

ASC Is Proud to Announce Certegy Check Services and CITGO Oil Purchasing Programs Are Now Available!

ASC has officially rolled out two new endorsed programs for ASC members to take advantage of. The first is Certegy Check Services. ASC has negotiated a very special pricing arrangement for ASC Members with this industry recognized leader in check guarantee services! We know bounced checks are a nightmare for your accounts receivable people!

Certegy

Now with Certegy Check Services you can rest assured you will receive payment on the checks you accept!



Features of the ASC Members Only program include:

- \$50 installation fee (a savings of \$50!)
- \$25 monthly minimum (a savings of \$25!)
- 1.20% Discount Rate
- Full Stop Payment
- Full MICR Number
- No Transaction Fees if you use ACH billing
- Claims Payment in as little as 14 Days
- Enhanced Warranty Program

And right now, for a limited time only, you have the opportunity to try out the service for **EVEN LESS!** Certegy has agreed to offer ASC members a \$25 one-time sign up fee until July 31! Take advantage of this great offer and help support your association! Certegy Check Services is an industry leader with the highest level of service and we're proud to offer them our endorsement! This is just one more example of how **your association looks out for YOU!**

CITGO

Our second major roll-out involves CITGO. A dollar saved is one more dollar

to add to your bottom line. We are thrilled to announce our new program with CITGO is off and running! ASC Members can benefit from specially negotiated pricing on all oil and lubricant needs TODAY! Don't wait to see how much you can save! Call today and find out at 1-800-810-4272!

Special features of the Program include:

1. CITGO provides lubricants that exceed car manufacturers' latest performance requirements and meet the newest industry standards.
2. Complete line of automotive lubricants and ancillary products.
3. Free technical information about our products through the toll-free CITGO Product Answer Line—(800)248-4684.
4. Lifetime Engine Warranty Program for SUPERGARD customers and all CITGO products are covered under CITGO's Product Warranty
5. Product Information Sheets and MSDSs available through our website—www.CITGO.com.
6. Equipment program available through CITGO marketers at an additional fee.
7. Sample testing available through CITGO's Performance Monitoring Program.

We hope you will take advantage of these two programs and many of the other endorsed programs and services that we have to offer. For a full list of all companies including the California Preferred Credit Union, ALLDATA, Mitchell1, NOVA Merchant Services and Paychex just to name a few, please visit our website at www.ascca.com!



It's About Trust

By Jennifer Zins
Executive Director
Got trust?

Consumer trust is critical to the long-term health and vitality of our businesses. When our customers trust our diagnoses, recommendations, and service, they come back whenever they need us, and they refer their friends and business associates to us. Unfortunately, our ability to maintain the cycle of trust with our customers is made much more difficult by the Bureau of Automotive Repair, a government agency out of touch with the industry and the consumers it serves.

Far too many of us in the industry have at one time or another experienced BAR's approach to their mission of "protecting consumer trust and safety" as arbitrary, unfair, or downright dysfunctional. Any arbitrary application of laws causes a lack of trust all the way around. The industry doesn't trust the government and consumers don't trust us.

The California Automotive Repair Coalition (ARC) — representing independent repair shops, automotive teachers, statewide trade associations, merchandisers, manufacturers and wholesalers — and the Automotive Service Councils (also a member of ARC) are working to break this troublesome cycle. We are

(continued on page 7)

In this issue . . .

President's Message	2
State Office Report	3
Legislative Updates	4
Sunset Review of BAR.....	4
Legal Forum	8
Insurance Issues	9
Trevor Law Group Update	10
Classified Ads	11
ASE Certification Testing Schedule ..	14
Meetings & Contacts	15
Calendar	16

ASC-CA

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Corrections & Info:

There are a number of information pages and communication forms available on the website for matters pertaining to The Independent, TEAMTalk, and the ASC Website. Go to: www.ascca.com

How to Submit Material to The Independent:

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PHONE: 800/810-4272

E-MAIL: shelly.nolder@ascca.com

FAX: 916/924-6702

MAIL: 758 University Avenue,
Sacramento, CA 95825

Deadlines: *The Independent* is undergoing design changes. Please contact Shelly Nolder for information regarding deadlines, ad formats, etc.

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Additionally, please be advised that the opinions and comments expressed by the contributors to this periodical are those of the contributors alone and do not necessarily reflect the opinions of the Automotive Service Councils of California, its officers, directors, employees, or members.

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President's Message



Carol Bartels
State President

**Members,**

I thought I might give you a little information on some Legislative and Regulatory issues on the horizon. You will have time to have someone come to your Chapter Meeting and explain these things in more detail prior to their implementation.

Recycled Antifreeze

As of January 2003 the Department of Food and Agriculture will be enforcing the new maximum chloride in coolant. To find out more about this contact your local Weights and Measures Department to get someone to make a presentation at one of your chapter meetings. There are large fines that come with not having the right antifreeze in your shop.

Storm Water Drains

Starting July 1, 2004, city and county officials will be going around inspecting businesses located near storm water drains. All automotive repair shops will be inspected. California passed this law two years ago and has now given authority to regional cupas to implement. There will be a cost for the inspection and if you are found working outside your building or they discover any waste materials are finding their way from your shop into the storm drains you will be fined. There will probably be a cost for maintaining the drains but it will depend on each individual city and county to institute those fees and the fees will vary.

Contact your local Water Resource Department to have a representative come speak at your chapter meeting and explain this inspection process in more detail.

Mercury Switches

Regulations are now in place for disposing of the mercury switches in vehicles. The regulations also cover homeowners but do not go into effect until 2006. These switches will have to be disposed of as hazardous waste.

The State Department of Toxic Control is handling this one. I hope to have more information next month and I will get it to everyone as soon as I do.

Have a good summer everyone!

ASC-CA Staff & Associates

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State Office Report



Jennifer Zins
Executive Director

Is this really the *Independent*? Why, yes it is! Your long standing and time honored ASC *Independent* is sporting a new look and format. All the same great features are still here including informative business resources, educational articles and stories on current and timely industry, legislative and regulatory issues impacting your business and your bottom line.

The new look of the *Independent* is just one example of how ASC is looking for creative and innovative ways to reduce costs while continuing to improve upon the member programs, services and features that make ASC the premier automotive repair association in the state of California.

