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Independent

SPRING 2014

A Publication of the Automotive Service Councils of California



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Automotive Solutions, Inc.

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Automotive Service Councils of California

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Mary Kemnitz
ASCCA President 2014

President's Message

I am honored to be your president in 2014. ASCCA continues to remain strong and grow in an industry that is ever changing. Everything that has made our Association so successful during the past 74 years is still present today, including committed members who volunteer countless hours of their time to drive ASCCA to the next level. I am extremely privileged to lead a team that never gives up, that continues to strive to be the best in the Industry.

Our February Team Weekend in Sacramento brought us the Automotive Aftermarket Industry Summit as we joined forces with the California Automotive Teachers (CAT) and the California Nevada Automotive Wholesalers Association (CAWA) to further understand the technical features of telematics and how its use can be applied within the aftermarket industry. An enlightening presentation and great discussion followed. We were also given a demonstration of the brake pad compliance website (www.copperfreebrakes.org) and lastly updated on federal and state legislative issues. Needless to say we were on information overload at the end of the morning. We grabbed a lunch on the go and moved directly to ASCCA Committee meetings which are where the real work of our association takes place.

Looking ahead we are planning another exciting event-filled year beginning with our April 30 Legislative Day. If you have never attended, this is a must do, put it on your bucket list. Our presence in Sacramento is critical to ensure that our voices are heard and that legislators are educated about small business and the automotive industry's needs and concerns. We will be partnering with the California Autobody Association (CAA) as we strive to make this event bigger and our voices louder. Join us!

In June, the ASCCA will bring you our annual Summer Conference, to be held at the Irvine Marriott Hotel, June 27-29. We are bringing you a very ambitious lineup of speakers and instructors as we focus on both management and technical training. This promises to be an "off the charts event," directed and coordinated by Katie Achermann, AMG's very talented convention manager, and our own event chair, Steve Vanlandingham. Check it out on our website (www.ascca.com) and register today; I promise you won't be disappointed. Don't forget to purchase raffle tickets at your chapter meetings as AESwave has yet again donated an Autelms908 MaxiSYS Scan Tool.

As we move into 2014, don't hesitate to give me a call to visit your chapter or chapter board meeting. I have visited two chapters so far, chapters 5 and 42, and have enjoyed being part of the chapter meetings and working with chapter leadership to recruit new members.

As I close, I would like to extend a huge thank you to Gloria Peterson, our executive director and her amazing staff at AMG. Their expertise and assistance truly keep the ASCCA train on track! ■



Legislative Report



*Jack Molodanof, Esq.
ASCCA Legislative Advocate*

LEGISLATIVE BILLS

The second year of the 2013-2014 legislative session convened in January. Here are the bills the ASCCA is following closely.

AB 1522 (Gonzalez) – Employment: Paid Sick Days

This bill would provide that an employee who works for seven or more days in a calendar year be entitled to paid sick days, to be accrued at a rate of no less than one hour for every 30 hours worked, and be entitled to use accrued sick days beginning on the 90th calendar day of employment.

AB 1884 (Lowenthal) – Vehicle Liens

This bill would require a lien holder to obtain a federal National Motor Vehicle Title information system vehicle history report from a data provider, prior to applying to the Department of Motor Vehicles for authorization to conduct a lien sale.

AB 2053 (Gonzalez) – Employment Discrimination or Harassment: Education & Training: Abusive Conduct

According to this bill, any employer having 50 or more employees, who already provides at least two hours of training and education regarding sexual harassment to all supervisory employees, would additionally provide training on prevention of abusive conduct.

SB 202 (Galgiani) – Automotive Repair

This bill would delete the current BAR registration exemption for shops repairing and changing tires. This would require tire dealers to register with the BAR.

SB 660 (Hancock) – Career Technical Education (CTE)

Funding

This bill would require the Superintendent of Public Instruction, using funds appropriated for regional occupational centers and programs, to apportion from the amounts provided in the annual Budget Act an amount to each county office of education and school district.

SB 916 (Correa) – Biosynthetic Lubricants:

Procurement: Sale

This bill would require lubricating oil for sale in the state to meet specified requirements, including minimal standards.

SB 935 (Leno) – Minimum Wage: Annual Adjustment

This bill would increase the minimum wage over a period of years starting in 2015. It would increase the minimum wage annually thereafter, to maintain employee purchasing power.

SB 994 (Monning) – Consumer Car Choice-Support

This bill requires car manufacturers to disclose data generated/collected by a consumer's car, and provides that this information belongs to the consumer and gives the consumer the right to share data with their auto mechanic.

SB 1007 (Wyland) – Career Technical Education: Expansion: Local Advisory Committees

This bill would require the Superintendent of Public Instruction and the State Board of Education to consider ways to expand career technical education programs in middle and high schools in the state.

SB 1275 (De Leon) – Vehicle Retirement and Replacement: Charge Ahead California Initiative

This bill would amend existing law, which creates an enhanced fleet modernization program to retire high-polluting vehicles, by requiring updated guidelines to ensure there is a mobility option, and compensation for the mobility option would be no less than the combination of what the vehicle owner would have received as compensation toward a replacement vehicle and the amount of a specified incentive for a qualified plug-in battery electric vehicle.

STATE BUDGET

The legislature is holding budget committee hearings. The ASCCA continues to monitor state budget legislation that would impose fees and taxes on small business including extending sales taxes to automotive services (labor) and legislation (Split Role) that would increase property taxes for commercial property owners due to changes to Prop 13.

BUREAU OF AUTOMOTIVE REPAIR (BAR)

Electronic Estimating and Invoices

The BAR is updating regulations that would streamline the current invoice and estimating paperwork process to allow for electronic signature approvals and other ways to authorize repairs quickly and securely, to assist both consumers and shops. The ASCCA supports ways to improve communications and streamline the process and is working with the BAR on these updates.

LEGISLATIVE REPORT continued on page 6

Unlicensed Mobile Auto Repairs

The BAR has created a task force to look into ways of addressing unlicensed mobile activity and possibly require mobile operators to have a sign on their vehicle doors showing their BAR registration number along with other information. The ASCCA is working with the BAR on this issue.

Smog OBD II Equipment Update

The BAR is certifying the DAD equipment for use by smog shops. The new system will consist of a certified data acquisition device (DAD). Four vendors have submitted for certification. Vendors Applus and Drew are ahead in the testing process and currently in the final statewide Beta phase. The BAR is updating the software which may cause some delays in certification. Statewide implementation is expected in mid-2014.

