



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

CALIFORNIA *Independent*

Winter 2007

67th Annual Meeting & Elections— Gateway to the Future

**EXTRA EXTRA —
Read All About it!**

Friday, October 5, 2007- 14 players signed up for the Annual ASCF Golf Tournament at the beautiful Crystal Springs Golf Course in Burlingame, CA. Kris Cesana, Educational Foundation Chair, always arranges a wonderful time at the best courses in the area. The forecast threatened rain and wind. Golfers escaped the rain, but had to deal with some pretty blustery wind at times. The Foundation's heartfelt thanks goes out to those players who made this scholarship fundraising event successful.

Friday evening the Annual Meeting officially started with an opening reception at the Doubletree Hotel. Guests continued the evening at Beach Blanket

Babylon, a zany musical spoof of pop culture with extravagant costumes and outrageously huge hats.

Saturday, October 6, 2007- We held our Kick-Off Breakfast, where ASCCA President, Bob Klingenberg and 1st Vice President, Allen Pennabaker gave the State of the State Address. Glenn Davis, ASCCA Treasurer, followed with the Treasurer's Report. Honored guest, BAR Chief Sherry Mehl, provided insight to current industry issues. Ending that morning was Jack Molodanof, ASCCA Lobbyist, with legislative updates.

Following breakfast the 2008 Board of Director's Elections and Annual Meeting took place. The candidates each gave a speech about why ASCCA is important to them and why they should be elected to the State Board.

Congratulations to the 2008 re-elected State Board Directors; Jack Crawley; Andy Pollino; and Stuart Terry. Congratulations to the 2008 newly elected

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President's Message

Where does the time go? It's amazing to me that my year as your ASCCA president has drawn to a close. This honor has undoubtedly been the highlight of my career in the automotive industry and I sincerely appreciate having had the privilege of serving as the 67th president of the association. During the past year many changes were made to improve our service to the membership and I am thankful to the board of directors and committees of ASCCA for making the hard decisions that will ensure that this organization is poised to provide you with a higher level of service.

Wherever the future leads us we will go confidently together to face it. We have a great team that will guide us in 2008 and help us live up to ASCCA standards of integrity, compassion, individuality and continuous self-improvement.

Thank you for your membership in ASCCA. Each member is important and cared about. ■



Bob Klingenberg
State President 2007

Executive Director's Report

New Year, New Endeavors!

Jackie Miller

We're very excited about the direction of ASCCA as we move into 2008. In addition to our ongoing government relations initiatives relative to the Bureau of Automotive Repair and Air Resources Board, our lobbying activities at the State Capitol, and our participation in meetings with other aftermarket organizations, the Board of Directors has approved the launch of a membership initiative in response to the concerns of our chapters.

While ambitious, the goal of the initiative is to re-energize chapters through increased chapter membership. We'll be bringing you more details, but a membership drive begins in earnest in January.

And, as chapter presidents and treasurers have already heard, we've also implemented a pilot program for collecting chapter dues. This system will relieve chapters which participate in the pilot of the burden of chasing dues payments, and we hope that many will choose to participate. This effort has been undertaken as a direct result of chapter input during the October Annual Meeting – chapter representatives overwhelmingly voted to support a pilot of this type.

Speaking of our Annual Meeting - if you missed it, you missed a good one! Our guest speakers, BAR Chief Sherry Mehl and ASCCA advocate Jack Molodanof, updated us on the latest BAR initiatives as well as legislation affecting you and the industry. Ms. Mehl reported that she and her staff view their constituency as both the repair industry and consumers and desires to work cooperatively with both. Jack updated us on the status of health care reform (see related article) as well as ASCCA's successful lobbying against AB 1483 (Carter), legislation which would have required a repair facility to provide signed affirmation that the parts identified on the estimate were installed. The Governor listened to the industry that this was duplicative and unnecessary and vetoed the legislation.

Organizations comprising the aftermarket industry, including ASCCA, California/Nevada Automotive Wholesalers Association (CAWA) and California Autobody Association (CAA) continue to meet monthly to discuss issues of concern. One major concern is the issue of extended warranty regulations issued by the Air Resources Board. Affecting the entire industry, such regulations could keep vehicles out of independent repair shops and drive vehicles back to new

Report continued on page 3

ASCCA Board and Directors



Bob Klingenberg
President



Allen Pennebaker
1st Vice President



Delcan Kavanagh
2nd Vice President



Kris Cesena
Secretary



Glen Davis
Treasurer



Dan Fogle
Immediate Past
President



Bob Constant
Past President



Marion Vosbur
Director



Stuart Terry
Director



Andrew Pallino
Director



Kevin Browning
Director



Ryan Tunisan
Director



Jack Crawley
Director

Report continued from page 2

car dealers. ASCCA is participating in a Warranty Task Force conference call in December, which will determine whether the aftermarket will proceed with a lawsuit against the Air Resources Board. We'll keep you updated on this pivotal issue.

As you can see, we have much on our plate but, working together as a team, we can accomplish great things in 2008.

Last, on behalf of the ASCCA Board of Directors and staff, I'd like to wish all of you the happiest of holidays and a bright New Year! ■

CA Regulatory Law Bulletin

The Air Resources Board has amended the airborne toxic control measure (ACTM) for chromium plating and chromic acid anodizing. Hexavalent chromium (HC) is an extremely potent human carcinogen with no known safe level of exposure. The Board has declared HC emissions an airborne toxic contaminant and adopted requirements for reducing HC emissions from chromium plating and chromic acid anodizing facilities by 95 percent. Prior to this action, the use of add-on devices to control airborne HC was not required for these facilities. This action adopts requirements for the use of more stringent add-on air pollution control devices such as HEPA filters or equivalent systems to further reduce HC

exposure from chromium plating and chromic acid anodizing facilities. The add-on air pollution control equipment requirement is phased in over time, and alternatives are provided for very low throughput facilities, as measured in annual permitted ampere-hours. The requirements to not apply to process tanks associated with the electroplating or anodizing process where no electrolytic process occurs. In addition, this action establishes restrictions for the siting of new chromium plating and chromic acid anodizing facilities, requiring them to be established outside of residential or mixed use areas and at least 1,000 feet from the boundaries of such areas or any school or school under construction. ■

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Beware Class-Action Lawsuits Targeting Retailers

By Dennis Carpenter
Director, Association Relationships
Heartland Payment Systems

Look at the credit/debit and prepaid card receipts you give your customers:

1. Are more than five digits of the card number showing?
2. Does the card expiration date appear?

If the answer is yes to either of these questions, you are in violation of the federal Fair and Accurate Credit Transaction Act (FACTA) and need to read on.