We have been very busy at the state office in recent months. We have disseminated a membership survey to gain your thoughts and opinions on several important topics impacting your membership. Please take a moment to complete the survey, it will assist the staff and Board in our long range strategic planning goals for the association by making sure we are listening to our members. Additionally, we have embarked on an aggressive membership drive in an attempt to increase membership in ASC while providing rewards for top point achievers. Make sure to nominate a colleague for membership in ASC and get a chance to win some valuable prizes.

Legislative and regulatory monitoring has been a top priority for ASC. Several important issues impacting the automotive repair industry have been brought before the Legislature including the Traffic Light Bill, (which ASC was instrumental in killing), 17200 reform bills, workers' compensation reform legislation, tax increase bills, and preparing for this Fall's BAR sunset review process, just to name a few. ASC is at the forefront of these issues in Sacramento and is busy making sure both ASC members interests and the small business perspective is considered as the Legislature votes on key issues.

The ASC 2003 Annual Meeting and Elections is right around the corner. Scheduled for October 9-12 at the Hanalai Hotel in San Diego, this occasion is sure to be packed with informative and educational ASC events as well as fun and exciting adventures for you and your family to enjoy in beautiful San Diego. Please make plans now to attend this important ASC event. More detailed information will be in the mail soon.

Please enjoy this issue of the *Independent* and we believe you will like the new look and format of this important communications tool. I'd like to hear from you. Please feel free to email me and let me know what you think about your *Independent* (Jennifer@ascca.com). Hearing from you will help us continue to provide the highest level of programs and services and ensure you are getting top value for your membership dollar. Thank you for your continued support of the automotive repair industry in California and for your membership in ASC.

ASC. Your Partner. Your Resource. Your Voice.

Board & Executive Committee



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(916) 332-1883



Dan Biggs
1st Vice President
(805) 781-3925



Dan Fogle
Treasurer
(661) 273-4123



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Secretary
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Greg Kelly
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(619) 440-4337



Jim Piraino
Director
(805) 482-2853



Andrew Pollino
Director
(209) 472-9866



Marion Vosburg
Director
(559) 291-0629

Legislative Update

AALC Leaders Meet with CJAC President to Discuss 17200 Reform

Leaders of the Automotive Aftermarket Legislative Coalition (AALC) including ASC President Carol Bartels and Executive Director Jennifer Zins recently met with the President of the Civil Justice Association (CJAC) of California, Mr. John Sullivan, to discuss efforts underway to reform Business and Professions Code 17200 laws.

ASC, CJAC and other organizations have strongly supported efforts to reform 17200 regulations including supporting several pieces of legisla-

tion aimed at reforming this once useful consumer protection law and opposing other bills that strengthen the attorney's powers. ASC is a member of a broad-based coalition of business organizations dedicated to achieving real reform. Unfortunately the California Legislature does not look like it is committed to achieving reform, so the coalition is looking at alternatives.

Faced with continued abuse of California's Unfair Competition Law (UCL) and a hostile legislative environment, the coalition has begun exploring the feasibility of a statewide ballot initiative in 2004 to reform 17200 laws. Focus groups have been conducted and results show that public perceptions have accelerated tremendously in recent months and there is a continuing public belief that the civil justice system is in trouble and being taken advantage of by plaintiff's lawyers.

Given these positive results of the focus groups, the next step toward 17200 reform will be to conduct a statewide

survey to verify the results of the focus group. If the results remain positive, a decision will likely be made to continue pursuing an initiative. ASC members

have shown unreserved dislike for the ongoing cost and harassment 17200 is enabling under the status quo. Any chance that the Legislature will stand up to the plaintiff's bar and enact real reform is gone, therefore the initiative may be the only avenue for real reform.

CJAC, ASC and others will

continue to work together to achieve 17200 reform. ASC will continue to keep you up to date on reform developments and the ballot initiative campaign and what you can do to help with this effort.



Left to right: Bob Barkhouse, Executive Director, CAT; Rodney K. Pierini, President and CEO, CAWA; Will Woods, Executive Director, Auto-CA; John Sullivan, President, CJAC; Carol Bartels, President, ASC; Jennifer Zins, Executive Director, ASC

ASC and Industry Prepare for Sunset Review of BAR

Jennifer Zins

June 23, 2003

ASC and other aftermarket organizations are busy preparing for the upcoming sunset review public hearings that will be held this October and November of the Bureau of Automotive Repair.

ASC, ARC and other organizations are hard at work in developing strategies in preparation for these hearings and are working with a high profile public relations firm in Sacramento to embark on a comprehensive public affairs program for the automotive repair industry that will educate policymakers about the industry's frustration with BAR, communicate how the current regulatory system is broken and work toward fixing it by reforming the current structure to be more responsive to both the industry and consumers alike.

The key messages of this campaign are simple: It is time to modernize and professionalize regulation of the automotive repair industry — it's been 30 years since the establishment of the BAR and unfortunately after 30 years the ability of the automotive repair professional to serve their customers can be made much more difficult, if not impossible, by an ineffective or obstructive regulatory system. Consumer protections will be greatly enhanced through a commission structure and reform proposal.

The goals of this reform effort are varied: to establish uniform technical and enforcement standards; to establish an independent appeals and complaint resolution process; to streamline regulatory processes; to develop industry training programs and to ensure industry involvement in consumer education programs.

