

Cradle to the Grave Warranties and the Aftermarket

How will we fare in the quest for clean air?

By Aaron Lowe

A new initiative from the California Air Resources Board (CARB) seeks to address two of the biggest problems clean air officials have faced in reducing emissions from vehicles: Car owners do not properly maintain their vehicles and vehicle manufacturers do not always build durable systems. Independent service facilities in California and around the nation need to be watching a new government mandate that could directly impact their bottom lines. It could send their best customers back to the new-car dealer in the name of clean air.

The Line Stops Here

Vehicle components cannot last forever. Proper maintenance is important to ensuring that cars do not emit air pollutants above their legal limits as they age. According to the U.S. Environmental Protection Agency (EPA), about 30 percent of five-year old vehicles emit excessive pollution; at seven years old, that percentage jumps to 55, and on average, 30 percent of all cars cause the majority of the nation's vehicle pollution problem. From the car owner's perspective, the most visible method for ensuring that cars meet clean-air standards in use are the emissions inspection and maintenance programs (I/M). These programs are widely unpopular with motorists. Many regulators don't like the programs because of the challenge of effectively balancing the needs of the car owners who want convenience; repair shop owners who want low-cost testing equipment and efficient through-put; and the environmental agencies who demand strict testing standards.

The problems with the I/M program and the concerns regarding in-use emissions have convinced environmentalists and regulators that they need to take vehicle maintenance out of the

hands of the motorists and make it the vehicle manufacturers' responsibility. They are attempting to do this through strict certification and warranty mandates on the vehicle.

Sealing the Hood

The process begins in the design stage, as car companies must certify to the government that their vehicles' emissions systems will last for 10 years or 100,000 miles. Under this certification program, car companies must submit extensive data on the effectiveness and durability of the system to CARB and EPA long before the vehicle even gets to the dealership. Once the vehicle is on the road, should the government determine that the system is defective, they can order the car company to recall the vehicle, an extremely expensive option.

EPA and California further have adopted extensive warranty requirements also designed to provide incentives for car companies to build durable emissions systems and to provide car owners with "free" repairs. Under EPA, car companies are mandated to warrant the entire emissions system for two years/24,000 miles, with two components, the on-board computer and the catalytic converter being warranted for eight years/80,000 miles. CARB on the other hand requires a three-year/50,000-mile warranty, with high-priced repairs being warranted for seven years/70,000 miles.

CARB is not satisfied with the current requirements and it is aggressively moving toward sealing the hood for independents by requiring car companies to certify and warrant superlow-emitting vehicles for 15 years/150,000 miles. Car companies will offer these low-emitting vehicles as part of their obligation for meeting the zero-emissions vehicle mandate in California. It is estimated

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ASC Announces 2004 Scholarship Winners

The ASC Educational Foundation recently completed their evaluation of all of our scholarship candidates for the year. We had 33 applicants and after a long process we were able to narrow our choices down to the top five. Thanks to all of the candidates who participated in the process. We are in the process of awarding the checks to the winners and the Educational Foundation members will be meeting to discuss the 2005 scholarship program shortly.

Here is a short description of each candidate:

Amanda Dakai — was awarded the Maxine and Jim Jones Scholarship. She is a student in the ASC Fast Track program at Citrus College on Glendora, California and also volunteers in her community. One of her activities involves helping a quadriplegic student who currently attends Southwestern Law School and says she derives a great deal of inspiration for her own studies from assisting him with his.

In Amanda's own words — "I want to build a career that will stand me in good

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President's Message



Dan Biggs

State President 2004

**Members:**

Can you smell it? You know, the smell of money in the air! That's right, it's that time of year again when spring has sprung, and the anticipation of the coming prosperous summer has us all jumping for joy.

If you had a less than stellar winter, then you feel the same way I do. Hopefully if you are reading this, then your decision was the right one to retain your membership in the No. 1 automotive trade organization in California. While we may have been slow in the winter, our staff in Sacramento has been revitalizing our association, our web site and, for me personally, faith in our organization and our **TEAM - Together Everyone Accomplishes More.**

Elections for the ASC Board of Directors are coming in October and it isn't too soon to announce your candidacy! I welcome you to consider coming aboard along with our dedicated and enthusiastic crew and help us make a difference both in ASC and in our industry that we love so much.

Your first vice-president Bob Constant and I have been in attendance at many chapter meetings over the past few weeks. We appreciate the welcome we have been given and have really enjoyed getting to know your chapter members better and hear about your chapters and your various activities. We want you to all know you are each valuable and important and that each chapter is a vital part of ASC.

There have been two chapter workshops held both in the southern part of the state and the northern part recently. Many great ideas have been shared and we look for positive results from both of these events. Once the dust settles, we will have a full report for you to read and a lot of good ideas for you to take a look at in the coming months.

Congratulations to Maxine Jones for being inducted into the Hall of Fame. Maxine has given more to ASC than any two people I know, and she deserves our heartfelt thanks. I hope that you can be there on June 12th during our Team Weekend being held at the Embassy Suites North at LAX.