The cost of identity theft continues to take its toll on both consumers and businesses alike. Latest figures from the Federal Trade Commission show consumers lose about \$5 billion annually – and businesses lose about \$48 billion.

And, it's getting even worse as laws clamp down on business owners in an effort to safeguard consumers. Amendments to the federal Fair Credit Reporting Act mandate merchants who accept credit/debit and prepaid cards:

- Truncate card numbers – printing no more than the last five digits of a consumer's account number on the customer receipt.
- Refrain from printing the card expiration date on the customer receipt.

Depending on the terminal or system you use for accepting card payments, you were required to comply with these requirements by December 2005 or December 2006 – although certain manual machines and written receipts are not subject to the law. Have you truncated card account numbers and eliminated expiration dates? Do you know if this information is automatically printed on the receipt as part of your terminal or standard software package? Are you unknowingly at risk? Are you a potential target for the many class-action suits that are aggressively being filed?

According to Anita Boomstein, an attorney with Hughes Hubbard & Reed in New York who specializes in card payments, privacy and Payment Card Industry (PCI) compliance issues and is representing three national merchants being sued, "Since the law generally became effective in December 2006, several dozen lawsuits have already been filed against merchants in California and Pennsylvania.

"What makes this very troubling is that substantial money damages can be imposed on a merchant who fails to follow the requirements," Boomstein continues. "For 'willful' violations where the merchant intentionally or knowingly disregards the law, the penalty can be in the range of \$100 to \$1,000 for each card receipt issued. This penalty can be assessed even if the consumer has suffered no actual damages. For 'negligent' violations, a merchant is liable for the consumer's actual damages. In both cases, the merchant may also be accountable for the attorney's fees and court costs."

In fact, part of the reason class action suits are abounding is because the statute permits attorneys who initiate suits to be paid all of their attorney's fees and costs. That – combined with the sub-

stantial damages that can be awarded in a class-action suit – make card-accepting merchants attractive targets for litigation.

Additionally, some states are creating additional truncation legislation like the "double truncation" laws in California and Colorado. Double truncation calls for the elimination of card account numbers and expiration dates on both customer and merchant receipts. This is intended to prevent problems that arise when the customer takes – or the merchant gives – the wrong receipt. Be aware you could be responsible for double truncation if you have any operations in California or Colorado.

So, protect yourself:

- Check your receipts! Does the customer copy feature the entire card account number and/or the expiration date?
- If so, contact your payments processor. The solution may be the download of a simple application that prints truncated receipts and eliminates the printing of expiration dates – or the recommendation of a terminal that does.
- If you are using a point-of-sale software product, be sure your vendor has properly configured it for compliance.
- If you're not sure about your compliance, your processor should be able to check your terminal/point-of-sale device and software relative to truncation as mandated by your state.
- If you operate in California or Colorado, check with your processor about the truncation requirements that are – or soon may be – applicable to you.

If you process with Heartland Payment Systems, contact your service relationship manager or Heartland's Service Center at 888.963.3600 for assistance.

Take the steps to ensure you are compliant. It could save your business.

Dennis Carpenter is director of association relationships at Heartland Payment Systems. Heartland, a NYSE company trading under the symbol HPY, delivers credit/debit/prepaid card processing, payroll and payment solutions to more than 140,000 small and mid-sized businesses nationwide.

Heartland is the founding supporter of The Merchant Bill of Rights, a public advocacy initiative that educates merchants about fair credit and debit card processing practices. For more information, visit: www.heartlandpaymentsystems.com and www.MerchantBillOfRights.com. ■

Welcome New Members

Elite Funding Group - Bruce Johnk
Whittington Enterprises - David Whittington
1-800-Radiator - Andre Barbeau Chapter 02
Kyle's Automotive - Joe Kyle Chapter 05
L.T. Auto Performance - Long Tran Chapter 05
Allen's Wrench, Inc. - Dennis Allen Chapter 24
Car Quest General Parts, Inc - Ken Yuraitis Chapter 24

Notice from the Employment Development Department (EDD)

The Employment Development Department (EDD) has identified an error which resulted in the overcharging of penalties, and associated interest, on a small number of employer accounts for the 1995 - 2004 calendar years.

When employers fail to file the required Annual Reconciliation Statement (Form DE 7), EDD uses available records to estimate the amount of taxes due, and penalties and interest are added to the total amount owed. EDD has found that a technical calculation error occurred in adjusting the penalty for some accounts when the requested DE 7 was later received and processed.

Affected employers will receive a letter informing them of the error, correction, and refund or credit of amounts overcharged. Refunds or credits will include any applicable interest accrued on overcharged amounts and will occur within 30 days of the date of the letter.

Additionally, a small number of employers have been identified as potentially affected by this error for the years specified below, but additional information is needed to verify whether or not they have been overcharged. These employers will receive a letter from EDD and may file a claim if they meet all of the following criteria:

- The employer did not file a timely Annual Reconciliation Statement (DE 7) for any calendar year from 1995 to 1999.
 - The EDD assessed the employer for failure to file an Annual Reconciliation Statement (DE 7) that the employer subsequently filed.
 - The employer paid the EDD estimated assessment.
- If the employer meets all of the above criteria, they may file a claim for refund by sending a letter and the following items:
- A copy of the filed Annual Reconciliation Statement (DE 7) for each affected year.
 - Proof of payment.
 - A copy of the letter.

