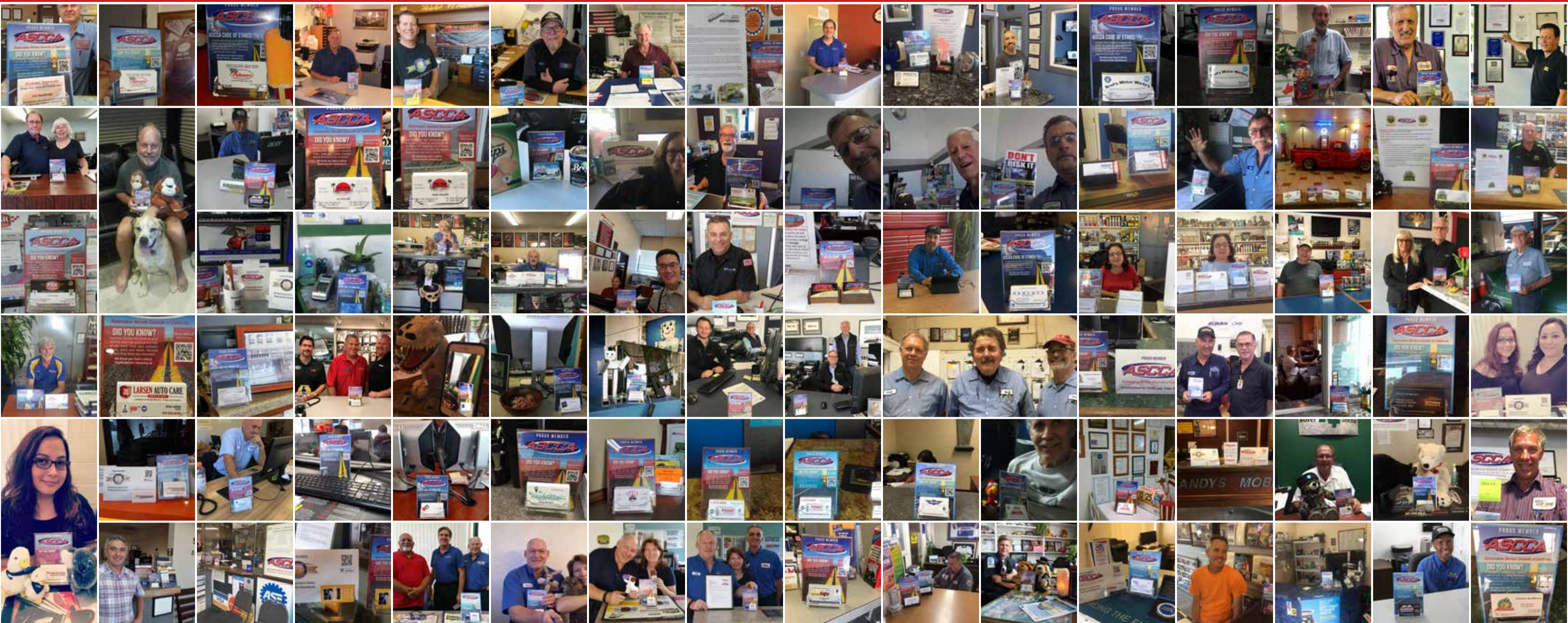
The contest ends on November 10th at midnight. The winning region will be served ice cream by the losing region at the November Team Weekend in Sacramento on 11/18/2017. All members are invited to attend! The chapters with the highest participation rate will also receive special prizes to raffle off between their participants.



Ice cream social and chapter prizes sponsored by Kukui!



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





Andy Daniels

FRANK'S AUTOMOTIVE

The ASCCA Membership Committee is proud to announce that it has selected Andy Daniels of Frank's Automotive as the ASCCA Member of the Month for April 2017. Each month, an ASCCA member is recognized for going above and beyond to support ASCCA's Core Purpose: To elevate and unite automotive professionals and give them voice.

In 1960, Andy's father, Frank Sr., started Frank's Automotive in a Mohawk gas station in Tulare, California. By 1992, Andy took over the daily operations from his father and continued to grow the business, which since 2008 has been affiliated with the Napa brand. Seven seems to be Frank's Automotive lucky number: they have seven lifts, in seven bays, and employ seven people, and is Tulare's most

trusted shop!