Brake Inspection Regulations

ASCCA continues to work with the BAR on finalizing the brake inspection regulations. There have been numerous delays due to opposition within the industry.

BAR Sunset Review

The Senate Business and Professions Economic Development Committee has oversight over the Department of Consumer Affairs, including the BAR. The Committee has responsibility to determine whether changes need to be made to improve effectiveness and efficiency for consumer protections. A hearing

will take place in Sacramento in March. The ASCCA will monitor this hearing.

School/Instructor Certification for Non-technical Training

The BAR is updating school certification regulations. The ASCCA is supporting language that would allow for non-technical certification (i.e., ethics).

Windshield Replacement Standards

The BAR is creating minimum standards for windshield replacement.

Brake Pad Law

The ASCCA has been working with the Department of Toxics and Substance Control to clarify and provide guidance for shops with regard to the new brake pad law, which requires brake pads installed and sold to meet certain compliance standards and have certain identifying markings on the pads/friction materials.

ASCCA Legislative Day

The ASCCA Legislative Day is scheduled for April 30, 2014 in Sacramento. All ASCCA members are encouraged to attend and participate.

The ASCCA will continue to keep members updated on legislative developments as they occur. ■

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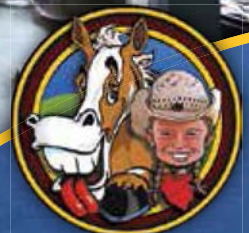
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Gloria Peterson
ASCCA Executive Director

Executive Director's Report

2014 is getting off fast and furious. There is a lot of energy in the association that is infectious. Staff has been using that energy and excitement to move various projects forward including: scheduling the Legislative Day, April 30 at the State Capitol; completing the new counter-top display signs that are inserted in this issue; the Summer Conference promotion; and promotion of the PR Committee-produced video now available to all members (see page 11 for more information).

As 2013 drew to a close we said goodbye to Jackie Miller, the association's executive director since 2008 who is transitioning into retirement over the course of this year. Jackie and I have been working together on ASCCA since 2008 and diligently over the past year to see to a smooth transition of her responsibilities. Since the new year I have been busy assuming my new responsibilities as executive director, including introducing myself to industry leaders, attending my first BAR Advisory Group meeting, attending meetings with Cal/EPA to discuss the brake pad standards, and working closely with our new president, Mary Kemnitz.

Member Benefit Programs

Since the first of the year, the ASCCA leadership has introduced several new member-exclusive offers including the Applus+ Technologies promotion for a 15% discount on DAD devices that ended in February, and as of February 28 the 15% discount by AESwave and BanaLogic on a full IMclean Kiosk or IMclean DAD.

Additionally, iATN has extended a benefit to ASCCA customers to upgrade your account to the new Business+ level at the same rate as the iATN Business plan @ \$30/mo. Not only will you save \$15/mo. on the regular rate for Business+, you will be able to

grant premium access to each of your employees' individual accounts (up to four) so they can enjoy premium access, allowing them to stay up to date with current trends in:

- Diagnostics - learn from their peers sharing diagnostic procedures
- Tools & Techniques - use iATN's new waveform library data sharing system
- Analytics - discover new ways to address vehicle concerns
- Knowledge Base - Access to over 3.8 million data asset items
- Shop Management - Discuss challenges and solutions with fellow shop owners and managers
- Industry Events - Stay up to date with training events being offered

More information on iATN's offer is available on the our website, www.ascca.com.

ASC Educational Foundation

In addition to my role as executive director of ASCCA, I am honored to be president of the ASC Educational Foundation (ASCEF). The ASCEF Board of Trustees elected its 2014 officers with Glenn Davis continuing as Chair; Bob Klingenberg, Treasurer; Stuart Terry, Scholarship Administrator; and Mary Kemnitz, Cars for Career Administrator.

This year is also a great year for scholarship applications; 41 completed applications were received. The Board of Trustees has started the scoring process with results due in the next few weeks. One change that will take place this year is that the scholarship funds will be issued to the school scholarship administrator, which should assist with making sure that the funds are put towards the intended use.

E.D. REPORT continued on page 8

The ASCEF Cars4Careers continues to grow both in vehicle donations and donation centers. This February alone we added a donation center and yielded just over \$10,000 in funding through car donations. These funds will help further the foundation's goal to expand its influence on Career Technical Education by paying for improved facilities and tools at schools. To learn more about becoming a donation center please visit the Foundation's website, www.asc-ef.org, or speak to Dave or Mary Kemnitz at (925) 356-0683 or Glenn Davis at (909) 946-2282.

This year promises to be a great one for advancing your association. We are excited about the changes that are happening with the *Summer Conference, June 27 – 29, 2014* at the Irvine Marriott Hotel. The Summer Conference has moved to a bigger venue and has two technical training tracks alongside our management training. Be sure to attend and bring your technicians to the ASCCA Summer Conference; it will offer you a blend of business management and technical training as well as an opportunity to network with your peers.

Thank You for Your Support!

Your membership is valuable in the advancement and support of the association that continues to represent and protect the automotive aftermarket industry. Let me close by saying the ASCCA will continue to advance and improve. Most importantly, ASCCA is *YOUR* association; I welcome hearing from *YOU!* Let us know how we are doing and give us your insights on how you think your association should move forward. Please don't hesitate to call me at (800) 810-4272, x104. ■

ASCCA Welcomes Four New Staff Members

The ASCCA was pleased to add four new staff members in 2013. You probably have already met them if you've attended meetings in Sacramento; if not, welcome them this year. If you have any questions regarding their areas of expertise you may call them at 800-810-4272.



Phil Boerner, Publications and Communications

Phil coordinates all client communications. He previously worked for over seven years for a California state association as the manager of communications and public relations. Phil performs website development and maintenance, social networking, electronic communications and newsletter production. He has a B.A. in history from

Columbia College, New York, NY and an M.A. in English from CSU Sacramento.



Nito Goolan, Accounting

Nito is the ASCCA's accounting manager. She has over 15 years experience in trust account/non-profit accounting and more than 25 years accounting experience. She previously was a VP of Finance and a controller, managing a staff of 14 with multiple branch locations throughout California and Arizona.



Jay Jefferson, Membership Services and Development

Jay provides membership development and administrative support for the ASCCA. Jay has a bachelor's degree in business economics and has a strong background in organizational planning and development.



Sarah Spencer, Membership Services

Sarah joined the ASCCA after obtaining her bachelor's degree from the University of Maine at Farmington. She maintains all membership and database-related aspects for the ASCCA. Sarah comes to the ASCCA with over four years of database management and non-profit experience.