Can you smell it yet? Mmmmmmmoney!!\$\$\$\$\$\$

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Executive Director's Report



Jennifer Zins
Executive Director

ASC is growing by leaps and bounds and in ways that should make us all very proud.

ASC is growing in membership retention and growth. In conjunction with the membership committee, we have developed new ways to revitalize the membership through chapter workshops, new directives for our northern and southern chapter liaisons in working and helping chapters grow and prosper and through new ideas and methods for membership retention.

ASC is growing in government affairs. We have secured our rightful place in the halls of the state capitol through effective and consistent advocacy strategies, grassroots participation and in district contact with local legislators. We have done this through the hard work of our government affairs committee and team and through working with various coalitions and task forces and other aftermarket and business organizations in Sacramento.

ASC is growing in member services. Through the direction of the endorsements committee, we have thoroughly analyzed each of our programs and services we offer members to make certain we are providing the highest quality and competitive benefits for our members. This includes such programs as ASC Insurance Services, free legal benefits through Jacobs & Gregory, NOVA credit card processing, group oil purchasing discounts through CITGO Oil program and many more.

ASC is growing in communications. We have developed new and innovative ways to keep our members up to date on the latest industry and government news through routine broadcast faxes and emails such as ASC at the Capitol, ASC NewzBreak and timely legislative and member alerts. In addition, ASC has recently revamped our web site to reflect the professionalism of our association and our trade. Visit www.ascca.com to obtain all the latest information about your association and your industry today.

The bottom line is that ASC is growing in positive and creative ways and the reason we are successful is because of you, the ASC member. Your continued support and dedication to your industry association is the core of what keeps ASC at the top of its game. Your involvement at every level of ASC, whether it is at the chapter level, participating in government affairs strategies or utilizing one of the many programs and services to help support your association, is critical to the long term growth and success of ASC.

Help keep ASC growing. Participate in this year's membership contest, help recruit a new member into ASC, attend the annual meeting in October, read your Independent, broadcast faxes and emails, visit the ASC web site and attend your local chapter meetings. You are the key to the success and growth of ASC.

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(559) 291-0629

ASC Welcomes Two New Staff Members

ASC is proud to welcome two new staff members to our team! We know you will join us in making these two new members of our ASC Team feel welcome! The following are some quick words of introduction for both Jeff Shultz and Brandon Morgan.

Jeff Shultz – Northern California Chapter Liaison

Jeff has been hired as the new Chapter Liaison serving the Northern part of the state. Jeff will begin his employment with ASC on May 10, 2004.



Jeff Shultz

We conducted an extensive search to find a new Chapter Liaison - North. After

numerous interviews and screenings, Jeff excelled as the most qualified and capable candidate. Jeff brings over 9 years of association management experience to ASC with particular emphasis on membership recruitment and retention. Jeff has held positions with the California Community Colleges, California Psychological Association and the Building Industry Association among others. Jeff is a graduate of California State University, Sacramento and resides in the Sacramento area. Jeff will be working from his home office when he is not on the 'road' recruiting and retaining members and serving as a liaison to the Northern California chapters.

Jeff will be attending the ASC Team Weekend meetings in June in Los Angeles, so you will all have an opportunity to meet him in person there.

Brandon Morgan – Administrative Assistant

Brandon was hired to be ASC's Administrative Assistant at the Sacramento headquarters office and began working with your other ASC Staff members on Monday, April 26, 2004.



Brandon Morgan

Brandon brings experience as an office assistant and is highly skilled in all areas of computer technology. Brandon is a quick learner and is eager to learn about the non-profit association world! Brandon will be responsible for administrative functions for the association and will assist our ASC Staff in the routine running of the headquarters office. We are enthused to have Brandon join our team and encourage you to say a friendly hello when you get the chance.

(continued from page 1)

Cradle to Grave

that by 2020, half the vehicles offered on the market will have the cradle-to-grave warranty. Left unchallenged, CARB staff has made it clear to the aftermarket that it would like to impose 15/150 warranties on all vehicles sold in the state, to ensure the fleet stays clean for its entire useful life.

Car Owner or Dealer?

Whether the warranties actually provide incentives for the car companies to build more durable vehicle-emissions systems is completely unproven. In fact, durability has been increasing without the warranty because of competition and extensive pre-production certification standards required by CARB and EPA. The warranty will act as a marketing tool for the car companies and the franchised dealership, sending motorists down the dealer path long after they normally would absent a warranty. To make matters worse, once at the dealership, car owners will have other non-covered items performed, such as oil changes and brake jobs.

The High Cost of "Free"

To measure the impact of the warranty on the industry, CARB agreed to study of the effect of the warranty on the indepen-

dent service industry. Performed by the Rand Corporation, the study estimated that the warranty could cost aftermarket businesses about \$6.5 billion through 2020. A similar study performed by the independent aftermarket estimated those costs to be nearly \$9 billion.

These studies only looked at super low-emitting vehicles. They did not consider the possibility that all vehicles may one day be required to be warranted for their entire useful life. Such action likely would change where motorists go for simple maintenance. In fact, the CARB study found that for vehicles covered by the warranty, 60 percent of motorists likely would return to the new car dealer for all maintenance. Without the warranty the percentage is the reverse, with nearly 75 to 80 percent of motorists using independents for all maintenance and repairs.