The reform campaign will be utilizing the following tactics to achieve our goals and outcomes:

- Educate legislators, policymakers and news media about key issues facing California's automotive repair industry and the need to reform the state's automotive regulatory body.
- Build a sense of urgency and pressure for reform that established a commis-

(continued on page 8)

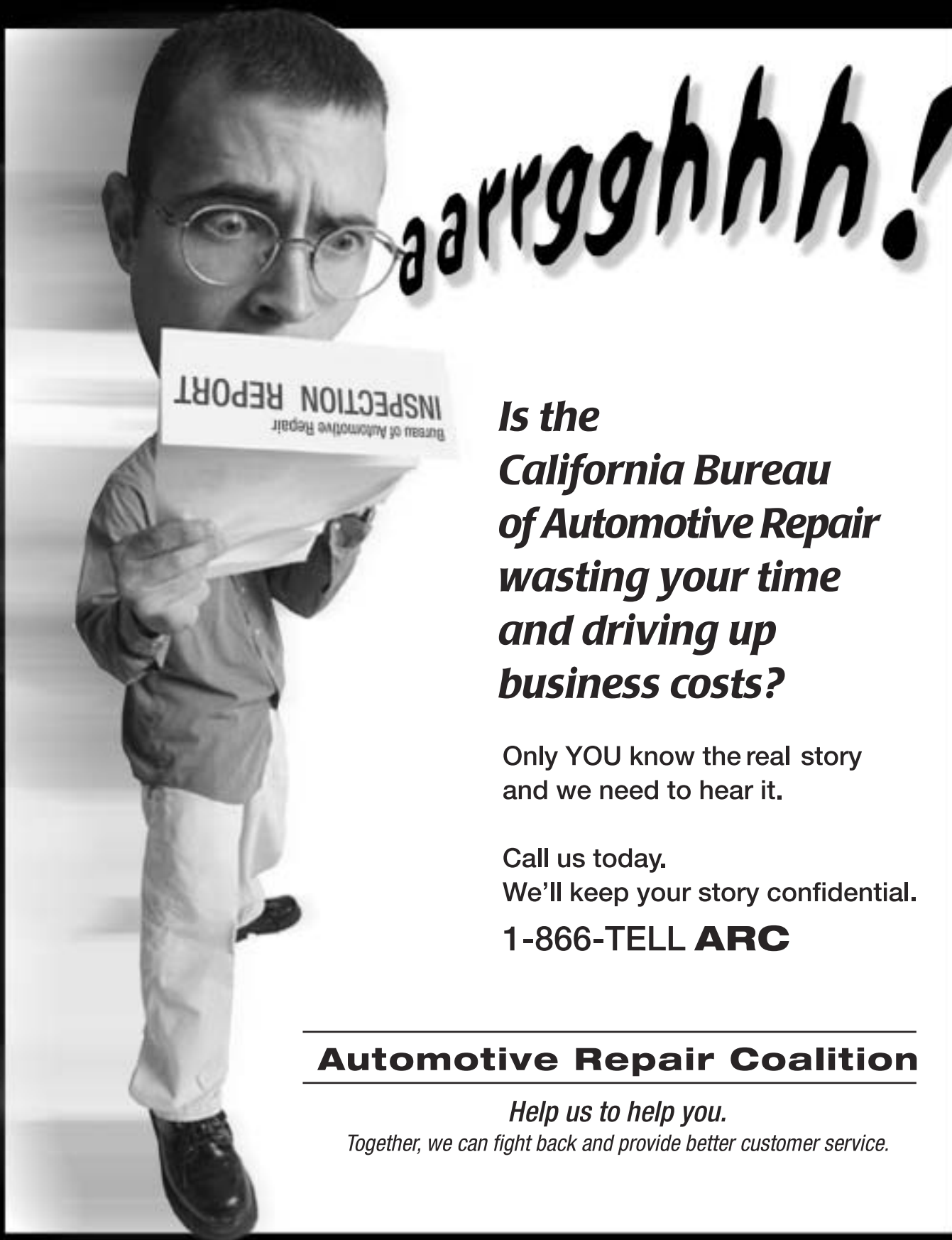
ASE Tests for Auto Technicians



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Sept. 26, 2003**

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Leesburg, VA 20175 • 703-669-6600
www.ase.com

"Certifying the Automotive Professional"

A black and white photograph of a man with glasses, looking frustrated. He is holding a document that says "INSPECTION REPORT" and "Bureau of Automotive Repair". Behind him is a large, stylized sound effect that reads "aarrggghh!".

***Is the
California Bureau
of Automotive Repair
wasting your time
and driving up
business costs?***

Only YOU know the real story
and we need to hear it.

Call us today.
We'll keep your story confidential.

1-866-TELL ARC

Automotive Repair Coalition

*Help us to help you.
Together, we can fight back and provide better customer service.*

Application for Consideration/Candidate Profile Form

ASC-CA Board of Directors

Two (2) Year Term Commencing January 1, 2004

Nominating Committee Version

ASC-CA members desirous of being considered by the ASC-CA Nominating Committee are required to fill out Section I of this form in its entirety. Additionally, in order to be considered for nomination, candidates must provide the information requested in Section II and attach a separate sheet(s) responding to the information requested. **Application/Profiles are due to the Nominating Committee by July 25, 2003. Application/Profile received after July 25, 2003 will not be considered by the Nominating Committee.**

Section I - Application (Please print legibly)

Via submission of this form, I, (name) _____, make application to the ASC-CA Nominating Committee to be considered as a nominee for the ASC-CA Board of Directors.

Business Name: _____

Business Address: _____

Business City, State, Zip: _____

Business Phone: (_____) _____ Business Fax: (_____) _____

E-Mail Address: _____ Chapter #: _____

Signature: _____ Date: _____

Section II - Candidate Profile

On a separate sheet of paper, please provide information/responses to the following and attach to this application when submitting:

1. Business Information (type of business, years in business, years in that location, etc.).
2. Personal Information (Years involved in the automotive industry, family information you wish to divulge, hobbies, civic activities, professional activities/affiliations, memberships in other fraternal and/or civic organizations, etc.).
3. ASC Activities (Number of years you have been a member, chapter activities and positions held, state level activities and positions held, etc.).
4. What personal qualities and traits do you believe you have that qualify you to serve on the ASC-CA Board of Directors?
5. What special areas of expertise do you believe you possess that would be helpful in governing ASC-CA?
6. In which areas of association governance do you believe ASC-CA should target its financial and human resources and why? (examples: membership growth, membership benefits, government relations, public awareness, etc.)
7. How do you envision ASC-CA in five years from now?
8. How do you envision the automotive repair industry in five years from now?

Application and Profile must be received no later than July 25, 2003 by:

**ASC-CA State Office
758 University Avenue
Sacramento, CA 95825**

(continued from page 1)

Trust

developing both the industry's case on how the current regulatory system is broken and solutions for fixing it.

The industry and consumers, for example, have a right to know what constitutes an improper brake repair. Although the statutes require us to use "accepted trade standards" in any repair, BAR does not recognize any published standards such as the national MAP guidelines. Thus every field inspection depends on what the BAR representative *subjectively* believes those standards to be.