Claims should be mailed to:
Employment Development
Department
P.O. Box 826215, MIC 3A-193
Sacramento, CA 94246-0001

Employers who do not receive a letter but meet the above criteria may also file a claim by sending a letter with the required documentation to the above address.

Employers who receive a letter may call the Taxpayer Assistance Center at (888) 745-3886, if they have questions. ■



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ASCCA Chapter 23
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Dan & Kris Cesena

Getting the Business Organized

By Bob Spitz

Management Success!

There's an old saying that goes, "I'm too busy to get organized!" I'm sure that was originally said in jest, but that's exactly what goes on in too many small businesses. The owner/manager is extremely good at what he or she does but the idea of stopping long enough to organize the business seems to be impossible. The end result is management gets overwhelmed trying to get the machine (the business) to produce anything profitably. Too many times the real problem is the person responsible for running the business doesn't know how to organize. Here are some tips on how to tackle this problem.



Let's first take a look at what organization means. Organization is the action of lining things up in a logical sequence in order to get something done, and done efficiently, in other words, getting it done in the most economical manner without wasted time or motion. Management means controlling some activity so that activity can operate smoothly and productively.

Management's job is to ensure the products of the company are being produced profitably. When we look at the above it's easy to see why management can have a very difficult time. It's hard to manage an area and get things done when organization is lacking!

Never Organize for Organization Sake

When embarking upon the task of getting organized it is important to first look at what it is one is trying to produce or accomplished. What the goal here? It is easy to get lost in the woods if the destination is not clearly defined and known. So the first step is to name the thing you want to accomplish. A complete understanding of what products the business produces and/or could produce is the starting point for any organization project.

Make a List

Start off with a list of say 10 things you would like to improve about the business. Now narrow the list down to 3 items and then pick one. Hopefully it will be the one that if done now will quickly improve the

overall performance of the business.

Name what you Really Want

Name what it is you really want. If you do not completely name what it is you want to accomplish you can end up with weird unworkable solutions.

Example—Doing it Wrong

Improvement wanted: Speed up the production line

Situation: Production is being slowed down due to waiting for replacement parts.

Solution: Keep a large inventory of parts on hand.

Problem with this solution: Ties up my money in inventory—drives up my assets—drives up my taxes. Parts are hard to control and start walking out of the shop—lost revenue.

Solution to Inventory Problem: Hire a parts person.

Problem with this solution: Increases inventory and payroll.

See how nutty this thing can get? What went wrong? What really is needed is not named completely.

You can see by this example that it is not enough to just name the problem; you have also got to name what you want in order to come up with a solution that makes sense. By naming the thing you really want now you can start walking backwards from that point to come up with the actions needed to organize the area.

Example—Doing it Right

Let's go back to the original situation that needs addressing:

Improvement wanted: Speed up the production line

Situation: Production is being slowed down due to waiting for replacement parts.

Now name what you really want: The right parts at the right time without an increase in inventory or payroll.

What does it take to get the right parts at the right time without increasing inventory or payroll? What do you need to do to accomplish this goal? Now let's work out a solution.

Walk Backwards

Now with this one area of the business look at what steps are needed to be done in order to get this area into the condition you image. Make a list of these actions that have to be taken. Look it over carefully and ask yourself,

"If I do all of these steps will it get me what I want?" Make sure that each action makes sense and that there are not any needless or redundant steps.

Possible Solution: Look over appointment book the night before for all the vehicles that are scheduled to come in and pre-order the parts that will most likely be needed. Now work out the rest of the steps needed.

Getting Others to Understand and Use New Systems

A great tool for management to use when organizing an area is Flow Charts. A flow chart allows you to put down on paper what is being visualized. Flow charts allow you to see where there might be a flaw or a bug in your thinking. Once again start with the thing you want and then start working it out from there. When you have it worked out on paper now you can easily show it to others to gain agreement that this will not only help the shop but it will also make their lives easier. Go through any new procedure with those people who will be involved. Do dry runs and drill it until the new procedure is smooth and everyone's questions are answered. You can come up with great new organizational plans and systems, but if you can't get the people that need to use them engaged and in agreement your efforts will go to waste. But when you take the time to do it right and train people on any new system, well life is good! Good luck in your efforts and here's to a more organized business!

MANAGEMENT SUCCESS! is a company that specializes in training and consulting the independent automotive repair shop owner. Bob tours the country as an educational speaker and writes numerous columns and articles for trade publications. Additional articles on management can be read online at www.managementsuccess.com

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Of Cohesiveness and Division

As incoming President of ASCCA I have a major concern. Not about ASCCA itself. This Association is on such a great track financially, legislatively, structurally etc., that I know it will be fine. My concern is for our independent automotive repair aftermarket as a whole.

I sit on the NASTF (National Automotive Service Task Force) Board of Directors as the ASCCA representative and one of those that represents our area of the automotive industry. ASCCA

is the only State Association on that Board of Directors. There are a couple of reasons for this: one, California represents the largest car market in the U.S.; and two, ASCCA represents, by far, the largest number of our part of that industry and has great credibility on both the State and National levels.

As I speak with members of the industry on the National level, I continue to hear the same thing. Why is the California aftermarket so dysfunctional? Why are they

always fighting with each other? And the worst offending part of that industry is our Independent Repair section.

I usually have no answer to give for that question. Well actually I do. In my opinion, the answer is that too many people are trying to do those things that aggrandize themselves, rather than doing what is best for the industry.

Why do Associations exist? Well, I can't speak for every industry, but I believe that our aftermarket Associations should exist, first and foremost, for the benefit of our industry and the customers they serve. Every thing anyone of us does in the management of those Associations should be held against that standard. Unfortunately, there are those in every industry that do things primarily for their own aggrandizement or some personal, immediate benefit, to the obvious detriment of the whole industry. Is this what we want in our industry? Are these the type of people we want leading our battles? Are they the ones that we want to speak for us? Are they the ones that we want our State government and the rest of this country to look at as representing our industry? Well, that can happen easily enough. But only if we (the members of

the Independent Repair industry) allow it to happen.