CARB maintains that the extended warranty provides a free ride to motorists, permitting them to obtain free repairs. They completely ignore the fact that the cost of the warranty will be included in the price of the car. Motorists will further pay for the extended care system through the inconvenience of only being able to obtain repairs from the dealer and in higher-priced repairs for unwarranted items as a result of the lower number of repair shops.

No Easy Answers

Seeing the problem is one thing, fighting the agency is quite another. It is hard to obtain public support for an effort to stop a warranty that purports to provide "free" repairs. It is also unlikely that the board — sold on the benefits of a warranty to clean air, and the car owner will back away — from the lifetime warranty without significant political pressure. The independent aftermarket will need to launch a major offensive, demonstrating that the warranties do not benefit clean air and are an unnecessary government intrusion into the repair marketplace. Alternatively, the aftermarket could attempt to pass rules that would permit independents to perform warranty work. It is unclear whether such a program could be effectively administered and whether independent shops would want to be subject to stringent car-company rules regarding warranty administration. The industry will need to act soon or face the realities of a significant part of their market eliminated or captured by the car companies. For more information, contact ASC at (800) 810-4272.

Aaron Lowe is vice president, government affairs for AAIA. Reprinted by permission.

Legislative Update

Workers' Compensation Reform Bill Signed by Governor Schwarzenegger

SB 899 (Poochigian) was finally signed into law after many weeks of posturing and negotiating between both parties in the California State Legislature. The typical scenario with high stakes bills like this played out with the attendant threats, inflammatory rhetoric and passing the bill out of committee in the dead of night.

Regardless, according to a press release from the Governor here are some highlights of SB 899 reforms:

Medical Network

SB 899 restructures the way medical treatment is delivered in the workers' compensation system by allowing employers and insurers to create network pools of doctors. Employees may seek second-opinions from their choice of doctor within the network. The bill establishes an independent medical review process that allows injured workers who are unsatisfied with the network doctors' recommendation to appeal. If the IMR sides with the injured worker, the injured worker may seek the treatment from his or her own doctor. This bill also brings a rational definition to treatment standards for worker injuries.

Two-Year Temporary Disability Cap

SB 899 caps temporary disability payments two years from the first TD payments. It exempts certain injuries, which typically take more than two-years to heal, from the cap.

Return to Work

SB 899 promotes return-to-work opportunities by providing incentives in the permanent disability system for helping workers return to work. The bill would allow a 15% reduction in payments if an employer brings an employee back to the same job, at the same pay, or accommodates them with a modified job, as long as the job pays at least 85% of the previous job. Likewise it would allow injured workers who are unable to return to work, to receive a 15% increase in their award.

Permanent Disability

SB 899 provides for the creation of an objective and uniform permanent disability schedule by using the American

Medical Association guides for impairment ratings. It also eliminates the highly subjective "work capacity guidelines" and replaces them with objective earning capacity ratings. It also shifts benefits to those who are more severely injured, by reducing benefits for those who receive a 15% or less disability rating and increasing benefits for those whose rating is greater than 70%.

Apportionment

SB 899 apportions all injuries to the actual cause of the injury and prohibits workers from receiving disability payments for injuries, or portions of injuries, which occurred outside of the workplace. The bill brings rationality to the apportionment determination, so that a person cannot continue to receive new PD awards for the same injury by creating a conclusive presumption that prior injuries exist. The bill caps multiple awards so that an individual cannot get more than 100 percent disability for any single region of the body

5814 Penalty

SB 899 amends Labor Code 5814 so that the penalty is assessed on the actual late payment rather than the entire claim - past, present, and future. The penalty will be 25 percent of the late payment, capped at \$10,000. If an insurer discovered that they had failed to pay a claim on time or at the right amount, they could "self-correct" by sending it off with an additional 10 percent added. There would be a two-year statute of limitation.

Of course, it will take a long time to fully analyze this bill in its entirety and

our government affairs team and insurance partners at ASC Insurance Services will continue to keep a close eye on what develops as this is rolled out. Stay tuned for more updates as they become available.

17200 Initiative Update

On April 12, 2004 the Californians to Stop Shakedown Lawsuits submitted over 650,000 signatures to election officials to qualify the measure for the November ballot.

You've done a fabulous job getting the signatures in but our work is not over. Please visit <http://www.stopshakedownlawsuits.com> or call (916) 677-5591. You can tell your story, make a financial contribution or find out how else you can help!

15/150 Warranties—Hard Times on the Horizon for Repair Shops

As if we didn't have enough to worry about, there is a big push suddenly on behalf of the California Air Resources Board and other governmental entities to institute 15/150 mile warranties on vehicles sold in the United States. We don't have to point out to you the obvious danger this poses to the independent repair shops both in the state of California and across the nation.

ASC, in conjunction with other industry partners, is on the forefront of this issue and have formulated study groups to closely watch as this situation develops. We have been meeting regularly to discuss our strategy.

As part of our June Team Weekend we are having John Valencia speak at our Joint ASC Board/Chapter Representatives luncheon on Sunday, June 13, 2004 in order to review this in depth and get you up to speed. Please see our website for registration information and come to this important event! Thanks to Mr. Valencia for coming to address our members directly and share his expertise.