Furthermore, when a shop is cited for violating such standards, do we have recourse if we disagree and want to set the record straight? How does BAR gauge business practices from one shop to other? If there truly is a problem with the way our business is dealing with a consumer, does BAR consistently offer educational tools and work with us to fix the problem for the benefit of the consumer?

Important questions like these remain unanswered because BAR has never formally adopted clear professional guidelines and uniform performance standards that both consumers and the industry can depend on.

The question you must ask yourself is whether or not the industry—and your business—can withstand yet another year of BAR's dysfunctional and arbitrary regulation of the market.

History has shown us that BAR won't look under its own hood to work on fixing itself. Few bureaucracies do. So it's time for those of us in the auto repair industry to put on our safety goggles, get our hands greasy, and shine some light on the situation.

That's where you come in. Only *you* know the real story, and we need to hear it. Give us the facts about how BAR has treated you unfairly or arbitrarily. Tell us the most egregious case – the one you had no recourse to defend against or to make right under the current regulatory methods. We will keep your name confidential, but we need to provide the Legislature with evidence of the problem, so they can help us fix it.

You *can* make a difference. Call **1-866-TELL ARC** (1-866-835-5272) and tell us your story. ARC and ASC are working help you take back your freedom to run your business the way your customers want it.

ASC Members:

Don't forget if you are using one of our endorsed programs and services you need to check and make sure you are getting your ASC Member Discount from the vendor in question!

If you need to know what those discounts are you can visit our website at www.ascca.com or send an email to info@ascca.com and we'll clarify it for you!"

2004 Membership Directory

Production is underway on the 2004 edition of our Membership Directory. If you are interested in advertising now is the time to start getting your ads together! Please watch for more information coming soon!

Chapter Representatives Committee Has Successful Special Meeting!

The Chapter Representatives Committee, chaired by Bob Constant, Second Vice President of ASC, held a special meeting in Fresno on May 31, 2003 in order to discuss issues regarding their role and defining their job responsibilities in order to productively contribute to the association as a whole. Chapter Representatives broke up into small groups to discuss different issues and then came back together as a group to address those issues as a whole.

A draft of suggested revisions to the Chapter Representatives job description, which came out of those discussions, is being circulated to the committee for their final input and will be published after it is approved and adopted. Those in attendance stated the meeting was productive and well run. For more information we encourage you to contact the Chapter Representative from your area! Thanks again to all of those Chapter Representatives who came and contributed to the process! We appreciate your efforts!

Automotive Service Councils of California

MISSION STATEMENT

To provide resources for our members and to advance the professionalism of the automotive service industry.

ASC-CA CODE OF ETHICS

1. To promote good will between the motorist and the industry.
2. To have a sense of personal obligation to each individual customer.
3. To perform high quality repair service 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 service 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 advertisement which is false or misleading or likely to confuse or deceive the customer.

Legal Forum

Ask Katie & Dave

Dear Katie and Dave:

I run a very busy shop and most of the time during the day my employees don't even ask for or take any kind of breaks. However, recently one of my employees indicated to me that he wanted to be able to take his break. And, quiet frankly, I am not sure exactly what I am required to provide. Can you be of some help?

BREAKING laws in Bakersfield

Dear BREAKING laws in Bakersfield:

The laws regarding providing rest breaks are actually quite simple and straightforward.

You are required to provide rest breaks at the rate of ten consecutive minutes for each four hours worked, occurring as near as possible to the middle of the work period.

You may not combine rest breaks or add them to meal breaks, even at the employee's request. Additionally, you may not utilize rest breaks to allow an employee to come in ten minutes late or

leave ten minutes early. You are legally required to pay an employee at his regular rate of pay for break time. (This is different from lunch time which is not paid). Finally, you are able to require your employees to remain on your premises during a rest break. If you have employees that are working a normal eight hour day it is advisable that you provide one morning and one afternoon break with the morning break occurring approximately half way between the time that the employee reports and takes his lunch break and with the second break coming approximately one half-way between the time the employee returns from lunch and leaves for the day.

You should be further aware that the penalty for failure to authorize and permit an employee to take a required rest break can be severe. For each work day that your employee is not either authorized or permitted to take a break, you owe the employee one additional hour of pay at the employee's regular rate.

Unlike lunch periods, during which you are required to ensure that your workers are actually relieved of all duty, not performing any work and are free to leave the work site, you are merely required to "authorize and permit all employees to take rest periods." You are not subject to any sort of penalty or premium obligation if an employee, who was truly authorized and allowed to take a rest break, freely chooses without any coercion or encouragement to forego or waive a rest period.

Hope this helps.

Katie and Dave

(continued from page 4)

Review of BAR

sion to oversee and regulate the industry.

- Develop 'the case' for change — identify and illustrate specific problem areas and set up potential solutions.
- Utilize automotive organizations members and allies to build support for the reform proposal including conducting one on one visits with legislators and staff, attendance at editorial board meetings and coordinating local pro-industry profiles in the news.

Here's how you can help.

Tell us your story. Only you know the real story and we need to hear it. Tell us the most egregious case — the one you had no resource to defend against or to make right under the current regulatory methods. We will keep your name confidential, but we need to provide the California Legislature with evidence of the problem so they can help us fix it.

You can make a difference. Call us at (866) 835-5272 and tell us your story. ASC, ARC and other industry organizations are working to help you take back your freedom to run your business the way your customers want it.

**The ASC Website
is available for you
24/7!
Please visit
www.ascca.com
for all the latest
association information!**

Mark Your Calendars Now!



**ASC Annual
Meeting
Oct. 9-12, 2003**

**Red Lion Hanalei Hotel
San Diego, CA**

**Watch your mail
for more info!**



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- **Fully insured**
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Want to do something about rising health insurance costs?

ASC Insurance Services and its partner, CIMS, have teamed up to develop a new, **low-cost alternative health insurance plan** for members of the association. In combination with the administrative capability of CIMS, the program gives you choices in plan design, providers and premium levels. It might be the "fix" for your rising health insurance costs that you've been looking for!