"I am delighted to add Jay, Phil, Nito and Sarah to our ASCCA team," says ASCCA Executive Director Gloria Peterson. "In a short period of time they have already become integral parts of our dynamic organization and will serve ASCCA members well." ■

Members of the Month

October 2013: **DANNY IWAMA**



I've always been mechanically inclined. I was the bane of my father, because I would take anything and everything apart. In high school during the late '60s I took auto repair. I loved cars. During the 1990's I was a member of the Compuserve "For Techs Only" forum and read postings about being a member of a trade organization. I decided to join ASCCA. It was a good time to join ASCCA because the LA City Council was forcing their "beautification program" onto all shop owners in downtown and south Los Angeles. The city

was requiring shop owners to build a block wall around their entire facility. Through the efforts of our local ASCCA Chapter 10 South Los Angeles, we were able to prevent the city council from implementing their program. I inherited my shop from my father. I took over during the early 80's. Every owner should participate in their local chapter. They should share their knowledge and strengths. Whether they are knowledgeable in management or technology, any information is beneficial to our peers. I was fortunate to be asked to join the Government Affairs Committee. I have been able to help direct the BAR programs that most impact my business. If not for my connection with the ASCCA, I would have no control over the direction my shop and industry would take.

November 2013: **PHIL FOURNIER**



I was working on my dad's lawnmower before I was a teenager. I built my own go-cart when I was 11 years old. I barely considered any other career. I got my first job in a salvage yard at age 13, busting tires. My dad purchased the auto repair business where I worked in 1984. We learned of ASCCA early on, even before we took ownership of the shop, through the Tim Runner/ASCCA trade shows that were held in Anaheim. I went to them starting in 1983 and began

to get to know some ASCCA members. In 1987, ASCCA honored me for earning the top score in California on the ASE tests. We joined ASCCA in 1989 to take advantage of the workers comp program. But I soon came to see the value was in the interaction and the information sharing. Training opportunities, plusses and minuses of this and that, pending laws, all of this is still a very valuable part of the membership that non-member shops mostly miss out on. New ASCCA members should get on TeamTalk. Get to the Team Weekends if you can and get to know other ASCCA members. I advise new members to get to know the old-timers and learn from them.

December 2013: **ZARKIS MARTIROSIAN**



I got involved in automotive repair because my uncle owned European Motors in San Jose. At age 12, the idea of being able to repair something or build something was very intriguing to me. I graduated with an AS degree from Fresno City College and went to work for Bud Eberwein Brake Service at age 20 in 1972. The day Bud interviewed me, I told him that one day I would buy him out. I worked for Bud for six years as a mechanic, then eight-and-a-half years managing the shop. I bought the shop from him in 1985. I made Bud

Eberwein Brake Service a full-service automotive shop in 1995. Besides camaraderie and the development of deep friendships, ASCCA made me realize that as a business owner you have to be aware of political and regulatory matters. So I got involved in our ASCCA local chapter. I advise new ASCCA members to get involved in how the political and regulatory process works and understand how they can affect your business. Don't just depend on others to do it. Your voice is very important. Do not be intimidated by thinking you don't make a difference. Get involved in your local chapter and help build a network among your colleagues. That way, any time mechanical problems or other business issues arise, you can help each other.

January 2014: ROBERT SALERNO



I was inspired to get into automotive repair early on. I took everything apart just to see what made it work. At age 15, for \$50 I purchased a 1930 Model A sedan and overhauled the engine. I also worked

for a body man and painter at a local car dealership. Thirty-seven years ago I opened my first service station. March 10, 2014 marked 48 years in business. In 1980 I joined the ASCCA and at an ASCCA meeting our executive director said that I

would be a leader. Like a lot of shop owners, I said I did not have the time. Nevertheless, I was voted in as a chapter board member and later as chapter representative. Nine years later I was elected to the state board. In 1991 was voted to serve on the executive committee. After 14 years I retired to become a chapter representative and serve on my chapter board. I have profited and gained so much knowledge from many shop owners over the years just by the discussions we have had in our meetings. The best business decision I ever made was joining ASCCA because it has made me a better business owner and a better person. Without membership we are just alone in our shops. We are not competitors – we are comrades in the same industry. We must all work together to make a better image for the automotive industry.

February 2014: KEN BRESHEARS



At 10 years old my first summer job was detailing cars and working the pump island at my father's high-volume Chevron service station, which also had a busy repair business. Later on, I helped technicians

during the summer. By age 20, in 1983, I became the manager. I was excited to learn all aspects of the industry. In 1992 my father expanded and opened a general repair and smog check facility, Keith's Auto Repair. I was still running the service station with lube bays and food mart. In 1995 I was sent to

run the shop and increase sales. The shop was relocated in 1997 and on May 1, 1999 my wife and I bought Keith's Auto Repair from my father. In 2001 I joined the ASCCA. It is important to support associations that look out for my interests. Chapter 99 did a very good job of providing informational general meetings. I forged friendships that have been very beneficial. It has been a great comfort as a business owner to have a group of businessmen and women who can relate to this ever-changing industry. In 2011 I became a board member and chapter president. I have a strong, stable board and continue to provide informative general meetings for our members. New members should take full advantage of our resources and members. Spending a little time at an ASCCA chapter meeting once a month can help your personal and business life.



Read about all of the ASCCA's Members of the Month at the newly created website page, www.ascca.com/ascca-members-of-the-month

3 Ways to Help Brand ASCCA!

The ASCCA Public Relations Committee, chaired by Dennis Montalbano, continues to be hard at work with several campaigns to brand the ASCCA logo to the motoring public.

ASCCA A-Frame Countertop Display

Included in this issue of *The California Independent* – in issues for shop owner members – is an ASCCA A-Frame countertop display. ASCCA members should assemble these and place them prominently on their counters in the check-out area of their shop. The countertop displays have a built-in business card holder for your shop to place its business cards. Displaying this is a great way to advertise that your business belongs to the ASCCA and therefore has earned a high level of trust for auto repairs. (When assembling the display, to make the business card holder you fold the tab back over the main piece, leaving all the white sides showing and the adhesive side affixed to the main piece—see photo below.)



Shop owner members have the opportunity to display ASCCA A-Frame countertop displays to show their pride for being ASCCA members.

ASCCA “Chalk on the Floor” Video

Over the past year, the PR Committee finished creating a “Chalk on the Floor” video. The video was debuted during the February Chapters Representative Committee meeting. To view the video, go to www.ascca.com.