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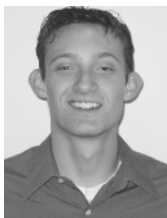
Scholarship Winners

stead in the future. I want to bring a deeper knowledge to women that have the view that cars are a mystery and better left to mechanics. If people are educated then a deeper appreciation for this profession will ensue. I want to bring an elevated level of professionalism to this profession, and to have a well known shop that speaks highly of the Automotive Service Councils."

Dennis Flory — was awarded the Past President's Scholarship. He is a student at the San Bernardino Valley College. Dennis has been an automotive technician for 20 years and has returned to college to complete his automotive studies and get up to speed on the latest advances in automotive technology. He was member of the US Navy's Submarine division during the Vietnam-era and currently volunteers to help spread the word about San Bernardino Valley College's educational and/or technical training programs.

In Dennis's own words — "I originally desired to acquire needed training to become a smog technician only but found the new electrical systems utilized in modern vehicles challenging and stimulating to work with. I worked, uncredentialed, for many years but have been able to obtain six ASE's in the past three years, and am testing for my last three this spring making me a master technician."

Eric Gackle — was awarded the Jack Heyler Memorial Scholarship. Eric is a recent high school graduate from Bonita High School in La Verne, California and was enrolled in their Auto-



Eric Gackle

motive Technology Program for the last two years. Eric plans on attending Citrus College in the fall and plans to attain ASE Master Certification in Automotive Technology while working towards a teaching degree. He has volunteered for several trips to Mexico and helped build seven new homes for citizens there.

In Eric's own words — "I know for certain that automotive technology will be a part of my life, whether I am figuring out a problem with a vehicle or teaching someone how to find the problem. With this scholarship in hand, I will know then that I am one step closer

to fulfilling my dreams and ambitions that I have set forth for myself. I thank you for giving me this opportunity to have a chance to succeed."

Jeffrey Miller — was awarded the Jim Hunt Memorial Scholarship. Jeff is a student at Cuesta College in San Luis Obispo, California and has completed three semesters in their Automotive Technology program. He currently works for an ASC member, John Neiswanger, who owns Jim's Automotive. Jeff's volunteer activities center around his involvement with his church and he volunteers to assist the elderly with lawn maintenance and small home repairs that they can't do for themselves.

In Jeffrey's own words — "I would like to make this my career because I enjoy finding out how cars work and the technology that has been engineered into them. I also enjoy fixing something that was brought in broken and seeing it leave fixed. With this degree I plan on getting a job as a technician and looking for a business to take over and run."

Omar Vela — was awarded the Donald D. Dirks Memorial Scholarship. Omar is a student at the College of the Sequoias in Visalia, California and is in his third

semester of their Automotive Technology program there. Omar currently serves as the Automotive Club President at his school and has demonstrated excellent leadership qualities with other members of the club and is also on the Board of Directors for the Visalia American Little League.



Omar Vela

In Omar's own words — "Many years ago, my interest in automotive technology began, working with tools and holding several jobs that required mechanical aptitude. These jobs challenged my mind, and mechanics came naturally to me. There has always been a demand to work on family, friends and neighbor's cars, so I decided to pursue a career involving automotive care.

On behalf of the ASC Educational Foundation, the Board of Directors and our members at large, we wish to extend our congratulations to each of these worthy winners and wish them the best as they join the ranks of automotive technicians in our great state!

Member Feedback Form

ASC endorses a number of benefits that give you, the ASC member, the advantage of preferential pricing or other advantages that you can't get on the street but we don't often hear your opinions of the services we offer. So here is your chance! If you have had a terrific experience with one of our vendors, let us know about it. If you have had a not so great experience, we'd like to know that too.

Please complete the following form and fax back to the ASC State Office at 1-916-924-6702 and let us hear from you!

Name: _____ Chapter: _____

Company: _____

Endorsed Benefit Provider:

- | | | | |
|------------------------------------------------------------|----------------------------------------------------|------------------------------------|---------------------------------------------|
| <input type="checkbox"/> ASC Insurance Services | <input type="checkbox"/> CIMS | <input type="checkbox"/> CITGO | <input type="checkbox"/> Jacobs and Gregory |
| <input type="checkbox"/> NOVA | <input type="checkbox"/> ALLDATA | <input type="checkbox"/> Mitchell1 | <input type="checkbox"/> Paychex |
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Rate this vendor on service (1 being poor and 5 being great)

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☐ 1 ☐ 2 ☐ 3 ☐ 4 ☐ 5

Comments: _____

Thanks for Helping Us Keep an Eye on Things on Your Behalf!

Insurance News

Renewals Coming!

Many ASC Members renew their workers' compensation policies in July. Here at ASC Insurance Services we are gearing up to help you! Call Shannon at (916) 609-8396 or Lorraine at (916) 609-8402 to get the ball rolling! This year, you can also fill out a quick and convenient online form located in the ASC Insurance Services section of our website at www.ascca.com.