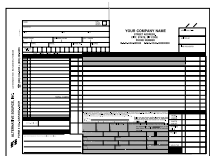
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WORK ORDERS

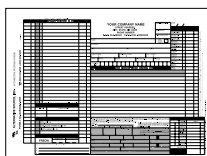
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4 PART Crash Imprinted Carbon Sets

FORM# GARAGE 1 RO
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IN NCR PAPER
ADD'L CHARGE



FORM# GARAGE 1 RO

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1000 - \$149.00 Extra Verbage - **NO EXTRA CHARGE**
2000 - \$279.00 Custom Imprint - **NO EXTRA CHARGE**
NO SET UP FEES 1 of 4 Imprint Colors - **NO EXTRA CHARGE**

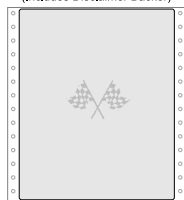
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WORK ORDERS

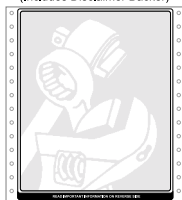
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9-16-01

Insurance Issues

An Alternative to Standard Workers Comp Insurance

Looking for relief from double digit increases in workers comp insurance and help with non-income producing administrative tasks related to having employees?

ASC Insurance Services now offers a viable option to standard worker's compensation insurance through the Professional Employer Organization, (PEO).

ASC Insurance Services has waited to endorse a specific PEO provider until we could be sure of their stability and integrity. InterWest PEO Services has been selected to be the exclusive endorsed provider for Automotive Service Council Members.

As your Insurance Partner ASC Insurance Services is committed to helping you find out if a PEO is beneficial to your business needs.

A PEO Offers a Bundled Service Consisting of:

❖ Payroll Administration

The PEO will pay your employees from its own payroll. As a result, the PEO will assume all related payroll tax responsibilities, filings, payments, and reports. The PEO is accountable to the IRS for your payroll, relieving you of the responsibility of tracking FICA, FUTA, and SUTA.

❖ Worker's Compensation Coverage

Your employees are co-employed by the PEO and you, while you maintain the normal, day-to-day operations as usual. In this way, the employees are covered by the Worker's Compensation policy of the PEO. The PEO's buying power is passed on to you. The PEO will also manage and track your claims.

❖ Human Resources Management

Employee manuals, IIPP programs, COBRA, FLSA, ADEA and many other compliance issues are addressed and programs administered to assist your company's compliance requirements. Current forms and applications, as well as assistance with hiring, retention, firing, and training are part of the included service. The PEO is more than a consultant; the PEO is at risk with you.

❖ Worksite Safety and Training

PEO's take an active interest in reducing your accidents and injuries. Many training services and programs exist to accomplish this. The PEO Services Division can assist in selection of a PEO that fits your industry and needs in this area.

❖ Employee Benefits Administration

PEO's offer a variety of benefits packages for your employees. The PEO Services Division will assist in selecting the best match for your company's needs.

Contact your Automotive Service Council representative for an evaluation at (916) 609-8355.

17200 Update: The Trevor Law Group

The Trevor Law Group, consisting of Damien Trevor, Shane Han and Allan Hendricksen were recently placed on "involuntary inactive status" pending full disbarment proceedings against them.

Although we might feel satisfied that their blatant disregard for the intent behind B&P Code 17200 brought them down that is little comfort to hundreds of auto repair shops, not to mention restaurants, who were caught up in their web of deceit. Lost time, lost business, lost money and lost piece of mind are all high prices to pay for their scurrilous behavior. Even with this action by the state bar, there is no guarantee as of yet that the CEWC cases still in process will be totally dismissed.

Unfortunately, if the trial lawyers manage to make the Trevor group and their fate the focus of the 17200 debate we will miss the opportunity to enact real reform in this loophole filled statute. The battle cry of, 'See the system works' in regards to the Trevor group does nothing to assure small businesses in California that some other offender will simply fill the void. It's one thing to follow a disbarment through to its logical conclusion, but entirely another to ensure that the damage caused by these bad seeds is prevented in the future.

Please continue to watch the *Independent* and other communications from your ASC Government Affairs Team as we continue to monitor these issues on your behalf and continue to pursue meaningful reform that will be beneficial to both the California consumer and the small businesses they frequent.

2003 Membership Drive

Congratulations to the following members who are in the running for some really great prizes in our 2003 Membership Drive!

Duane Carlson	John Mallens
Tony Thomas	Jose Lara
Glenn Davis	Don Young
Craig Wells	Jim Rizzoli
Pat McDonald	Tracy Renee
John Hartman	JK Wells
Walt Carnwright	Jim Ward

Thanks for your commitment to ASC!
Anybody else who wants to get in the running still has time! Call the ASC office at 1-800-810-4272 if you have potential members who might join and you could find yourself in the drawing too! Best of luck to all contestants! We will announce the final winners in the next issue of the *Independent*!

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San Francisco, \$200K, prestigious family-owned auto painting shop for sale. Excellent location, in business for over 30 years. Sale includes the tools, licenses, inventory, goodwill & all equipment. Business operates in 15,000 sq ft building, which is not included in the sale. Lots of parking space inside building. Owner will lease property to purchaser with the exclusive right to sublease. For more information, please contact Imperial Auto Painting, 415-285-4562.

For Sale or Lease-Don & Harolds Auto Center, 500 East Wardlow Road, Long Beach, CA 90807. 25,654 sq. ft. corner parcel with 6,245 sq. ft. building containing 7 service bays and separate 1,300 sq. ft. building for oil change or smog service. 30 years of goodwill in Bixby Knolls area of Long Beach. Owner extremely motivated. Offered with all equipment for \$800,000 or lease for \$7,500 month with option to buy. Contact Paul Forman of Forman Associates at (562) 427-0100 or Hawtents@msn.com

Change of Address Notification

If you have moved or your address label is incorrect, please correct on this form. From time to time, we receive requests from people to remove their name from our mailing list. Sometimes members move from a location, and the new shop owner does not wish to continue receiving the *Independent*. Other people, for one reason or another, are receiving duplicate copies.

If you have a correction or you wish to stop receiving the *Independent*, please clip out this section (your mailing label is attached to the reverse side) and mail it to:

**ASC-CA, 758 University Avenue,
Sacramento, CA 95825**

Please indicate the reason for your request:

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- ☐ This is a duplicate copy [you do not have to send the other label(s), unless you wish to stop receiving all copies of the *Independent*].
- ☐ I no longer wish to receive the *Independent*.