ASCCA members can:

- Put the video on your website and social media pages. To get the video, email Phil Boerner at pboerner@amgroup.us.
- Buy commercial air time to show the video. Members can get the last five seconds of the 30-second commercial tagged with information on their auto shop. Dennis and Bob Harris mastered the video in Fresno. You give Bob your shop information and he tags it for you and sends you a DVD. You can send that to a broadcast facility of your choice and also keep the DVD. The fee for tagging is only \$50. Bob can be reached at bobharristv@comcast.net.

Facebook University

Did you know that ASCCA shop owners can promote their business by sending a description of their shop to Uwe Kleinschmidt of AutoVitals for posting on Facebook? All ASCCA members should take advantage of this free marketing, which is a great way to reach out to the younger generation. Uwe can be reached at Uwe@AutoVitalsInc.com.

The Public Relations Committee has a few other projects in mind to brand ASCCA to the consumer as THE source for automotive repair reliability and information and will explore those after the summer conference. In the meantime, be sure to promote your membership in ASCCA to the public by using the ASCCA countertop display, the “Chalk on the Floor” video and your consumer-focused ASCCA Facebook page. ■



ASCCA Calendar of Events

April 30
ASCCA/CAA
Legislative Fly-in
California State Capitol
Sacramento, CA

June 27-29
2014 ASCCA Summer
Conference
Irvine Marriott Hotel
Irvine, CA

September 26-28
ASCCA Team Weekend
Embassy Suites Riverfront
Sacramento, CA

More information at www.ascca.com



Jackie Miller
ASCCA Executive Director 2007 – 2013

Goodbye Letter

It is with mixed emotions that I leave as ASCCA Executive Director — mixed in that I have tremendous respect for the industry and those who keep California moving and have enjoyed working with you, and will miss that — yet I also look forward to a new life chapter.

Much has changed since I reluctantly took over as Executive Director, especially me. Over the years, ASCCA and its members changed me for the better, as I came to truly recognize the value and importance of the aftermarket repair industry. Since 2007 we have:

- Stabilized our membership. We took over during the worst recession since the Great Depression and that took a toll on repair shops and our membership. We've focused on membership, both retention and new members, as well as chapter relations.
- Reinstated legislative days beginning in 2008
- Successfully fought off a tax on labor
- Strengthened bonds with both small business and industry organizations, including CAWA, AAIA, CAT, CalABC, CA Small Business Association, including participation in annual Small Business Day in Sacramento, NASTF, National Federation of Independent Business, and we've had overtures from ASA to develop a relationship with that national organization
- Worked with partners on the brake pad legislation to ensure that the automotive aftermarket had sufficient time to comply
- Strengthened relationships with BAR, with influence on such issues as AB2289, the 'wallet flush' issue, brake standards regulations and many others
- Instituted a yearly summer conference, with excellent educational opportunities for members
- Developed chapter affiliation agreements, updated the chapter manual yearly and assisted chapters with their dues collections, membership drives, and more
- Endorsements Committee created greater benefits for members and generating increased sponsor revenue
- With CAWA, developed the successful annual Aftermarket Summit, now co-sponsored by AAIA, CAT and CalABC
- Updated *The Independent* and created an electronic e-news bulletin, *What You Need to Know*
- Worked with ASCCA and ASCEF to create an independent entity for the Foundation, which has enjoyed its greatest financial success with Cars4Careers
- Worked with the Insurance Task Force and Board to bring a new insurance partner, Armstrong & Associates, with an exciting, exclusive workers' comp program for ASCCA members

All in all, ASCCA is on good footing and I know that it will address future challenges with energy and passion as it moves ahead.

I've developed relationships with members that I will always remember. ASCCA members are the salt of the earth, and my respect for them, for their integrity, for their work ethic, and for their love of the industry and their fellow shop owners, knows no bounds.

As you know, Gloria Peterson, my right-hand over the past several years, took over as ASCCA Executive Director on January 1, 2014. Gloria is an effective leader who will make the transition seamless. The team we've developed is second to none, with Phil Boerner, Jay Jefferson II, Sarah Spencer, Nito Goolan, Katie Achermann, Ryan King and Mary Putterman, and I know that you will appreciate their work on your behalf. I will remain with our management company on a part-time basis through 2014, so you may not have seen the last of me!

In closing, I wish you all the best.

Jackie Miller



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2014 SUMMER CONFERENCE

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JUNE 27-29, 2014

IRVINE MARRIOTT HOTEL

BRING YOUR WHOLE TEAM!

- CUTTING EDGE TRAINING AND TOPICS
- NEW TECHNICAL TRAINING TRACK ADDED FOR YOUR TECHNICIANS
- IMPROVED MANAGEMENT TRACK FOR SHOP OWNERS AND MANAGERS
- CONNECT WITH OTHER SHOP OWNERS

**FOR MORE INFORMATION AND TO REGISTER FOR THE CONFERENCE
GO TO: WWW.ASCCA.COM/2014-SUMMER-CONFERENCE/
INTERESTED IN SPONSORSHIP AND EXHIBIT SPACE?
CONTACT KATIE AT KACHERMANN@AMGROUP.US.**



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2014 SUMMER CONFERENCE

JUNE 27 - 29, 2014 ★ IRVINE, CA

GENERAL INFORMATION

IRVINE MARRIOTT HOTEL

18000 Von Karman Avenue, Irvine, CA 92612

Room Rate: \$99/night

Reservations: Call 800-228-9290

Dates: June 27 – June 29, 2014

IMPORTANT DATES

Early Bird Deadline: May 23, 2014

Cancellation Deadline: June 17, 2014

Hotel Reservation Cutoff Date: June 1, 2014



TECHNICAL TRACK INFORMATION

2014 is a team building conference! Bring a tech to participate in both intermediate and advanced technical courses. Our classes and speakers were hand picked with your techs in mind. We will cover modern technical issues and provide you innovative solutions.

NEW!!

MANAGEMENT TRACK INFORMATION

The ASCCA Summer Conference is bringing a strong line up of speakers with a focus on effective teamwork and communication in your shop. At this year's Summer Conference you will gain tools and knowledge to better social media skills, employee retention, increased sales, team productivity and day-to-day management.



EXHIBITORS

Don't miss the opportunity to learn from and mingle with exhibitors from across the country.