Workers' Compensation coverage continues to be a hot button issue in California. It is too soon to tell how the recent changes in the Workers' Compensation system in California will affect the carriers but according to representatives at the Workers' Compensation Insurance Rating Board (WCIRB) we probably won't see any significant rate reductions over the next few months and it's too soon to tell which carriers will come back into California to play the game. We are continuing to stay on top of the situation and will give you all the information you need.

In the meantime—**DON'T WAIT** to get your workers' compensation coverage lined up for next year! The market hasn't seen a huge influx of carriers in response to the new worker's compensation legislation yet. If you want to get a quote start getting your information in **TODAY** so the carriers that **ARE** still in California don't get overwhelmed in July and leave you waiting in a long line without coverage!

We will help you get all your preliminary paperwork in order, including four years of loss runs which are required and once the rates are released in July we will quote your business.

Bogus Quotes

Speaking of July rates, there are some insurance brokerage firms out there circulating what amount to bogus quotes right now. An ASC Board Member brought this situation to our attention when they were approached and given a "quote" on their worker's compensation policy that renews in July.

The problem is, the quote isn't real. The firm in question used January rates, the

wrong ex mod, the wrong payroll and tacked on some fine print that said, "Preliminary quote." Don't be fooled! Any firm quoting July renewals right now is using January rates because the carriers won't post their new July rates until late in June. That quote may change **DRAMATICALLY** due to that. We will get you the right quote at the right time so you can make the best decision possible!

Frequently Asked Questions

We are working on adding a frequently asked questions section to the ASC website at www.ascca.com and hope this will be a useful resource for you to use when you have questions regarding our insurance programs or how things work at ASC Insurance Services.

In the meantime, here are a couple of questions we hear a lot and the answers to them.

Don't you set my rates? Do you jack my premium up to make a bigger profit for yourselves?

ASC Insurance Services is a brokerage and sales organization. We market your account to several different insurance carriers who are the entities who set the rates by filing them with the Department of Insurance. We are paid a fee for placing an account with the Insurance Company. We cannot in any way change the rate. Some brokers will add a placement fee or broker's fee which must be disclosed in writing as part of any quote for insurance presented to you by a broker or agent. ASC Insurance Services has never raised rates or premiums just to increase profits. We operate the business to make a profit as any business does after expenses and share the net profit between the two partners, ASC and InterWest.

What if I can't get my current ex-mod because my carrier went out of business?

ASC Insurance, as your representative and a business partner of the Association, will do all in our power to get a provi-

sional modification issued by your insurance carrier, or as an alternative we will attempt to get the insurance carrier to recognize your excellent safety record and give you a credit on your policy. Unfortunately, there may be times when we are unsuccessful and your premium will increase due to a carrier's bankruptcy. As your advocate and a representative of your industry we are actively lobbying to get the legislature and the WCIRB to deal with this issue and put a program in place that will give you the premium reductions you are entitled to.

Isn't buying an ASC Insurance Services policy through my local broker the same as buying it directly from you?

In many cases our expertise and market clout using the resources of InterWest Insurance Services allows us to have access to insurance carriers that are exclusive to your agencies sales people. We also have the combined buying power of the Association and its members to present to the insurance carriers when negotiating for coverage and group discounts. In some instances we may present you with a quote for insurance that is the same as your local brokers quote as there are a limited number of insurance carriers operating in this state. However, the big difference between us and your local broker is that your association is a full partner in the agency and as such we are working on behalf of the membership and share profits generated from insurance sales 50/50 with your Association. ***You as a member benefit from the services and support that your Association brings to you and by buying through us can ensure that profits from your Insurance purchases go to the Association and not to the pocket of the local broker without any increase in your costs!!!***

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ASC MEMBERSHIP DRIVE 2004!

Here's Your Chance—Recruit New Members for Your Chapter OR Customers for ASC Insurance Services And Win Cash for Your Chapter!

We are kicking off our Membership Drive 2004 on May 1, 2004 and this year there's a twist!

Only those chapters who have contributed \$100 to the **Membership Drive Prize Pot** are eligible to compete in this promotional opportunity to win cash for their chapter to spend any way they wish! **There is still time to get in on this! Call Walt Commans at (714) 875-9011 TODAY!**

So far we have collected **\$1,000** and will split this into a first, second and third cash prize. The chapters who are playing are: 42—San Jose, 48—No Orange County, 20—Mt. Diablo, 11—San Fernando Valley, 32—Hemet, 23—Peninsula, 58—Bakersfield, 26—Tulare, 24—San Diego and 14—Inland Empire. **If you're not on this list—GET ON IT!**

The chapter that increases its membership by the highest percentage from the end of the first quarter to the end of the contest, July 31, 2004, will win the first place prize and so on.

Now there's an BONUS! ASC Insurance Services has volunteered to throw in an **additional \$2,000!** The chapter that gets the most insurance policies directly through our staff at ASC Insurance Services will qualify for a first place prize of \$1,000 cash, second place will get \$600 and third place will get \$400! The catch is, **only the chapters who participate in the membership drive** get to qualify to compete for these additional cash prizes too! Don't pass up this second chance to win!