Videotape Training Library

(RATINGS:

ASC members have assigned ratings to some of these tapes:
A = Advanced B = Intermediate C = Basic/Beginner)

AUTOBODY

- 212 "Comprehensive Frame Measuring" by Chief Frame Machine [2/95]
- 148 "Metal Straightening Techniques. Qtr Panel & Outer Panel Door Replacement" B
- 144 "Unibody: Measuring Systems"

BRAKES

- 302 "Anti-Lock Brake Systems" Doug Mueller, 2002 Trade Show. 4 hrs.
- 291 "How to Diagnose Brakes"
- 260 "Brakes - Understanding Antilock Brake Systems" (NAPA).
- 118 "What a Pro Needs to Know About Teves Anti-Lock Brake Systems" (Raybestos).
- 244 "General Brakes Theory & Operation" Fort CTP 1994. [34:31] C
- 219 "Mark IV ABS with Traction" [:24] "Control & Computer Control Ride" [:24]
- "Update on Bravada 4 Wal ABS" [:19] (Teves)
- 215 "Brake Fund." "Fwd Brakes" "Dom. Calipers" "Imp. Calipers" [EIS Brake Service Training] C
- 214 "Delco Moraine ABS III & ABS VI" [Delco Brakes] {3/95} B
- 204 "Intro to Anti-Lock Systems" "Anti-Lock Systems" "Kelsey-Hayes" "Wal System"
- "Teves Mark IV Anti-Lock" (Wagner Brakes, Inc) B
- 203 "Replacing Tandex Master Cylinders-Replacing Drums-Record Wheel Cylinder-Ford"
- "Chrysler Dodge Caliper Record-GM Pads" B "Caliper Reconditioning" (Wagner Brakes, Inc)
- 202 "Brake Diagnosis" "Brake Diagnostics II" "Diagonal Split Systems" (Wagner Brakes Inc)
- 201 "Why Total Brake Service" "Selling Complete Service" "Import Sales & Service"
- "Related Selling Using Wagner Counterpart" (Wagner Brakes, Inc) C
- 196 "Disc Brake Problems" by Barry Fiedler (Wagner Brakes, Inc) A
- 188 "Import Brakes Aren't Foreign To Us" (Wagner Brake Co) {5/94} F
- 187 "ABS Brakes: Bosch, Delco, Moraine, Kelsey-Hayes & Teves" {5/94} B
- 169 "Brake systems" (Dave Crippen, Standard Motor Products) B
- 155 "Honda Performance: Anti-Lock Brakes" B
- 121 "Import Brakes Aren't Foreign to Us" (Wagner)
- 120 "Anti-Lock Brake Systems" (Wagner) B
- 119 "Toyota Anti-Lock Brake Systems" "Camry Brake Pulsation Repair" (Toyota) [:29/:24]
- 117 "What a Pro Needs to Know About Bosch Anti-Lock Brake Systems" (Raybestos)
- 114 "Antilock Brake System, Bosch II & III" (Standard Motor Products) [:38]
- 113 "Anti-Lock Brake Systems Bosch 11 & 111" (Standard Motor Products)
- 95 "Domestic & Foreign Disc Brake Service--2 parts" (EIS) B
- 73 "Audi ABS Brake System--Diagnosis & Testing" C
- 69 "EIS Domestic Caliper Service"

To order a tape or to browse the
Complete Videotape Library Catalog, go to:

WWW.ASCCA.COM/LIBRARY/

Or Contact Maxine Jones at:

310-764-1344

ASC News & Notes

ASC would like to welcome **Walt Carnwright** from Chapter 31 to the ASC Board of Directors. We'd also like to congratulate **Dan Fogle**, Chapter 19, on his recent election to the position of Treasurer. Congratulations to both!

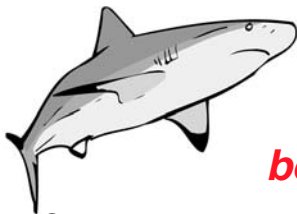
Mahneke Motors in Goleta, CA, owned by **Mike Mahneke** won the Golden Quill Award for Communication Excellence presented during ASA's Annual Convention held this spring in Sandestin, FL. They won the award for best television commercial, a 30-second spot advertising their mechanical repair business which was judged to have a great deal of impact, underlining their credibility and leaving viewers with a positive impression . . . all of which are desirable features of a great commercial. Congratulations to Mahneke Motors!

Kevin Caldwell, AAM of Autobody by Caldwell, Inc. in Laguna Hills, CA was named chairman of ASA's board of directors for 2003-2004. Caldwell assumed the chairman's post at the conclusion of the Associations' 2003 annual convention, held March 19-22, 2003 in Sandestin, FL. Caldwell succeeds Dan Frohlich, AAM of A.R.S. Automotive in Pittsburgh. Frohlich moves to the past chairman's seat on the board of directors for one year.

Effective July 1, 2003, the Pennzoil-Quaker State Company will begin Shell Oil Products US lubricants business with the Pennzoil-Quaker State Company. Shell Oil Company completed its acquisition of the Pennzoil-Quaker State company on October 1, 2002, after receiving FTC clearance on September 26, 2002.

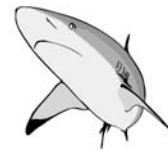
ASC Membership Survey Underway!

If you haven't filled out your membership survey remember to do so by July 11, 2003! All surveys received by that date will be included in a drawing to win a brand new DVD player! If you need to get a copy, please visit the Member's Only section of our website at www.ascca.com <<http://www.ascca.com/>> and download one! Results of the surveys will be published in a future edition of the Independent! Keep watch and see what your peers are saying!"



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ASC Annual Meeting and Elections

**October 9-12, 2003
Red Lion Hanalei Hotel
San Diego CA**

**Remember to save the date on your calendars
now for our ever-popular Annual Meeting!
It wouldn't be the same without you!**

**Watch the Independent newsletter, website and
your fax machine for more information as it
becomes available!**



Membership Contest!

**Time is running out! Refer folks who sign up for membership in ASC by July 31, 2003
and you could win!**

Our grand prize is a wine basket with donated wines from around the state!