Currently President of Chapter 26, Andy has a lot of memorable moments from his many years in ASCCA. When asked which memory is his favorite, Andy replied "I remember the first function I attended was a Christmas party. John Camara invited me, and explained that it was a gift exchange of gag gifts with a value of \$10.00. When the party was underway and the gift exchange started, I got a little nervous. Other members brought nice gifts like blank VHS tapes (remember when?) and alcohol. Well I wrapped an actual gag gift - I won't say what it was, but when the poor lady opened my gift, she let out a squeal! I was just a little embarrassed."

Andy also said that being a member of the ASCCA has greatly benefitted him. "We save thousands of dollars every year by using member service providers that are sponsors of the association. What's even better, is the value that all members receive from having a voice at the State Capitol. ASCCA is always there to advocate on behalf of the automotive industry - it's invaluable."

Finally, when asked what he loves most about ASCCA, Andy said "As my great friend John Camara states- the camaraderie."

Thank you Andy for your enduring commitment to ASCCA! Our organization and its members have benefited tremendously from your participation, knowledge, and most importantly, your dedication. Congratulations!



Lee Chesnin

BVA INDEPENDENT SERVICE SPECIALISTS

The ASCCA Membership Committee is proud to announce that it has selected Lee Chesnin of BVA Independent Service Specialists as the ASCCA Member of the Month for September 2017. Each month, an ASCCA member is recognized for going above and beyond to support ASCCA's Core Purpose: To elevate and unite automotive professionals and give them voice.

Lee joined BVA in January of 1987, after 10 years working for the University of California Irvine in the Media Services department, and a voyage with Semester At Sea as Assistant to the Executive Dean. When Lee came to BVA, they had been a member of ASCCA for five years but were not strongly involved in the association. In the 1990's, he began attending Chapter 12 meetings regularly and was elected to the Chapter Board in 2002. In 2008, Lee was elected Chapter President and later took on the role of Chapter Representative, both

positions which he currently holds. He also enjoys serving on the Membership Committee.

When asked how ASCCA benefits his business, Lee replied "People come together in an association like this to accomplish what they would find nearly impossible as individuals. ASCCA contributes positively to the regulatory environment which we all live and work in, having an influence that one businessman alone could not hope to achieve. As a member, I have seen the success ASCCA has had in killing harmful legislation that if passed, would have negatively impacted our industry."

Lee also said that ASCCA has allowed him to expand his knowledge. "With the combined experience of our members, there is constantly the opportunity to learn from each other and improve ourselves and our businesses. I am always learning from my fellow members, and I think that is what I like best about being a member. I have found people in this industry, and especially in this association, are amazingly creative, curious, and intelligent. We don't always agree, but I love the conversations we have."

Finally, Lee's most memorable moment came when he was sworn into his Chapter's Board of Directors by Ron Dyrness. At the end of the ceremony, Lee was surprised to hear that the position came with a car! Lee still has that Hot Wheels muscle car on his desk.

Thank you Lee for your enduring commitment to ASCCA! Our organization and its members have benefited tremendously from your participation, knowledge, and most importantly, your dedication. Congratulations!

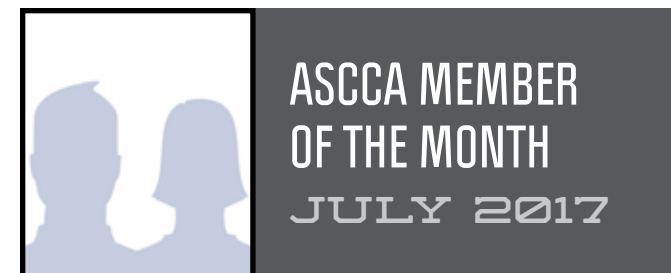


Allen Philips

DEL MAR AUTOMOTIVE

The ASCCA Membership Committee is proud to announce that it has selected Allen Philips of Del Mar Automotive as the ASCCA Member of the Month for May 2017. Each month, an ASCCA member is recognized for going above and beyond to support ASCCA's Core Purpose: To elevate and unite automotive professionals and give them voice.

Thank you Allen for your ongoing commitment to ASCCA! Our organization and its members have benefited tremendously from your involvement, knowledge, and most importantly, your dedication. Congratulations!