ASCCA has always represented the Independent Repair Industry - since 1940, in fact - always and only. Many have sacrificed hugely for that. Many things have been accomplished in the past and continue to be accomplished as I write this. In the meantime, a few people are attempting to nibble away at the foundation of ASCCA, and for no coherent reason that they or anyone else can be articulated.

So what is my point? We all need to stand strong. We all know that we are entering a turbulent time with the actions of the State and Federal Governments as well as manufacturers and new car dealers. As a group we have the will and the strength to stand up to those turbulent times and be successful. Divided we will fail. Those that stand together on the high ground will flourish. Those that stand alone or on the low ground with others will fail.

Your ASCCA is one of the most valuable tools that you have. Do you throw away your valuable tools or do you take care of them? If you're smart, you take care of them.

Support the Association that supports you. ■



Allen Pennebaker
State President 200



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- **NFPA Labeling, MSDS's, Employee Training**
- **CAL-OSHA Injury Prevention Plans (SB 198)**

Legislative Update

Below are highlights of the actions taken by agencies we are monitoring on behalf of ASCCA.

Bureau of Automotive Repair

Low Pressure Fuel Evaporative Testing: begins December 1, 2007. Shops are required to have this piece of equipment in order to continue as a Test Facility. Training is available on CD available at BAR offices; you may also view a copy on U Tube, on the internet.

Smoke Testing: Proposed by BAR to begin January 1, 2008. Per BAR Chief Sherry Mehl, the operator will finish the 25 MPH test, then with the vehicle at idle, will go to the rear of the vehicle and observe for 10 seconds. Any presence of smoke from the tailpipe will result in a smog inspection failure. Consumers may challenge this finding and go to a referee station. The referee stations will have opacity testers. In addition, the Consumer Assistance Program (CAP) and crushing programs will offer assistance for smoking vehicles meeting the criteria for those programs.

Smog Check: Recently members have been questioned about procedures regarding catalytic converter replacement and pricing of parts utilized during repairs. ASCCA intervened on behalf of our members, and received confirmation from BAR Headquarters that BAR representatives are not authorized to determine pricing of repairs nor parts. However, BAR does want to ensure that CAP programs are charged the same prices everyone else is being charged. BAR also provided some clarification regarding the procedures for catalytic converter replacement and testing of the fuel controls prior to replacement of the converters. It requires the vehicle be in good fuel trim and this be documented on the repair order and invoice when the replacement of a converter is recommended. Discussion on ASCCA's Team Talk resulted in several forms which could be used to document the various readings of those tests. There is also an excellent document used in the CAP program for recording test procedures and results. ASCCA has requested BAR include these documents within "Write It Right" and in mailings to the repair industry.

Cite and Fine: All facets of the discipline issue are being revisited by BAR. We are requesting a defined pathway from the initial visit on a complaint, or inspection, to the final outcome. ASCCA has also raised a dis-

cussion about technicians' fines and whether those fines should be commensurate with those of shop owners. Another major part of ASCCA's position is that remedial education be part of any discipline program. Fines do not in and of themselves serve to teach anyone the correct way of doing things. And for smog technicians, that remedial education may include time spent in a referee station.

CAP Repair Information: ASCCA recently sent a letter to BAR Chief Sherry Mehl, requesting it release CAP repair and failure database information to the repair industry. ASCCA believes access to this information will enhance competency of the repair technicians, and consumers could benefit from longer-lasting and more effective repairs.

Inspection & Maintenance Review Committee

IMRC's 2007 Annual Recommendations for the Future Directions of Smog Check was recently released for review and comment. Some highlights include proposed Remote Sensing Devices (RSD's), OBDII only testing, reducing the number of incomplete monitors from 2 to 0, Motorcycle testing, and Diesel testing. IMRC requested input regarding its report from ASCCA and other interested parties. ASCCA forwarded its response to the draft report on November 19, 2007, recommending RSDs not be authorized because they have been shown to be inaccurate and not cost effective; OBDII monitor check be performed earlier in smog check so that if a vehicle is not ready for testing the cost in time is lowered; require all vehicles now exempt from smog check because they are six years and newer to undergo OBDII testing; and expand the subletting of Diesel and Motorcycle repairs to specialty shops.

California Air Resources Board

ASCCA and other trade associations are actively considering a lawsuit which would ask a court to determine if the Air Resources Board has the authority to implement extended parts warranties on vehicles sold in California. Current ARB regulation call for 10-year/150,000 mile warranties on some low emitting vehicles. We will keep you updated on this issue.

Mr. James Goldstene, a former employee of BAR, has been appointed Executive Officer of the Air Resources Board. ASCCA had a

working relationship with Mr. Goldstene during his tenure at BAR, and looks forward to working with him in his new position.

Other news

Health care reform: The Assembly Health Committee met 11/13/07 to hear a revised Democratic health care proposal. ASCCA will keep you posted on the events as they progress.

ASCCA's position is that a fair program be created, whereby employers and employees share responsibility and liability for insurance costs and costs are reasonable. An easy-to-read report on the Health Care Reform Proposal can be found on the ASCCA website. It includes some of the proposals in Governor Schwarzenegger's proposal, including an individual mandate, and health prevention and wellness initiatives. ■

ASC Insurance News

January 1st is right around the corner, so now is the time to get your request for quotes into the ASC Insurance Services office. We have the ability to write Workers Compensation, Garage Liability and Business Auto insurance for our members at very competitive pricing!

As we look forward to a new year it might be a good time to reflect on the partnership between ASCCA and ASCIS. The purpose of this partnership is to provide competitive products with excellent service to the members, while at the same time providing financial support to the Association. Over the last seven years, ASCIS has returned over \$700,000 of shared profits to the Association. These profits have been made selling insurance to the membership, as well as to others.