2014 SPEAKERS!

Dave Schedin, Computrek

Kathi Kruse, Kruse Control

Doug Mueller, Diagnostic Strategies

Mark Warren, WORLD PAC

Jorge Menchu, AESwave

Donny Seyfer and Bill Haas



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MaxiSYS® has the industry's first multitasking Android Operating System and the comprehensive OE-level vehicle coverage that Autel has become known for.

GRAND PRIZE DRAWING

Saturday, June 28 at 7:30 p.m.
during the conference Fun Night!

Need not be present to win, but we hope you are!

Tickets can be purchased through your chapter
or on the conference registration page.



GRAND PRIZE SPONSOR

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Fresno, CA 93727
www.AESwave.com



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- Built-in rechargeable lithium-ion battery for up to 8 hours of continuous operation
- The VCI connects wirelessly to the main unit with ultra-range Bluetooth
- Cloud-based Data Manager saves customer and vehicle records, scanner data and technician notes
- Intelligent memory of vehicles for easy and quick diagnosis of tested vehicles
- Prints out recorded data anytime and anywhere with Wi-Fi technology

2014 SUMMER CONFERENCE SCHEDULE OF EVENTS



DAY 1: FRIDAY, JUNE 27

Time	Program
Noon – 4:00 PM	Leadership Meetings Chapter Reps Committee & Board of Directors
5:00PM – 7:00 PM	Welcome Reception Wine & Beer Reception with Exhibitors in Exhibit Hall Network in a FUN, RELAXED atmosphere with hors d'oeuvres and cocktails.

**NEW!!
TECHNICAL
TRACK**

DAY 2: SATURDAY, JUNE 28

Business Track Times	Business / Operations Track	Technical Training Track Times	Technical Training Track 1	Technical Training Track 2
8:30AM – 9:15AM	Opening Remarks & Conference Highlights; President's Welcome & ASCCA Legislative Update			
9:15 AM – 9:30 AM	Transition to Educational Sessions			
9:15 AM – 11:00 AM	CompuTrek The Game Changer: How to Take it to the Next Level!	9:30 AM – 11:00 AM	Doug Mueller Diagnostic Strategies	Mark Warren TBD
11:00AM – 11:15AM	Break	11:00 AM – 11:15 AM	Break	
11:15AM – 12:15 PM	CompuTrek The Game Changer: How to Take it to the Next Level! <i>(continued)</i>	11:15AM – 12:15 PM	Doug Mueller Diagnostic Strategies <i>(continued)</i>	Mark Warren TBD
Noon – 2:00PM	Luncheon - Exhibitor-hosted tables – Visit Exhibits	12:30 – 1:30PM	Lunch in Exhibit Hall	
2:00PM – 3:50 PM	Kathy Kruse of Kruse Control Social Media Coaching & Training Course Description Pending	1:30PM – 3:00PM	Donny Seyfer Hot Heads: Cooling Systems	Jorge Menchu Framework for Complex Testing & Diagnosing
3:50PM – 4:10PM	Break	3:00 PM – 3:15PM	Break	
4:10PM – 5:00PM	Kathy Kruse of Kruse Control Social Media Coaching & Training Course Description Pending <i>(continued)</i>	3:15 PM – 4:30PM	Donny Seyfer Hot Heads: Cooling Systems <i>(continued)</i>	Jorge Menchu Framework for Complex Testing & Diagnosing <i>(continued)</i>
6:00PM – 10:00PM	Evening Events – Visit Exhibits (includes dinner, entertainment and silent auction)			

DAY 3: SUNDAY, JUNE 29

Business Track Times	Business Management/Marketing Track
8:00AM – 9:00AM	Continental Breakfast
9:00 AM – 10:30 AM	Panel Discussion: Payment Plans that Work – Facilitated by Maylan Newton
10:30AM – 10:45AM	Break
10:45AM – 1:00PM	Donny Seyfer and Bill Haas – Improve the Bottom Line with Better Processes and LEAN



GO TEAM ASCCA!!

2014 SUMMER CONFERENCE

JUNE 27 - 29, 2014 ★ IRVINE, CA

TECHNICIAN SESSION INFORMATION

SATURDAY:



9:30am-12:15pm: **Facing Today's Diagnostic Challenges**

TecHelp: Doug Muller

Are you having problems coming up with the correct diagnosis? Are you and your techs guessing most of the time? Are your customers tired of hearing "oh, by the way, you also need....."? Are your Technicians involved in any schools or do they even want to attend school? Do you lack the proper tools to diagnose the problems in your shop?

If this sounds like you then this class is for you and your technicians. We will outline diagnostic steps for "no start", "check engine light", and "symptom diagnosis". We will talk about tools required to accurately diagnosis problems. We will talk about how to access technicians to determine their needs and options for taking care of those needs. We will talk about options for school. This class will integrate technical and management needs. A great class to promote team playing.

9:30am-12:15pm: **Drivability Essentials**

WORLD PAC: Mark Warren

A fast paced presentation covering key elements of diagnostics often missed by technicians.

Evaporative Emissions Diagnostics. How to diagnose the tough ones. Why does the in bay evap test pass and I keep getting codes?

Tools and techniques to help with the following: Zirconium Dioxide Oxygen sensor diagnostics. Sensor failure modes and effects. Wide Range O2 Sensor diagnostics. No code diagnostics. Lambda and gas analysis. P0300 and misfire diagnostics. When is a misfire code not a misfire?

This class emphasizes tool use, technique and process, for a successful diagnostic procedure.

1:30pm-4:30pm: **A Framework for Complex Testing and Diagnosis**

AESwave: Jorge Menchu

Course Description Coming Soon!

1:30pm -4:30pm: **Hot Heads; Advanced Cooling System Service and Diagnosis**

Donny Seyfer, Seyfer Automotive Inc.

The cooling system has evolved rapidly in the last few years. Many of the techniques that have served us well are no longer relevant with modern cooling systems. Finding the root cause of component failures is critical to making good money and avoiding repeat failures. Donny Seyfer worked in partnership with Gates Rubber Company and others to bring cooling system service techniques up to meet the new systems. You won't look at cooling systems the same again. Using case studies we will learn how to diagnose the toughest cooling system problems from the overheating, flow related issues, repeat water pump and heater core failures, coolant chemistry related issues.





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2014 SUMMER CONFERENCE

JUNE 27 - 29, 2014 ★ IRVINE, CA

MANAGEMENT SESSION INFORMATION

SATURDAY:

9:15am-12pm **The Game Changer: How to Take it to the Next Level!**

CompuTrek : Jude Larson and Dave Schedin

Mechanical, Owners, Managers, Advisors, Employees - Are you at the top of your game? BUT you know there has to be more! How do you break through the glass ceiling or financial plateau? We will help you identify your top three constraints holding you back from the next level, or any level, and implement Game Changing actions to truly make you a leader in the industry. Let your old ceiling become your new floor!