David and Lucy Modderman

MODDERMAN PORSCHE

The ASCCA Membership Committee is proud to announce that it has selected David and Lucy Modderman of Modderman Porsche as the ASCCA Member of the Month for July 2017. Each month, an ASCCA member is recognized for going above and beyond to support ASCCA's Core Purpose: To elevate and unite automotive professionals and give them voice.

Thank you David and Lucy for your enduring commitment to ASCCA! Our organization and its members have benefited tremendously from your participation, knowledge, and most importantly, your dedication. Congratulations!

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BAR BAG REPORT

Report submitted by
Jack Molodanof, Esq.



October 19, 2017 | BAR Advisory Group Meeting & Workshops Summary

ASCCA's Lobbyist Jack Molodanof participated in the BAR Advisory Group meeting on Thursday, October 19. Below is his summary of the meeting.

California State Department of Consumer Affairs (DCA) News

DCA provided an update on new appointees to the Department. There have been a lot of personnel changes at DCA.

Legislation and Regulations Update

The BAR has been tracking the following bills:

- AB 188 (Vehicle Retire/Replace) – Signed by the Governor
- AB 630 (Vehicle Retire/Replace) – Signed by the Governor
- AB 1005 (Citation Fines) – 2-year bill
- AB 1069 (Taxicab Services) – Signed by the Governor: Note that under AB 1069, taxicabs will now be required to obtain a 19-point inspection by a registered BAR shop (19-point inspection based under the PUC rules), these are similar requirements for Uber and Lyft
- AB 1274 (Smog Check Exemption) – Signed by the Governor
- AB 1679 (Auto Body Labor Rate Surveys) – 2-Year bill
- SB 210 (Heavy-Duty Motor Vehicles) – 2-Year bill
- SB 547 (Professions and Vocations-Vehicle Procurement) – Signed by the Governor

Pending BAR regulations:

- Mobile Automotive Repair
- Electronic Documents and Authorization

(based on industry input, BAR will be making revisions to the Electronic Documents regulations, and will be sending out a 15-day notice for additional comments)

- BAR-97 Specifications
- Training Provider Requirements
- STAR Program Clean-up
- Brake and Lamp Programs
- Exempted Minor Services and Pre-Service Inspection
- Oil change Service intervals.

[Click here for the presentation.](#)

California Vehicle Inspection System Transition (Cal-VISTA)

BAR is in the middle of an RFP process to select a new vendor to maintain and operate the smog check program. BAR is also in the process of transferring ownership of data from current vendor to state office of technology.

[Click here for the presentation.](#)

Permanent Diagnostic Trouble Codes

Smog check program. BAR is in the process of reviewing and considering regulations/changes to address a “loophole” with regard to permanent diagnostic codes where vehicles should have failed smog check inspection but instead passed. These permanent codes are emission related and primarily deal with EVAP monitors not being set.

[Click here for the presentation.](#)

Safety Recall

The Revecorp provided a presentation on

vehicle recalls. The presentation included background, compliance requirements, issues with recalls, and ways to improve notification and remedy rates. BAR also provided a presentation discussing the challenges and opportunities the BAR is facing with evolving technology including unprecedented recalls, connected vehicles, autonomous vehicles, advanced driver assist systems, smart infrastructure, and information security. BAR is looking at ways to improve consumer education so vehicles with both emission and safety recalls are repaired.

[Click here for the Revecorp presentation.](#)

[Click here for the BAR presentation.](#)

Used Vehicle Inspections

BAR has received numerous complaints from consumers who bought a used vehicle and the check engine light illuminated shortly after. BAR, in conjunction with the DMV, is performing inspections of used vehicles being offered for sale. The purpose of the inspection is to identify vehicles that are not smog compliant and may need repairs. The inspection includes a visual inspection and a scan of the vehicle computer system to identify problems. So far, 20 car dealers were inspected in which 143 vehicles of 454 were flagged for issues.

[Click here for the presentation.](#)

Enforcement Statistics

BAR consumer complaint trends are as follows:

1. Engine repair and performance 32%
2. General repair and maintenance 19%

3. Auto body 15%
4. Transmission 9%
5. Smog 7%
6. Used car transactions 4%
7. Vehicle warranty 3%
8. Unlicensed activity 2%

Note: Auto Body complaints have increased.