By buying a service and product that you need to have and paying a competitive price, you can support your Associations activities without any additional cost. This is truly a win/win for all concerned.

Contact the ASC Insurance office today to speak to Lorraine Stevens or Deseree Carter regarding any of your insurance needs toll free (800) 444-4134. Request for quote forms may also be obtained at the ASC website @ www.ASCCA.com.

Members In The News

**For Karco Specialties,
Service Matters —
BSRP Member Since 2001**

Forget about Southern California's laid-back image. Karco Specialties is one shop that hustles. Karco Specialties was founded in 1984 by Dick Kartoian in the city of Orange, Calif., as an independent repair facility specializing in Toyota

and Honda vehicles. The business added Acura, Lexus and Scion as these makes were brought to market. Karco began with three people and has grown over the years to a staff of 12. The business moved to its current location in 1997 in order to gain more space and purchase a building in a vibrant neighborhood.

Owner Richard Kartoian sums up his business philosophy: "We strive to pro-



Karco's "Wall of Fame" showing service employees' ASE certificates as well as its plaque for being an ASE Blue Seal of Excellence Recognized Facility.



View of the service bays at Karco Specialties, Orange, California.

vide the highest quality product possible to our customers. We feel that we have the best skilled people in the industry and keep up with tools, equipment, information and training." This assertion is backed up by a two-year, 24,000-mile warranty. "Meeting or exceeding the customer's expectations is our first order," notes Kartoian. "We have developed a large and loyal customer base." All nine of Karco's service professionals are ASE certified. Within the group, there are six ASE Master Technicians, four of whom also hold ASE's Advanced Engine Performance and Diagnosis Specialist certification. Karco's three service consultants are also ASE certified.

Karco has been Blue Seal Recognized business since Oct 2001, and an AAA Approved Facility since 1993, having won four of their annual awards for Outstanding Customer Service (awarded to less than five percent of AAA Shops). The company has been mentioned in Westways Magazine several times and duly recognized by the Orange County Register and other publications.

They are members of ASCCA, ASA, Orange Chamber of Commerce and the National Federation of Independent Businesses. With 9,000 sq. ft. under roof, 12 service bays, an alignment rack and a wash rack, Karco typically services about 450 vehicles per month. The business performs a full range of mechanical repairs from oil changes all the way up to engine and transmission overhauls as well as all factory recommended services.

Karco educates its customer base about proper maintenance and repair on its website and through face-to-face communication.

ASE, TechNews ■

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Industry Meetings Calendar

The following are meetings ASCCA encourages you to attend, as their outcome directly affects you and your industry. Please note that all meetings are subject to change without notice and you are advised to check on meeting times and locations the day before the event if you plan to attend.

Date	Event	Location	Contact
December 8-9 2007	ASCCA Team Weekend 4th Quarter Board of Directors/ Committee Meetings, Chapter Representatives Committee Meeting, Board and Chapter Reps Orientation	TBA, Sacramento	916.924.9054
February 23-24 2008	ASCCA Team Weekend 1st Quarter Board of Directors/Committee Meetings	Los Angeles, CA	
May 31- June 1 2008	ASCCA Team Weekend 2nd Quarter Board of Directors/Committee Meetings	TBD, Northern California	
October 3-5 2008	ASCCA 2008 68th Annual Meeting & Elections 3rd Quarter Board of Directors/Committee Meetings	San Diego, CA	
December 6-7 2008	ASCCA Team Weekend 4th Quarter Board of Directors/Committee Meetings	Sacramento, CA	

Health Care Reform – Update

Jackie Miller,
ASCCA Executive Team

Your Government Affairs Committee has been monitoring the health care reform debate throughout 2007, and ASCCA actively opposed AB 8 (Nunez), the earlier Democratic reform bill which was vetoed by the Governor in October. Although a revised Democratic proposal has been heard and passed by the Assembly Health Committee, as of this writing, it has yet to be agreed to by Governor Schwarzenegger. And as the Government Affairs Committee has discussed, the Governor's proposal is only that – a proposal – it has no legislative author.

So as it stands right now, the Democratic measure (ABX1 1), authored by Assembly Speaker Fabián Núñez, is the only bill that is in play. Although he has amended the bill to require an individual mandate – meaning that individuals would be required to maintain health coverage either through government programs, their employer or purchase of an individual insurance product available through private insurers or state purchasing pool – a mandate on employers is also part of the mix.

ABX1 1 now contains a sliding scale for employer fees, with small employ-

ers paying less than their larger counterparts. Depending on the size of your payroll, here's how it would affect you:

- Employers with payrolls up to \$100,000: required to contribute at least 2% of payroll (maximum of \$2,000) or pay a fee to the purchasing pool.
- Employers with payrolls from \$100,000 to \$250,000: required to contribute at least 4% of payroll (minimum of \$4,000, maximum of \$10,000), or pay a fee to the purchasing pool.
- Employers with payrolls greater than \$250,000: required to spend at least 6.5 % of their payroll on health care or else pay a fee of the same amount to the state's public purchasing pool for subsidized insurance (minimum of \$16,250).
- In addition, employers would be expected to either offer insurance to part-time employees or contribute to the public purchasing pool for those employees.

The bill also (1) requires insurers to cover everyone without regard to pre-existing conditions, (2) expands public programs so that lower-income families

can participate in state programs such as Medi-Cal and Healthy Families, (3) exempts low-income individuals from paying premiums, co-payments or deductibles, (4) provides a partial subsidy for middle-income earners, and (4) provides tax credits for higher-income earners if premiums exceed 5% of income.

Because of the lack of support from Republicans, should a reform measure pass with only a majority vote, the major financing elements would be placed on the November 2008 ballot for voter approval. They include:

- Employer fees (as indicated above)
- \$2 per pack increase in the tobacco tax (raises estimated \$1.8 billion per year)
- Hospital fee assessed at 4% of revenue (designed to draw down federal matching funds and supported by the hospital association because, with new federal money, most hospitals would receive higher reimbursement for treating the poor).