2pm-5pm **Rethink Social Media Marketing to Drive Leads and Sales**
Kruse Control; Kathi Kruse

Social Media is the #1 marketplace in your community. Thousands of current and future buyers share their 'Likes' with each other every day. Much on the job for your shop is to be "liked" by hundreds or even thousands of enthusiastic fans. A 30-year car business veteran & Social Media expert, Kathi Kruse shows you how to get them and turn them into customers. Join Kathi as she unveils the secrets to get engaged and motivated fans on Facebook and your Blog and proven ways to secure your online reputation.

**SCHEDULE CHANGE
PENDING**

SUNDAY

9am-10:30am **Panel Discussion: Payment Plans that Work**

Facilitator: Maylan Newton

Panel Members and Description Coming Soon!



10:45am-1pm **Improve the Bottom Line with Better Processes and LEAN**

Donny Seyfer and Bill Haas

To combat tighter margins and higher costs repair shops need every member of their team to be as efficient as possible. A Japanese manufacturing process called LEAN provides a common vocabulary and focus for all members of the staff. Learn how LEAN will improve your shop top to bottom. LEAN encompasses an understanding of value added versus non-value added operations, The seven deadly wastes +2 and how something called 5S can free up employee time to do productive work. Donny Seyfer and Bill Haas present an easy to understand system for your business and will show you not only how to analyze the major stumbling blocks in your operation but also provide tools and exercises to help you and your staff implement these new ideas.

2014 SUMMER CONFERENCE ATTENDEE REGISTRATION



CONTACT INFORMATION

Please print clearly.

Shop Name

Referred by: (Shop Name & Shop Owner)

Contact Address

City / State / Zip

Phone

Fax

Email

YOU CAN REGISTER ONLINE!

Visit www.ascca.com. Click **Events**

MAIL COMPLETED REGISTRATION FORM TO:

One Capitol Mall, Suite 320
Sacramento, CA 95814

FAX REGISTRATION FORM TO: ASCCA: 916-444-7462

QUESTIONS? CALL: 831-272-3309

ASCCA

SCAN TOOL RAFFLE



**Win the Autel MaxiSYS MS908
Diagnostic System with Wireless VCI!**

[retail price: \$3,295] Prize provided by www.AESWave.com

Grand Prize Drawing: Saturday, June 28 at 7:30 p.m.
Need not be present to win, but we hope you are!

Ticket stubs will be mailed to the address provided above.

☐ \$20 per raffle ticket ☐ \$80 Pack of 5 tickets **TOTAL: \$ _____**

REGISTRANTS

Shops & chapters that send more than one person are allowed to send additional registrants at a discounted rate. See attendee types below.

ATTENDEE TYPES <i>Register online to see what your registration includes.</i>	EARLY BIRD <i>Before May 23</i>	REGULAR <i>After May 23</i>	NAME(S) OF REGISTRANT <i>Name badges will be pre-printed to allow access to paid event.</i>	NAME(S) OF SHOP <i>ONLY if different from above.</i>
<input type="checkbox"/> Management	\$199	\$240		
<input type="checkbox"/> + Addt'l Management	\$150	\$150		
<input type="checkbox"/> + Technician	\$100	\$120		
<input type="checkbox"/> + 2nd Technician	\$75	\$95		
<input type="checkbox"/> Technician	\$120	\$130		
<input type="checkbox"/> + Addt'l Technician	\$75	\$95		
TOTAL			<i>Check online at www.ascca.com for additional packages and partial passes for guests.</i>	

PAYMENT INFORMATION

☐ Check made payable to ASCCA ☐ Please charge my: ☐ MasterCard ☐ Visa ☐ AmEx

Credit Card Number

Exp. Date

Zip Code

CV2

Name on Card

Signature

CANCELLATIONS: Cancellations must be made in writing. A refund, less a \$25 administrative fee will be assessed. No refunds will be issued after June 17, 2014.

Nominate a Colleague for an ASCCA Award!

It is the ASCCA's pleasure to recognize significant contributions to the automotive repair profession through our annual awards! The announcement of this year's ASCCA award recipients will be a highlight of the Summer Conference, **June 27-29, 2014** at the Irvine Marriott Hotel, Irvine, CA.

We invite all readers to take a moment and ask, "*Who has stood out in the crowd? Who has made a difference?*" We will be recognizing automotive aftermarket professionals in four categories, outlined below. If you know someone who has made a difference and should be recognized in any of these categories, we invite you to let us know. Submit a nomination form by the **April 11** deadline.

In June, please join your colleagues at the ASCCA Summer Conference in applauding the recipients of these prestigious awards!

Volunteer of the Year

This award recognizes an individual or shop that you believe has gone above and beyond the call of duty in providing volunteer service to the ASCCA or their community. Volunteer activities do not have to be related to the automotive industry. Nominees must be a shop owner, employee, or auto shop and be part of a shop that is an ASCCA member in order to qualify.

Chapter of the Year

This award identifies the most outstanding ASCCA chapter. Chapters may be nominated for a number of reasons, including but not limited to: membership recruitment, community

involvement, and contribution to the progress of the automotive industry. The key for nominators is to make a case for why a certain chapter should be recognized; there are no wrong answers. Nominees must be currently active ASCCA chapters.

Rising Star Award

The Rising Star Award is for new ASCCA members who have shown strong potential for contribution to the ASCCA and/or business growth and development. Nominees must be an ASCCA member in good standing.

Sponsor of the Year

The Sponsor of the Year Award seeks to recognize our sponsors and ASCCA partners in the many ways that they contribute to the development of our association. Since our sponsors contribute in a number of tangible and intangible ways, there are no wrong answers when providing a justification for submitting a nomination. Nominees must be recognized as an Associate or Corporate Sponsor Member of the ASCCA.

How to Nominate Someone

Use the form accompanying this article to nominate someone for an ASCCA award. Turn in the form to the ASCCA office by April 11 by fax (916.444.7462), email (info@ascca.com) or mail (Automotive Service Councils of California, One Capitol Mall, Suite 320, Sacramento, CA 95814). If you have any questions, call or email Jay Jefferson, Membership Services and Development, at 916.924.9054 or jjefferson@amgroup.us.

Nominations are due April 11, 2014.