Get your chapter members to sign up new members in your chapter or get your members to call ASC Insurance Services at (877) 250-1979! Or, if you'd rather have us do the work, just use this form, identify the prospects and tell us if they are a membership prospect or an insurance prospect and we'll do the rest!!!!

Prospect #1—Membership or ASCIS (please circle)

Name: _____

Company: _____ Chapter: _____

Address: _____

City: _____ State: _____ Zip: _____

Phone: _____ Fax: _____

Email: _____

Prospect #2—Membership or ASCIS (please circle)

Name: _____

Company: _____ Chapter: _____

Address: _____

City: _____ State: _____ Zip: _____

Phone: _____ Fax: _____

Email: _____

Prospect #3—Membership or ASCIS (please circle)

Name: _____

Company: _____ Chapter: _____

Address: _____

City: _____ State: _____ Zip: _____

Phone: _____ Fax: _____

Email: _____

Please fill out and fax back to ASC at 916-924-6702!
Feel free to use another sheet of paper if you need to!
Results will be posted on the website at www.ascca.com!

Learning From Losses

Mechanic Killed When Struck In Head

Provided by: Preferred Employers Insurance Company and Automotive Insurance Services

The site of the incident was a small auto shop specializing in import vehicles. The shop yard was cluttered with disabled vehicles and miscellaneous debris.

A 52 year-old mechanic died when a vehicle he was working on slipped off a jack and struck him in the head. The victim had lifted the vehicle with a large bottle-type hydraulic jack and blocked only one tire with a piece of wood.

While the victim was lying on a creeper replacing a leaking hose underneath the vehicle, it slipped off the jack and struck him in the head. The area of the shop yard where the vehicle was being repaired had a slight incline. The paramedics administered CPR and transported the victim to the hospital, where he died shortly thereafter.

Cause of Death: Blunt trauma to the head.

Recommendations/Discussion

1. Ensure all jacked loads are properly supported before beginning work.

Most jacks are designed to lift heavy objects, not support them. Proper use of a jack involves knowing the weight limit and proper placement of the jack. Once the jack lifts the object, then the object must be supported by either a jack stand or cribbing. Cribbing is the process where blocks of wood are placed under an object to support it in an elevated position. Had jack stands or cribbing been used, this incident might have been prevented.

2. Ensure all vehicles are on level floors before elevating them.

Jacks are designed to lift a load straight up. It is essential that the surface the load is on is level. An unlevel surface will allow the center of gravity to shift rapidly to the down side. Any movement caused by the work being performed on the load could also cause the load to slip off

the jack, especially if it is not properly secured by jack stands or cribbed. Had the victim used a jack on a level surface this incident might have been prevented.

3. Ensure all employees are properly trained and supervised in safe use of tools in their trade.

The configuration of a load being lifted can require special placement of jacks before lifting a vehicle. The vehicle in this incident required special placement of the jack. Training is the most effective way to attain knowledge of special precautions and supervision is an effective method to ensure the proper procedures are used. Had the employer trained and supervised his worker, this incident might have been prevented.

esp

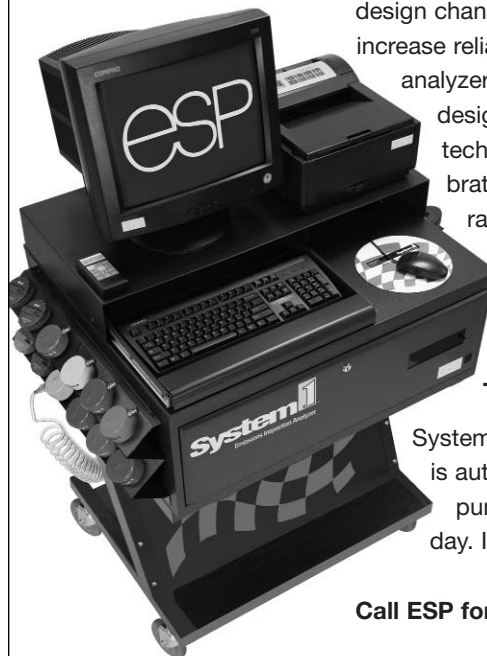


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Chapters & Members In The News

ASC Board Member in Industry Publication

Congratulations to Andrew Pollino who is featured in a large article starting on page 3 of the April 2004 issue of Parts and People – the Northern California Edition – “ASC Membership, Long Term Approach Keep Pro Care Automotive Successful.”

Here is a link to an online copy of the article with some great pictures!

<http://www.partsandpeople.com/articles/N.California/Pollino.htm>

Thanks to Andy for his support of ASC and mentioning us throughout the article!

ARC Holds Golf Tournament – ASC Members Invited to Participate!

Circle June 21, 2004 on your calendars, because you won't want to miss the Automotive Repair Coalition's Annual Meeting and First Annual Golf Outing, to be held at the Morgan Run Country Club just north of San Diego!

The meeting will take place in the morning and the golf tournament after lunch. The day will be capped off with an awards dinner in the evening.

The cost to participate in the golf outing will be \$195 per player, which will include lunch, golf, dinner, drink tickets, prizes, and the opportunity to enjoy the company of other ARC members. Gov. Schwarzenegger been invited to join us.