However, there are concerns that the state's worsening economy could have an impact on the whole reform movement. With reform in flux, we'll continue to keep you posted. ■

Members In The News

Greasy Green

Local auto shops lead the eco-certification movement.

Instead of starlet posters and dog-eared Car & Driver magazines, the waiting room is stocked with Ansel Adams prints and a John Lennon photo book. Instead of kitty litter covering patches of oil, a powder absorbent made from a rice by-product soaks up spills – not that there are any: the place is spotless. The shop mascot that greets visitors isn't a tough-guy-issue rottweiler, it's a frisky Jack Russell terrier.

This doesn't feel like a typical auto repair shop, much less one that straddles the industrial zone between Sand City and Seaside – the only vestige of the greasy, parts-strewn mechanic's pit of yesterday is a forlorn Playboy poster discreetly tacked up in the back. Then again, Hans Auto Repair is not the typical local business – this month, they became the first Certified Green Business in Seaside.

Though they have the potential to be some of the most ecologically damaging businesses in the area, local auto repair shops like Hans, Pacific Motor Service in Monterey and Forest Hill Auto in Pacific Grove are the exact opposite, leading the way to a greener mode of operation. Pacific and Forest Hill were the first Monterey County businesses to become certified Green Businesses by the Monterey County Health Department.

Hans Auto Repair's soon-to-be-married partners, Tracy Polockow and Mike Brooks, received their certification by completing the Health Department's checklist. They clean their tools with a 40-gallon Oil Eater drum filled with filters and water-based, non-toxic,

biodegradable cleaners. They've replaced most of their aerosol sprays with their own reusable compressed air can. Used coolant is picked up, cleaned and reused by Evergreen Recycling. Scrap metal is picked up by "some guys in a beater truck" who reuse it.

"The old light fixtures were yellow," says Brooks, "half burnt out from bad ballasts and they buzzed like crazy." They changed them to PG&E's energy-saving Right Light standards, which are brighter, quieter and lighter on the utility bill.

The certification process is one of the functions of the Green Business Program, a collaborative effort between environmental agencies, government, utilities and nonprofits. The stated aim of the program is "to recognize and assist businesses that operate in an environmentally friendly manner." It originated in San Francisco, has spread throughout the West Coast and, since 2002, has certified over 300 businesses.

In Monterey County the program focused first on auto repair shops, where the green measures would have the most impact. The local auto shops that responded did so with gusto.

"We were already going in that direction," says Polockow, "because repair shops are required to take certain measures by the Department of Toxic Substances, the County's Environmental Health Division and the EPA. We were already into recycling. And Mike is a clean freak anyway."

A couple of years after receiving his certification, Bob Constant, owner of Forest Hill Auto, inspired Polockow and Brooks to go green, pointing out the business-friendly benefits, as well as the environmental: Certi-

fied businesses save money on energy, water and raw materials; it's free to participate; and they get free advertising and publicity through the program, including a monthly print run and special print and TV campaigns around America Recycles Day and Earth Day. The Green Business Program website includes links to certified green businesses and Hans has already received multiple phone calls from people expressing their support and approval of their Green designation.

"Customers are out there looking for green businesses," says Polockow.

She admits that three county auto repair shops in three years is a modest start that seems to indicate some hesitancy. "Why, I don't know," she says. "Maybe the others think it'll be too expensive, or that it's a difficult process." She and Brooks plan to promote the program at the next meeting of the Automotive Service Council, an organization of auto repair businesses.

Some other county businesses have stepped up to the plate. According to Jenilee Napalan, Monterey County Environmental Health Division coordinator for the program, 10 businesses are currently certified, nine are currently working towards it, and another 10 are on the waiting list.

Polockow takes care in taping up their Health Department "Certified Green Business" poster on a prominent wall next to an ASE Blue Seal of Excellence certificate and a blue acrylic painting she did of the Volvo logo.

"We have green pride," she says to Brooks, who smiles back in agreement. "It's the future."

Walter Ryce, Monterey County Weekly ■



Revving the Engine: Mike Brooks and Tracy Polockow (not pictured) are eager to broadcast the benefits of going green to other local business.

Meeting continued on page 1

State Board Directors; Dennis Montalbano; Gene Morrill; and Les Morris.

After the elections, the Board Members convened for a short meeting to elect the Executive Committee for 2008. Results: President- Allen Pennebaker, 1st VP- Glenn Davis, 2nd VP- Declan Kavanagh, Treasurer- Marion Vosburg and Secretary- Stuart Terry. CONGRATS AND GOOD LUCK!

Saturday evening, the formal President's Banquet and Awards Ceremony took place. Bob Constant, Past President and Board Member, did an outstanding job as M.C. He kept

us entertained while making sure the evening moved along beautifully. President Bob Klingenberg was recognized for his hard work and dedication. Bob personally thanked all those who have made his presidency successful and gratifying, with kind words and awards. Following the Awards Ceremony was the swearing in of the new Board and Executive Committee. The evening ended with guests enjoying the comedic style of "Chicago Steve Barkley."

Sunday, October 7, 2007- It was down to business on Sunday. After enjoying a farewell breakfast, Chapter Representatives and Board of Directors convened for their quarterly meetings. ■





Scholarship News

Trustees will be scoring scholarship applications in the next few months and the winners will be announced in the early spring.

2008 ASC Educational Foundation Trustees:

Kris Cesena, Chair
Maylan Newton
Joe Forgacs, Jr.
Marion Vosburg
Jeff Curry
Walt Commans —
Welcome Back!
Dan Cesena

Will You Be a Taker or a Giver?