AUTOMOTIVE SERVICE COUNCILS OF CALIFORNIA

One Capitol Mall, Suite 320, Sacramento, CA 95814

(916) 924-9054 | (800) 810-4272

FAX (916) 444-7462

E-mail: info@ascca.com

ASCCA Summer Conference Award Nomination Form

Award Category: _____

Name of Nominator: _____

Name of Nominee: _____

Reason for Nomination: _____

Please turn in this form to the ASCCA Office by **April 11, 2014** using the fax, email, or address in the header.

If you have any questions, please call or email Jay Jefferson at (916) 924-9054 or jjefferson@amgroup.us

ASC Educational Foundation Scholarships Awarded to Six Recipients of De Anza College



On June 28, 2013 De Anza College Automotive Technology Department held its annual year-end ceremonies. All dignitaries, chancellors, deans and individuals interested in the automotive industry were present. The gathering was high-energy and electric. Following the presentation of other awards and speeches, De Anza Auto Tech. Instructor Pete Vernazza and former ASC Educational Foundation Trustee Jeff Curry presented the ASCEF Scholarships. Scholarship amounts ranged from \$500 to \$1,000.

The 2013 scholarship winners from De Anza College were:

Zachariah Sprenger
Jose Villagomez
Emily Lowdermilk
Eduardo Pereira
Oswaldo Lopez
Robert Griffin

Our Mission: The ASC Educational Foundation, Inc. is a nonprofit corporation dedicated to supporting and advancing the entire automotive service industry. Governed by the Code of Ethics, the Foundation serves the industry through educational scholarships, endowments, training solutions and professional development.

Since 1998 ASCCA has been awarding scholarships and formed the Educational Foundation in 2000. Over that span of time ASCCA through the Educational Foundation has awarded 102 scholarships for a total of \$59,400.

Information on the scholarship application can be found on the ASCCA website at www.ascca.com. The next application deadline will be in early February 2015. Qualified applicants include California high school seniors who plan to enroll in post-high school technical/academic training or California college undergraduates in the automotive service field who satisfy certain criteria. To make a donation to the Foundation, submit payment to ASCEF at One Capitol Mall, Suite 320, Sacramento, CA 95814. ■



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Craig Johnson

BAR Educational Advisory Group Meeting Report

On November 2, 2013 the Bureau of Automotive Repair (BAR) Educational Advisory Group, chaired by Rocky Carlisle (IMRC), met in Sacramento. ASCCA Committee members present were Phil Fournier, Jim Custeau, and Craig Johnson, with additional ASCCA members, including Ann Melton and her daughter, in the audience of 35-40 people.

Items discussed included:

- Greg Garrett announced they are simplifying the category of teachers and schools to one type only.
- The group discussed non-technical training taught at approved BAR training schools. This new idea, developed by ASCCA's Jack Molodanof, would be an option for shops that had/have a minor violation such as a paperwork issue (e.g., smog and non-smog). Instead of being fined or cited, there would be an alternative enforcement action, such as an ethics write-up. Jack has pushed for this and the new BAR chief is receptive to this idea.
- Instructor and school certification has been changed to every two years (previously one year).
- Ed VanMil demonstrated the new CalARC website that caters to smog technicians and smog Shops.
- Status of Citations: 1st offense gets a citation, 2nd offense gets a citation and fine.
- Rocky gave the STAR update (same presentation as at the BAG Meeting). There are 23 smog training classes available; they had expected to have more by now. Two manufacturers have passed Alfa Testing: Drew Technologies and Applus Technologies. Four manufacturers have units submitted: Drew, Applus, Bosch (SPX), and Worldwide. BAR still wants shops to have the option to purchase the DAD and peripherals separately. The projected expense for this is \$1,200, including DAD and laptop. The DAD final rollout is estimated to be in the middle to end of 2014.
- BAR is testing an ESP device they want to market to shops: a BAR97 machine and dyno that costs \$480 per month (flat fee including maintenance).
- Current vehicle tested numbers: 35% 1976-1999; 65% 2000 and newer.
- Total smog stations: 6,943. Test Only (STAR): 1,768; Test and Repair (STAR): 1,671. 3,504 smog stations are not STAR certified.
- \$140 million annual revenue from the Smog Check program
- The committee discussed Career Technical starting at the high school level. ■
- BAR may go after 1996-2000 vehicles if CALvis-tested vehicle numbers become too low (we recommended—and ARB acknowledged—that the year 2000 is a better starting point in AB 2289 negotiations). There would be no smoke tests on CALvis-tested vehicles and diesels.

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Phone: XYZ1234
Last Visit: June 10, 2012

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LEGISLATIVE APPOINTMENTS | PROMINENT GUEST SPEAKERS | INDUSTRY EXPOSURE | LEGISLATIVE/REGULATORY UPDATE

FLY-IN SCHEDULE:

8:00 - 9:00A	WELCOME BREAKFAST
9:00 - 9:30A	SPECIAL GUEST SPEAKER
9:30 - NOON	LEGISLATIVE APPOINTMENTS
NOON - 1:00P	LUNCH
1:00 - 2:30P	LEGISLATIVE APPOINTMENTS

HOT BUTTON ISSUES:

SB 994 (MONNING):
CONSUMER CAR INFORMATION & CHOICE

SMALL BUSINESS ISSUES/CONCERNS:
- AB 1522 (SICK PAY)
- SB 935 (MINIMUM WAGE)

CAREER TECH
- SB 1007/AB2216
- ACA 119 (RESOLUTION ON CAREER TECH)



ASCCA/CAA LEGISLATIVE FLY-IN

STATE CAPITOL | WEDNESDAY, APRIL 30, 2014 | 8:00 AM - 3:00 PM

Join Us For A Day at the Capitol!

California Autobody Association (CAA) is partnering with ASCCA for the 2014 Legislative Fly-In! Don't miss out on this opportunity to connect with others in the industry. Fill out this registration form and book your airfare. We're taking care of the rest – transportation from the airport, food, and the scheduling of legislative appointments. Please don't delay, space is limited! Reservations will be accepted on a first come, first serve basis. Past speakers have included: *Chief, Bureau of Automotive Repair; Governor's Small Business Advocate, Governor's Economic Adviser; Chair, Select Committee on Career Technical Education & Workforce Development; Author AB2289 (Smog Check), Chair Senate Transportation & Housing Committee.*

TRANSPORTATION SERVICE:

ASCCA has arranged for Chaz Cab to provide roundtrip transportation to/from the Capitol at no charge to you. Once you have arrived at the airport, please call 800-841-7783, give them your name, and mention that you are with the ASCCA group. Chaz Cab will direct bill ASCCA. If you need hotel accommodations, please contact Lauren at 916-924-9054 x105 or lstoddard@amgroup.us.