Please contact Marty Keller at 916-447-8175 or event organizer Bill Parker (760-518-0090 or cmcind@cox.net) to make reservations or for more information. All ARC members, friends, and allies are welcome to participate!

SAVE THE DATE!



Make plans now to join ASC members at the 64th Annual Meeting and Elections being held October 8-10, 2004 at the Embassy Suites Hotel in San Luis Obispo!

Activities, elections, long range strategic planning sessions, networking and fun are all on the agenda! This is a great time to join us and see what our plans for 2005 shape up to be! Watch your fax machine, our website and future issues of the *Independent* for more information as it becomes available!



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Seeking ASC Board Member Candidates!

Elections are coming up in October and we are preparing our candidate profiles for publication in the summer issue of the California Independent. We urge all interested ASC members to consider running for the board and joining this dynamic and exciting board that is moving to make a difference in the lives of independent repair shops all across California!

We have recently posted our Application for Consideration/Candidate Profile Form for the ASC-CA Board of Directors in our Members Only News section on our website at www.ascca.com. Members may fill out our online application to declare your intent to run for the ASC-CA Board of Directors at the Annual Meeting and Elections being held this year October 8-10, 2004 at the Embassy Suites in San Luis Obispo. You may also download a PDF copy or call ASC at (800) 810-4272 and they can email or fax you a copy of it! Call or visit the website at www.ascca.com TODAY for more information!



Chapter Workshops a Success!

Recently we've held two workshops, one in the Southern part of the state and one in the Northern, where chapters came to share their great ideas about what works well for them as chapters. Lots of terrific ideas were traded back and forth and we are compiling these for the chapter representatives committee to discuss at their meeting during Team Weekend, June 12-13, 2004 in Los Angeles. We will dedicate an article in a future issue of the Independent to discuss these ideas in depth! Watch for it and get ready to get excited about the many different ways your chapter can serve its members to the fullest!

In Memorium

Allen Richey, former CEO of the Automotive Service Association (ASA), passed away on April 21. Richey began his association career as editor of the 11-member Independent Garagemen's Association (IGA) of Texas' monthly magazine. His vision for offering training and education to the automotive repair and service industry was realized in the formation of the Automotive Management Institute (AMI).

Richey was instrumental in the successful merger of two renowned automotive associations, the Automotive Service Council and the Independent Automotive Service Association, to form what is now ASA. He served as the executive director of the Independent Garagemen's Association, the Independent Automotive Service Association and, until his retirement in 1989, CEO of ASA. Richey received the Distinguished Service Citation from the Automotive Hall of Fame in 1990.

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ASC 2nd Quarter Team Weekend

Here is our schedule of events for the June Team Weekend being held on June 12-13, 2004 at the Embassy Suites Hotel Los Angeles – International Airport North located at 9801 Airport Blvd (corner of Century Blvd), Los Angeles, CA 90045. Their phone number is (310) 215-1000. Please do not confuse this hotel with the Embassy Suites South which ASC has used in the past for events.

A fully detailed events list has been added to the events calendar on our website at www.ascca.com and you can register to attend Team Weekend online as well!

PLEASE register so we can make sure we have enough chairs in the meeting rooms and enough materials for everyone. Please indicate which meetings you are planning on attending!

(Registrations for the Maxine Jones Induction No-Host Reception and Dinner in the evening on Saturday June 12, 2004 are being handled by Dee Cherko and you may contact Dee at (310) 837-0446. You may download a PDF copy of Maxine's invitation flyer on the website as well.) **Deadline for registration with ASC to attend Team Weekend is Friday, June 4, 2004.**

Thanks very much and we are looking forward to seeing you in LA!

(UNLESS OTHERWISE NOTED ALL MEETINGS WILL BE HELD AT THE Embassy Suites Hotel Los Angeles-International Airport North located at 9801 Airport Blvd (corner of Century Blvd), Los Angeles, CA 90045. Please Note: This is not the Embassy Suites South which ASC has used for meetings in the past.)

Saturday, June 12, 2004

10:00 a.m. – 12:00 p.m.	ASCIS Management Committee
Lunch on your own	
1:00 – 4:00 p.m.	ASC Committee Meetings <ul style="list-style-type: none"> • Government Affairs • Membership • Education, Training & Information • Bylaws, Policies & Procedures • Endorsements
4:00 – 6:00 p.m.	ASC Executive Committee Meeting
6:30 – 10:00 p.m.	Maxine Jones Induction Reception/Dinner (formal, semi-formal attire)

Sunday, June 13, 2004

8:30 a.m. – 11:30 a.m.	ASC Chapter Reps Committee
11:30 – 1:00 p.m.	Joint Board/Chapter Rep Luncheon, Featuring a Panel Discussion on 15/150 Warranty Issue
1:00 – 4:00 p.m.	ASC/MBI Board of Directors Meeting
4:00 p.m.	Adjournment

Hall of Fame Induction Honoring Maxine Jones Saturday June 12, 2004

~

*Embassy Suites -
Airport North*

*9801 Airport Boulevard
(corner of Century Blvd)
Los Angeles, California 90045*

~

*Social Hour (no host)
6:30 p.m.*

~

Dinner 7:00 p.m.