[Click here for the presentation.](#)

The next BAR Advisory Group meeting is scheduled for January 18, 2018. BAR will be reevaluating current BAR members and considering 2 year reappointments.



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THE NEXT BAR ADVISORY COMMITTEE IS SCHEDULED FOR THURSDAY, JANUARY 18, 2018

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CHAPTER 12

Santa Monica High School (Santa Monica)
West Coast Tire and Service (Los Angeles)

CHAPTER 14

Budget Auto Repair And Transmission (Moreno Valley)
SC Fuels
Weingarten & Hough (Palm Springs)

CHAPTER 16

SC Fuels
Adams Autoworx (Castro Valley)

CHAPTER 18

SC Fuels

CHAPTER 20

SC Fuels

CHAPTER 24

Charlie's Foreign Car (Encinitas)
SC Fuels

CHAPTER 28

Golden Gear Automotive (Sebastopol)
Marquis Auto Body (Santa Rosa)
Transco Transmission & Auto (Santa Rosa)

CHAPTER 34

True Blue Auto Care (Orangevale)

CHAPTER 42

SC Fuels

CHAPTER 48

SC Fuels
Universal Technical Institute (Long Beach)

CHAPTER 99

Redding Transmission (Redding)

CHAPTER 1940

Cars Muffler & Automotive (Redondo Beach)
SC Fuels

Torrance Lawndale Investments (Lawndale)

STATE ONLY

Crusader Insurance Company (Calabasas)
J and K Automotive (Camarillo)
Motul (Cypress)
Broadly (Oakland)

Anniversary MILESTONES

50 YEARS

Stil-Mor Automotive, Inc. (La Crescenta)

30 YEARS

Titan Automotive (Orange)
Stanley Edmondson of Pasadena (Pasadena)

25 YEARS

Bosch Automotive, Inc. (Petaluma)
Preferred Auto Centre (Thousand Oaks)
Tri Alliance Automotive Group, Inc. (Oroville)
Aero Auto Repair (San Diego)
Breazeale's Automotive (Santa Rosa)

20 YEARS

Hull Automotive (Pasadena)
Williams Auto & Transmission (Napa)
Ro & Jo Inc./Asmar's Auto Care (Spring Valley)
Aram's Auto Repair Center (Fresno)
BeachBoyz Auto Repair (Mentone)
A-1 Lube & Tune (Montclair)
Southbay Euro Car (Torrance)
Schneider's Automotive Repair (Simi Valley)
Two Brothers Automotive (Sun Valley)
Alex Romo Auto & Truck Repair Service (Duarte)
Miller's Automotive (Fullerton)
C & T Auto Toyota Specialist (San Mateo)
North Hollywood Auto Repair (North Hollywood)
Smogs Plus (Inglewood)

15 YEARS

Brea Auto Body, Inc. (Brea)
Jim's Automotive (Morro Bay)

10 YEARS

Mastertech Auto & Electric (Fresno)
Westlake Independent Honda/ Acura Service, Inc. (Westlake Village)
Mastertech (Oceanside)

5 YEARS

H Mobile Services (Rimforest)
Stuttcar Service, Inc. (Pasadena)
Certified Auto Repair Specialists, Inc. (Pasadena)
Heritage Auto (Costa Mesa)
Red Carpet Quick Lube (Fresno)
Japanese Automotive Center (Torrance)
Murrieta Auto Repair (Murrieta)

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EAST BAY (16)

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

FOOTHILL (5)

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

FRESNO (25)

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

INLAND EMPIRE (14)

Meetings held third Tuesday, 7 p.m.
Call Rory Balmer: (909) 337-0082

LONG BEACH (18)

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

MOUNT DIABLO (20)

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

NORTH ORANGE COUNTY (48)

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

PENINSULA (23)

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

REDDING (99)

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

SACRAMENTO (34)

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

SAN DIEGO (24)

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

SAN FRANCISCO (21)

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

SAN JOAQUIN VALLEY (6)

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

SAN JOSE (42)

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

SANTA ROSA (28)

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

SOUTH BAY (1940)

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

TULARE/VISALIA (26)

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

WEST LOS ANGELES (12)

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

Bureau of Automotive Repair (BAR): Chief

Patrick Dorais
(916) 255-4565

BAR: Industry Ombudsman

Rick Fong
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