**Paso Robles Wild Horse, Cabernet Sauvignon
Bernardus Marinus, Carmel Valley Red
Beringer Founders Estate, Cabernet Sauvignon
Rombauer Vintage, Carneros Chardonnay
Rombauer Vintage, Napa Valley Merlot
Pahrump Valley, American Chardonnay
Yuba Renaissance, Sierra Foothills Chardonnay
Marcella's Vineyard, Fess Parker Chardonnay
Dunningun Hills, Toasted Head Chardonnay**

**If you need a flyer to submit names with, give us a call at 1-800-810-4272 and we'll be
happy to fax one out to you.**

ASE Certification Testing Schedule Announced

Registration Methods Include Mail, Online, and Toll-Free Telephone

Leesburg, VA., May 19, 2003 — The National Institute for Automotive Service Excellence (ASE) will offer its full complement of forty-plus certification tests for repair professionals and parts specialists this Fall over the course of three evenings on November 13, 18, and 20, 2003. The tests will be given at over 700 locations throughout the United States and Canada. The registration deadline is September 26, 2003.

ASE offers certification tests in the following specialties: Automobile, Automobile Service Consultant, Medium/Heavy Truck, Truck Equipment, School Bus, Collision Repair and Refinish, Engine Machinist, Alternate Fuels/CNG, Parts Specialist, School Bus, and Advanced Series.

Registration information can be obtained by writing to ASE, 101 Blue Seal Dr., S.E., Suite 101, Leesburg, VA 20175; by calling the ASE toll-free information line at 1-877-ASE-TECH (273-8324) (Press, "Option 7"); ASE Customer Service at 703-669-6600; or by visiting ASE's website at www.ase.com.

The online registration option opens June 2, 2003, at the ASE website, while telephone registration will be available beginning September 2, 2003 (Toll-free, 1-866-427-3273). These methods are in addition to the traditional mail-in method. Full details on registration procedures and policies can be found in the Fall 2003 Test Registration Booklet.

ASE Catalogs of Tests, with sample questions, test specifications and task lists, and references to study materials can be viewed or downloaded at no charge from the ASE site as well.

The National Institute for Automotive Service Excellence (ASE) was founded in 1972 as an independent, non-profit organization dedicated to improving the quality of automotive service and repair through the voluntary testing and certification of automotive professionals. ASE-certified professionals wear blue and white ASE insignia and carry credentials listing their exact areas of certification.

Their employers often display the blue and white ASE sign. Over 420,000 professionals hold ASE credentials.

Contact: Martin Lawson,
mlawson@asecert.org; National Institute
for AUTOMOTIVE SERVICE EXCELLENCE
101 Blue Seal Drive, S.E., Suite 101,
Leesburg, VA 20175 Toll-Free Information
Line: 1-877-ASE-TECH (703) 669-6600.

Welcome New Members

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Toyo Star Auto Repair, Inc.	05
Bear Creek High School - Richard Rizzonelli	06
Manteca Test Only	06
Monroe Transmission, Inc.	07
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Big O Tires	08
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East West Motors	08
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(continued on page 15)

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(continued from page 14)

Tune Town Service	09
Alliance Transmission	14
Auto Diagnostic Services	14
D & D Anderson's Automotive, Inc.	14
Norco Foreign & Domestic	14
Twin Peaks Auto Service	14
Universal Underwriters	14
Vetronix	14
Comprehensive Mechanics	15
John Rood Smog & Repairs	15
Pearce European & Japanese	15
Water Star Motors	15
Chabot College - Stephen Small	16
Mission Valley ROP - Corey Shultz	16
Performance Auto Service, Inc.	16
Kellerman Muffler Service	17
Joe Kerby Auto Repair	1940
Advance Auto Electric	20
Diablo Transmissions	20
Five Star Automotive	20
Roesbery Car Care	20
North Bay Motorsports	21
Cuyamaca College - Chris Branton	24
Auto Pros	25
C.A.R.S.	25
ProAuto	25
Proto-Fab, LLC	25
Z J's Mechanical, Inc.	25
Automotive Excellence	28
A Accountable Auto, Etc.	31
Anderson's	31
Auto Truck & Electric	31
B & K Automotive	31
Bennett's Distributing Company	31
Goodspeed Distributing, Inc.	31
Universal Underwriters Group	31
Quality Auto Parts	32
Smog's Yes	32
Sierra Hart Auto Center	34
Import Auto Service	36
A-1 Auto Tech, Inc.	42
Honda Small Car Shop	42
Peninsula Automotive	42
Service Auto Care	48
The Air Shop	48
Vetronix	48
All Tune & Lube	50
Express Automotive	50
G & A Automotive	50
Mike's Automotive- MV	50
Nextruk	50
Performance Haus Auto Service	50
Workman Automotive	50
Prunedale Auto Supply	52
Robert's Auto Repair	52
Steve Foust Automotive	58
A+ Automotive	State
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Phoenix Auto	State
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Tire Pros	State
Trimen Oil Sales, Inc.	State
Trionic Corp.	State
Vetronix	State
Michael Swartz	TAL

Chapter Meetings & Contacts

Antelope Valley (19) — Meetings: Varies, call for info. Mbr Info: Dan Fogle at (661) 273-4123.

Bakersfield (58) — Meetings: 4th Wed. 7:30 pm, place varies. Mbr Info: Michael Elliot at (661) 845-2274.

Butte Area (4) — Meetings: Varies, call for info. Mbr Info: Doug Dirks at (530) 891-4972.

Central Coast (52) — Meetings: 3rd Weds. 7:00 pm, place varies. Mbr Info: Bob Constant at (831) 394-2620.

Central Valley (27) — Meetings: 2nd Tues., 6:30 pm, Early Dawn Cattle Co, Modesto. Mbr Info: Robert Raduechel at (209) 575-6326.

Coachella Valley (30) — Meetings: 2nd Tues, 6:30 pm, Augua Caliente, Rancho Mirage. Mbr Info: Fred Divine at (760) 343-1226.

East Bay (16) — Meetings: 2nd Tues., 7:00 pm, The Englander Restaurant, San Leandro. Mbr Info: Karen Lau at (510) 987-9948.

Foothill (5) — Meetings: 1st Tues. 6:30 pm, Brookside Country Club, Pasadena. Mbr Info: Chuck Chatham. (562) 928-1725.