~

Dinner Cost: \$25/person

This event is in honor of Maxine Jones and her many years of dedicated service to the members of the Automotive Service Councils of California.

*For reservations, please call
Dee Cherko at
(310) 837-0446 or
(310) 836-6095. Please let Dee know if you wish to donate towards
Maxine's gift.*

Golf Tournament

**Friday, June 11th
at the
Westchester Golf
Course.**

**For details call
Mike Mahneke
(805) 681-0021**

Automotive Service Councils of California

MISSION STATEMENT

To provide business resources for our members and to advance the professionalism of the automotive repair 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.

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 (along with your mailing label on the back page) and mail it to:

ASC-CA
758 University Avenue
Sacramento, CA 95825

Please indicate the reason for your request:

- ☐ Change of address (please PRINT corrections under label on back page and include with this form)
- ☐ 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*.



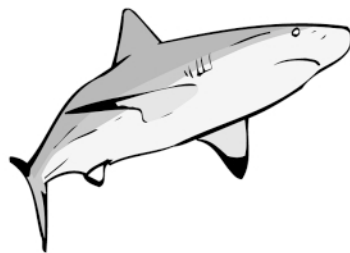
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Lorraine Stevens: Package 916/609-8402
Chuck Coppage: Manager 916/679-2951

ASC, NASCAR, AAIA and AWA Legislative Reception A Success

ASC in partnership with NASCAR, AAIA and CAVA sponsored a legislative reception in Sacramento on April 13, 2004 at the IMAX theater in Sacramento. The purpose was to educate legislators and their staffs regarding the automotive repair industry and its impact on the California economy and also to promote the Be Car Care Aware Campaign.

Approximately 60 ASC members were in attendance at this important event as well as legislators, their staffs and select members of the Governor's staff. Beyond seeing the *Experience of NASCAR - 3D* movie, the attendees were given a presentation on the Be Car Care Aware campaign.

Additionally the Assembly Resolution in regards to supporting efforts to declare April "National Car Care Month" was on display. That resolution has since gone on to be adopted 66-1 in the California State Assembly. Thanks to all of our ASC members who took the time to come and enjoy the movie, but also to mix with the players in the California legislature!

Your continued support of ASC is much appreciated and we will continue to pursue efforts to stay in front of the legislature and advance our agenda one event at a time! Please watch your fax machine, the California Independent and our website at www.ascca.com for your opportunity to participate in future events like this one!



Napa shows off their machine!



Engine talk before the reception.



Industry folks and legislators enjoying some refreshments.



ASC board Member Andy Pollino comes to support ASC at the IMAX Theater!

Congratulations and Welcome to New Members

BUSINESS	CHAPTER
California Smog Institute	14
Interstate Automotive	01
Ken's Auto Repair	28
Kevin's Auto Repair	42
Vetronix	42

ASC-CA Classified Ads

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Need to list a classified? Free to ASC members. Just fax text to ASC at (916) 924-6702 or email to info@ascca.com.

ASC Signs Partnership Agreement with ASA

At the March Team Weekend the ASC Board of Directors voted to adopt the partnership agreement negotiated with ASA (the Automotive Service Association). A partnership agreement is different than an affiliation agreement. We have decided to retain our independence and remain the Automotive Service Councils of California while still working together in the spirit of partnership with our counterparts at ASA. President Biggs signed the agreement and it has been sent to ASA. The full text of this agreement can be found in the Members Only Section of our website located at www.ascca.com.

**The ASC Website is
available for you 24/7!**

**Please visit
www.ascca.com
for all the latest
association
information!**

Chapter Meetings & Contacts

- Bakersfield** (58) — Meetings: 4th Wed. 7:30 pm, place varies. Mbr Info: Michael Elliot at (661) 845-2274.
- Central Coast** (52) — Meetings: 3rd Weds. 7:00 pm, place varies. Mbr Info: Pat McDonald at (831) 899-2425.
- 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: Ron Bessette at (510) 774-3394.
- 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** (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: Russ Okimoto at (562) 926-7317.
- 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, Palby'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.
- 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: Ken Hamilton at (714) 535-4100.
- 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 Morlock 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) 768-3656.
- 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 (661) 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: 3rd Tues. 7:00 pm, Sam's For Play, Santa Rosa. Mbr Info: Barbara Baker at (707) 546-4280.
- 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, Margarita Joens Restaurant, Los Angeles. Mbr Info: Les Morris at (323) 778-1014.
- 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.

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ASC-CA Calendar

MEETING/EVENTS SCHEDULE

2004

June 12-13, 2004	ASC 2nd Quarter Team Weekend Embassy Suites LAX Los Angeles, CA
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Aug. 23-27, 2004	ASC 3rd Quarter Committee Meetings Conference Call
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Aug. 31, 2004	3rd Quarter Board of Directors Meeting Conference Call
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Oct. 8-10, 2004	ASC Annual Meeting and Elections Embassy Suites San Luis Obispo, CA
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2005

March 1-2, 2005	2005 Aftermarket Legislative Summit Washington, DC
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All Events Listed Subject to Change

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