Registration Form

Find your legislator: <http://www.legislature.ca.gov/>

Name:

Chapter:

City:

Affiliation:

Email:

Cell Phone:

Yes, I plan to attend the Welcome Breakfast (8 – 9am) and the Lunch (Noon – 1 pm)

Please schedule appointment with legislators who represent my business and home address.
(The following information is required in order to schedule your legislative appointments.)

Business address:

Home address:

Please schedule an appointment with the following legislator(s) in addition to the legislators who represent my business and home addresses:

I will schedule my own appointment with my legislator(s).

REGISTRATION DEADLINE:

Registrations must be received by April 16, 2014 in order for staff to schedule legislative appointments on your behalf.

Please return this form via email or fax to: mputterman@amgroup.us OR 916.444.7462 (fax)

Want More Information? Visit www.ascca.com, upcoming events **OR** contact Lauren or Mary at 916.924.9054

Anniversary Milestones

The ASCCA would like to recognize members who celebrated a milestone anniversary between the months of September 2013 and February of this year. Congratulations and thank you for your support! Our association has grown strong and is effective because of members like you!



45 Years

Ford's Automotive Service
Eugene Walinski
Del Wright

40 Years

Peter Kracht
Walt Pagenstecher

35 Years

Belmont Motor Clinic
Oberjuege Auto Repair
Pete's Morro Bay Tire and Auto

25 Years

Acalanes High School
Camara Auto Service, Inc.
James Custeau
Ken Daniels Automotive, Inc.
Rare Parts, Inc.
Ray-A-Motive
Norman Roth ROP
Shasta-Trinity ROP
Leonard Tiep

20 Years

Tom Birch
Bud Adams Auto Repair
California Auto Refrigeration
Distributor
College of the Sequoias
DFM Auto Repair
German Auto Clinic, Inc.
Hillside Auto Repair, Inc.
Jax Auto Repair

15 Years

Advance Auto Repair
Becka Automotive
Kniesel's Auto Service Center
Mike's Auto Service
NAPA Auto Parts - Newark
One Stop Auto Care
Orinda Motors, Inc.
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Cor-Max Technology, Inc.
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Finwall's Diagnostic Auto
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Cobra Systems
Demandforce, Inc.
D&H Enterprises
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Mike Large Automotive
Mission Automotive
Equipment & Lifts
NAPA Auto Parts – Centennial
Orange Line Oil Co., Inc.

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Welcome New Members

(September 2013 – February 2014)

A&M Autoworks - Fresno

Bimmer PhD - Pasadena

Callas Rennsport - Torrance

Dorman Products, Inc. - Santa Clarita

East County Diesel LLC - El Cajon

Educational Culture Complex - San Diego

Factory Motor Parts #109 - Long Beach

Interstate Batteries - Redding

Keystone Keykool LKQ - Fresno

K-Tech Automotive - Sebastopol

Lehmer's Concord

Buick-GMC - Concord

Leon's Transmission
Services, Inc. - Costa Mesa

Lex Mastertech - Pasadena

Lion's Automotive - Torrance

Lithia Automotive Group - Fresno

LKQ Corporation - Fresno

National Transmission - Lomita

O'Reilly Auto Parts, Inc. - San Diego

Performance Automotive - La Puente

Phillips 66 - Murrieta

R.O. Writer Distributor - Juno Beach, FL

San Diego Gas & Electric - San Diego

Savi Ranch Automotive - Yorba Linda

Stu's AE Transmissions, Inc. - Long Beach

Tri Star Automotive - Santa Rosa

Young's Automotive Mobile
Service - Lake Elsinore

Zylstra Automotive - Visalia

ASCCA Chapter Network

The Automotive Service Councils of California is made up of local chapters. Join your local chapter today and get involved!

Bakersfield (58)

Meetings held fourth Thursday, 6:30 p.m.
Call Bob Klingenberg: (661) 631-5765

East Bay (16)

Meetings held second Tuesday, 6:30 p.m.
Call Gerald Raver: (510) 793-3666

Foothill (5)

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

Fresno (25)

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

Inland Empire (14)

Meetings held third Tuesday, 7 p.m.
Call Glenn Davis: (909) 946-2282

Long Beach (18)

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

Mount Diablo (20)

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

North Orange County (48)

Meetings held third Wednesday
Call Denise Pina (714) 990-1500

Orange Coast (50)

Meetings held third Thursday, 7 p.m.
Call Margie van Lierop (949) 462-0648

Peninsula (23)

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

Redding (99)

Meetings held last Wednesday, 7 p.m.
Call Ken Breshears (530) 222-2572

Sacramento (34)

Call for meeting dates and times
Call Ted Walters (916) 638-3050

San Diego (24)

Meetings held third Tuesday, 7:30 p.m.
Call Steve Vanlandingham: (619) 596-0011

San Francisco (21)

Meetings held last Wednesday, 6:30 p.m.
Call Paul Grech: (415) 474-7323

San Joaquin Valley (6)

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

San Jose (42)

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

Santa Clarita (3)

Meetings times vary
Call Kevin Browning: (661) 251-6736

Santa Rosa (28)

Meetings time vary
Call Robert Toepp: (707) 546-2851

South Bay (1940)

Meetings held quarterly, 6:30 p.m.
Call Eulogio Tamayo: (310) 371-2449

Tulare/Visalia (26)

Meetings held every other month, 6:30 p.m.
Call John Camara: (559) 688-6621

Ventura County (2)

Meetings held second Tuesday, 6:30 p.m.
Call Kathy Riggs: (805) 983-8100

West Los Angeles (12)

Meeting times vary
Call Jo Ann Fischer: (714) 773-0949

Bureau of Automotive Repair (BAR): Chief

Patrick Dorais
(916) 255-4565

BAR: Industry Ombudsman

Rick Fong
(916) 255-2893

California Chamber of Commerce

Headquarters
(916) 444-6670

California Air Resources Board (CARB)

(800) 242-4450



Now Available ASCCA Consumer Brochure

ASCCA has created a consumer brochure for members to use in their shops! It's a handy new tool which describes the value of choosing ASCCA member shops over others.

Download the free electronic template from the member's only section of the ASCCA website, www.ascca.com.

Note that you must login with your member ID to access the template. ■

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James Hwang
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Jack Molodanof, Esq.

jack@mgrco.org
(916) 447-0131

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