Fresno (25) — Meetings: 2nd Thurs., 7:00 pm, Ramada Inn, Fresno. Mbr Info: Ray Rasmussen at (559) 855-2398.

Gold Country (36) — Meetings: 2nd Tues., 6:30 pm, place varies. Mbr Info: Robert Brocke at (530) 477-5712.

Hemet/San Jacinto (32) — Meetings: 2nd Tues., 6:30 pm, Sizzler, Hemet. Mbr Info: Phil Fournier at (909) 927-2102.

High Desert (31) — Meetings: last Tues, 6:30 pm, Location varies. Mbr Info: Walt Carnwright at (760) 245-5777.

Inland Empire (14) — Meetings: 3rd Tues., 7:00 pm, Royal Cut Restaurant, Ontario. Mbr Info: Glenn Davis at (909) 946-2282.

Long Beach (18) — Meetings: 3rd Tues. (no mtg July & Aug), 7:00 pm, Colonial Cafe, Long Beach. Mbr Info: Sam Baayoun at (562) 433-5523.

Merced (33) — Meetings: 3rd Tues. 7:00 pm, Place varies. Mbr Info: Kelly Velasco at (209) 826-6409.

Mid Cities (1) — Meetings: Varies, call for info. Mbr Info: Joe Forgacs at (562) 865-6195.

Morongo Basin (62) — Meetings: 2nd Mon., Sizzler, Yucca Valley. Mbr Info: Gordon Buma at (760) 365-5943.

Mt. Diablo (20) — Meetings: 3rd Thurs. 7:00 pm, place varies. Mbr Info: Barbara Livingstone at (925) 837-1000.

Napa/Solano Counties (9) — Meetings: 2nd Tues. 7:00 pm, Paby's Restaurant, Vallejo. Mbr Info: David Whittington at (707) 648-3299.

North Orange County (48) — Meetings: 3rd Weds., Embassy Suites, Brea. Mbr Info: Jo Ann Fischer at (714) 773-0949.

North San Diego County (22) — Meetings: 3rd Thur., Gentleman's Choice Restaurant, San Marcos. Mbr Info: Al Cerda Jr. at (760) 744-3468.

Orange Coast (50) — Meetings: 2nd Thurs. 7:00 pm, Irvine Marriott, Irvine. Mbr Info: Rita Thomas at (949) 855-0590.

Orange County (49) — Meetings: 3rd Thurs. 7:00 pm, Sterling Suites Hotel, Anaheim. Mbr Info: Bobbi Hamilton at (714) 632-7752.

Peninsula (23) — Meetings: Last Tues. 7:00 pm, place varies. Mbr Info: Vallerie Williamson at (408) 264-9495.

Redding (99) — Meetings: 3rd Thurs. 7:00 pm, place varies. Mbr Info: Tim Morluck at (530) 244-4423.

Sacramento (34) — Meetings: 4th Tues. 7:00 pm, location varies. Mbr Info: Carol Bartels at (916) 383-2076.

San Diego (24) — Meetings: 3rd Tues., 7:30 pm, Handerly Hotel, San Diego. Mbr Info: Stuart Terry at (619) 287-9626.

San Fernando Valley (11) — Meetings: 3rd Tues. 6:30 pm, Odyssey Restaurant, Granada Hills. Mbr Info: Marilyn Schanley. at (818) 768-1297.

San Francisco (21) — Meetings: last Weds. 6:30 pm, Delaney St. Restaurant. Mbr Info: Paul Grech at (415) 474-7323.

San Joaquin Valley (6) — Meetings: 2nd Thurs. 6:30 pm, place varies. Mbr Info: Andy Pollino at (209) 472-9866.

San Jose (42) — Meetings: 2nd Weds. 7:00 pm, Lou's Village, San Jose. Mbr Info: Valerie Williamson at (408) 264-9495.

San Luis Obispo (17) — Meetings: 3rd Weds., 7:00 pm, place varies. Mbr Info: Smitty Price at (805) 546-9892.

Santa Barbara (8) — Meetings: 3rd Wed. 7:00 pm, place varies. Mbr Info: Rachel Barajas. at (805) 682-9441.

Santa Clarita (3) — Meetings: Varies, call for info. Mbr Info: Kevin Browning. at (805) 251-6736.

Santa Cruz (15) — Meetings: 3rd Tuesday. 7:00 pm, Hindquarter, Santa Cruz. Contact: Nate Smith at (831) 476-1332.

Santa Rosa (28) — Meetings: last Tues. 7:00 pm, Michele's Restaurant, Santa Rosa. Mbr Info: Barbara Baker at (707) 546-4280.

Sonora (29) — Meetings: Varies, call for info. Mbr Info: Jim Opie at (209) 532-3624.

South Bay (1940) — Meetings: 3rd Thurs. 7:00 pm, place varies. Mbr Info: Peter Alper at (310) 328-1981.

South Los Angeles (10) — Meetings: 4th Thurs., 7:00 pm, Marie Callendars, Gardena. Mbr Info: Les Morris at (323) 778-1014.

Tri-County (7) — Meetings: Varies, call for Info. Mbr Info: John Mallen at (530) 671-2115.

Tulare-Visalia (26) — Meetings: 1st Mon., place varies. Mbr Info: Jammie Hammond at (559) 688-4713.

Ventura County (2) — Meetings: 2nd Tues. 6:30 pm, place varies. Mbr Info: Kathy Riggs at (805) 983-8100.

West Los Angeles (12) — Meetings: Varies, call for info. Mbr Info: Dee Cherko at (310) 837-0446.

Automotive Service Council of California

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MEETING/EVENTS SCHEDULE

2003	
Oct. 9-12, 2003	ASC Annual Meeting and Elections Hanalei Hotel San Diego, CA
Nov. 6-8, 2003	CARS Tropicana Resort & Casino Las Vegas, NV
Dec. 4-7, 2003	NACE Orlando, FL
2004	
March 29, 2004	AALC Legislative Day at the Capitol Sacramento, CA
April 15-17, 2004	ASA Annual Meeting San Antonio, TX
Oct. 6-10, 2004	Annual Meeting and Elections Embassy Suites San Luis Obispo, CA
All Events Listed Subject to Change	