Team Weekend was held in Burlingame the weekend of October 5th through 7th. Fridays activities included a golf tournament and Beach Blanket Babylon in San Francisco. Although I had to work on Friday, I could tell by the buzz on Saturday that everyone that attended had a great time. Now down to the business part of the Annual Meeting/Team Weekend. We elected new officers, board members and committee chairs. Congratulation to our own Marion Vosburg as our new State Treasurer. I was elected as a State Board Director and I am looking forward to a progressive year. As I heard from each Chapter Rep, it came to mind that we have been losing members participation in each chapter. We are having attendance problems at chapter and state meetings. What we have here is indifference. As our industry faces the most severe challenges of our lifetime, instead of uniting and become a strong voice, we have become a bunch of do nothings with little or no enthusiasm. We keep trying to sell ASCCA membership to shop owners. We keep selling member benefits. We tell them about credit card serv-

es, payroll services, office supplies, insurance, management advice and legal advice. Stop selling features and benefits and sell what really should be important to our industry. We need help. We need involvement. We need commitment. What we do not need is a bunch of takers. We need givers. ASCCA is a volunteer army. We do no draft. We are looking for a few good men and women to serve our industry. we want members to be a part of ASCCA because they want to give something back to the industry that makes their family's living. We should be wanting members that only want to give something to ASCCA. I spent the weekend in Burlingame with a bunch of givers, doers and very unselfish people. They are willing to spend their family time serving our industry. I am proud to be a member of this team. I have only question for you for 2008. Will you be a taker or a giver? It is really about our Industry!

Dennis Montalbano
German Auto Repair Inc.
Chapter 25- Fresno ■

ASC Educational Foundation

Thank you to the following golfers for participating in the 3rd Annual ASCEF Golf Tournament!

Kris & Dan Cesena
Jack & Cindy Crawley
Chuck & Nancy Coppage
Doug & Carol Mueller
Glenn Davis
Dan Biggs
Steve Martino
Allen Pennebaker
Mack Ruff
Vic Herdon
Put Golf Pictures

The results of the tournament are as follows:

Via Blind Draw, the first place team was Steve Martino, Chuck Coppage, Dan Biggs & Mack Ruff. They each won a nice trophy and \$50 gift certificate. The second place team was Jack Crawley, Allen Pennebaker, Glenn Davis & Vic Herndon. They each won a \$25 gift certificate. The third place team was Cindy Crawley, Nancy Coppage, Dan Cesena & Kris Cesena. They each won a bobble-

head last place trophy, which is actually pretty cute.

Our big hitter, Glenn Davis won the long drive contest. And he also ended up with the closest to the hole prize as well. Both contests earned him \$50 gift certificates. This course was pretty tough, especially with the wind we had that day. Therefore congratulations go out to Nancy Coppage, Dan Biggs and Glenn Davis for shooting under 100.

The only negative side of the tourney was that we only had 12 golfers. We have had a low turnout like this for the past few years. I would LOVE to have more golfers next year. I'm wondering if we keep having a low turnout for the Tournament because it's held on Friday, or because we don't promote it enough, or simply because most of our members don't play golf. I am already planning next year's tournament and I would really like to hear your feedback on this.

Kris Cesena- ASCEF Chair ■

NASTF Board of Directors and General Meeting, CARS Las Vegas

Allen Pennebaker, NASTF Board of Directors

Board of Directors meeting highlights:

- Discussed and resolved the issue of excessive cost for the Bond that will be required for Service Providers to be part of the Secure Data Release program.
- Reiterated that NASTF takes a neutral, as in no, position in R2R legislation. Individual Board members may do so from the perspective of their individual Associations, as in ASA and the manufacturers taking a negative position and ASCCA taking a positive position, but not in the context of NASTF itself and not speaking on behalf of NASTF.
- ASA is in the process of funding, and asking AAIA to participate, in a scientific study to determine if there is any significant difference between the Manufacturers' websites for their dealers and those for the Independent Aftermarket.
- NASTF continues to reach out to all Associations that are not currently participating in this process.
- Reviewed and approved Tools Committee procedures document.
- Discussed the fact the real problem, at this point, for the Aftermarket may not be the lack of service and repair information, but the lack of tool information; i.e., the information required for the aftermarket to build scan tools and such for the aftermarket to use.
- Began the discussion of the legal agreements that are needed to implement the Secure Data Release program. Determined that this is now our number one priority since implementation goal is January 1, 2008, and that pieces of this agreement will be used as part of the final agreements with Manufacturers on everything else.

General meeting:

NASTF's website has been upgraded. All participants have, or may have, an individual login and account. They can then sign up for whatever committee in which they would like to participate. The website has everything anyone would need to access the OEM websites, including matrices, links, documents, SIR forms, instructions, etc.

Both the Tools and Service Information (which now includes a Training Subcommittee) Committees have finalized their procedures. Included in these final procedures is the formation of subcommittees that will review all SIR's. These subcommittees will be made up of seven members from the main committee, three each representing OEM's and the Aftermarket and one representing independents. Our own Jim O'Neil is a member of the subcommittee for Service Information.

Dave Zwalina, co-chair of one committee, spoke at length about the need of all of us to "give back" and be part of the solution. The technology of modern vehicles requires it. NASTF is the #1 support mechanism for the Aftermarket.

There have been a number of requests for information made

to the manufacturers. Most have been responding in a timely manner to these requests.

NASTF, actually John Cabaniss himself, has facilitated the inclusion of more timely and complete fluid and filter information on websites. This came about from a meeting with AOLA in response to some SIR's submitted by their members – this despite the fact that this issue was not really within the scope of NASTF's mission. Of note is that AOLA is not a member of the NASTF Board and is an ardent supporter of R2R.

The Vehicle Security Committee continues to make speedy progress on the SDRM program. Currently it has process determined and the parties to the program prepared to move ahead. They are currently beta testers and are actually using the system successfully in the field. Legal documents have been submitted to the Board of Directors for review; unfortunately, these are very extensive and may need some major revisions. The VSC is still targeting January 1, 2008, for full implementation as this is the "drop dead date" in California. The number of manufacturers that have signed up for this program has increased to 14. Of note, four years ago everyone said that we would "never have access." That has proven incorrect.

The Collision Committee is continuing in its formation. One of the challenges is that while all Dealerships have service facilities, many do not have body shops. Therefore, it is somewhat of a challenge to "insure the same information is available to independents as dealers." In fact, many dealer body shops do not have all the information that they need.

Progress is being made on getting the information about what vehicles have reprogramming available viewable on the free pages of the manufacturers' websites.

NASTF is making consistent and constructive progress in insuring that all service and repair, training, and tool information is available and has had considerable cooperation from the OEM's and their representatives. Progress is slower than any would like. But there have been no major stumbling blocks up to this point.

Go to www.nastf.org to download the new NASTF Brochure that gives information about the National Automotive Service Task Force and what the organization is all about. ■

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ASCCA Chapter Network

The Automotive Service Councils of California is made up of 30 local chapters for members to join and become actively involved. Check them out!

- Bakersfield (58) - Meetings held 4th Thurs., 6:30 PM, Call Bob Klingenberg (661) 631-5765.
- Central Coast (52) - Meetings held 3rd Wed., 6:30 PM, Call Fernando Garibay (831) 758-8277.
- East Bay (16) - Meetings held 2nd Tues., 6:30 PM, Call Steve Small (510) 427-4345.
- Foothill (5) - Meetings held 1st Tues., 6:30 PM, Call Jo Ann Fischer (800) 564-1272.
- Fresno (25) - Meetings held 2nd Thurs., 7:00 PM, Call Ray Rasmussen (559) 259-0854.
- Hemet (32) - Meetings held 2nd Tues., 6:30 PM, Call Phil Fournier (909) 927-2101.
- Inland Empire (14) - Meetings held 3rd Tues., 7:00 PM, Call Glenn Davis (909) 946-2282.
- Long Beach (18) - Meetings held 3rd Tues., 7:00 PM, Call Scott Parsons (562) 434-4446.
- Merced (33) - Meetings held 3rd Tues., 6:45 PM, Call Rhonda Amezcua (209) 383-6981.
- Mt. Diablo (20) - Meetings held 3rd Thurs., 7:00 PM, Call Celine Haugen (707) 251-9838.
- Napa/Solano (9) - Meetings held 2nd Tues., 7:00 PM, Call Angela Larson (707) 644-5566.
- No. Orange Co. (48) - Meetings held 3rd Wed., Call Jo Ann Fischer (714) 773-0949.
- Orange Coast (50) - Meetings held 2nd Thurs., 7:00 PM, Call Rita Thomas (949) 855-0590.
- West Los Angeles (12) - Meetings-Varies, Call Dee Cherko (310) 837-0446.
- Ventura County (2) - Meetings held 2nd Tues., 6:30 PM, Call Kathy Riggs (805) 983-8100.
- Peninsula (23) - Meetings held last Tues. of every other month, 7:00 PM, Call Angie Roberts (408) 266-9658.
- Redding (99) - Meetings held last Wed., 7:00 PM, Call Tim White (530) 246-9277.
- Sacramento (34) - Meetings held 4th Tues., 7:00 PM, Call Carol Bartels (916) 332-1883.
- San Diego (24) - Meetings held 3rd Tues., 7:30 PM, Call Stuart Terry (619) 287-4215.
- San Fernando Valley (11) - Meetings held 3rd Tues., 6:30 PM, Call Marilyn Schanley (818) 768-3656.
- San Francisco (21) - Meetings held last Wed., 6:30 PM, Call Paul Grech (415) 474-7323.
- San Joaquin Valley (6) - Meetings held 2nd Thurs., 6:30 PM, Call Andy Pollino (209) 472-9866.
- San Jose (42) - Meetings held 2nd Wed., 7:00 PM, Call Angie Roberts (408) 266-9658.
- San Luis Obispo (17) - Meetings held 3rd Wed., 7:00 PM, Call Smitty Price (805) 5444-1776.
- Santa Clarita (3) - Meetings-Varies, Call Kevin Browning (661) 251-6736.
- Santa Cruz (15) - Meetings held 3rd Tues., 7:00 PM, Call Viva Valle (831) 539-1595.
- Santa Rosa (28) - Meetings held last Tues., 7:00 PM, Call Ann Nolen (707) 576-1855.
- South Bay (1940) - Meetings held quarterly, 6:30 PM, Call Peter Alper (310) 328-1981.
- So. Los Angeles (10) - Meetings held 2nd Tues., 7:00 PM, Call Les Morris (323) 750-0511.
- Tulare/Visalia (26) - Meetings held 4th Thurs., 7:00 PM, Call Jaimmie Hammond (559) 688-4713. ■

Industry and Endorsed Vendors Contact List

BAR, Chief	(916)255-4565	Sherry Mehl
BAR, Industry Ombudsman	(916)255-2893	Rick Fong
California Chamber of Commerce	(916) 444-6670	Headquarters
CARB	(800) 242-4450	General Number
EPA	(202) 272-0167	Headquarters
ESI	805-526-3039	Maylan Newton
ATI	866-389-7999	Linda Casey
ASC Insurance Services	916-679-2951	Chuck Coppage
ALLDATA	916-684-5200 x3008	Mauricia Lopez
CA Preferred Credit Union	415-546-3980 x2005	David Waterman
CustomerLink	916-781-4344 x107	Jill Stenson
Heartland Payment Systems	316-425-2537	Dennis Carpenter
Jacobs and Gregory	951-781-9091	David Jacobs
Kevin Landy	(800)-998-7498 ext: 2582	Andrew Bearese
Mitchell1	858-386-9176	Chris Hurst
NOVA	800-725-1243 x8519	Barbara Martin
PayChex	559-432-1100 x3505	Joeseeph Blinn
ConocoPhillips - Kendall Oil	310-376-0179	Bill Curry
Automated Marketing Group	303-703-8000	John Bamford
A New Direction For Us, Inc.	909-574-2866	Pam Stevens
Office Depot	408-623-8534	Dale Gluck
Pacific Management Services	559.251.4060	L. Dean Lowe
Identifix	(800) 745-9649	General Number
QuickTrac.biz	(650) 793-4245	Larry Moore
Hertz Rental	(800) 654-2210	General Number





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