

ASCCA Shops:

Are individually owned.

Have high business and customer satisfaction standards.

Offer personalized service.

Hire expert automotive technicians.

Use quality parts.

Charge fair prices.

Are concerned about the environment.

Support vocational education in high schools and colleges.

Keep up-to-date on vehicle safety trends.

DO THEIR BEST FOR YOU ON EACH AND EVERY REPAIR!

ASCCA MEMBERS ADHERE TO THIS CODE OF ETHICS

1. To promote good will between the motorist and the industry.
2. To have a sense of personal obligation to each individual customer.
3. To perform high quality repair service at a fair and just price.
4. To employ the best skilled personnel obtainable.
5. To use only proven merchandise of high quality distributed by reputable firms.
6. To itemize all parts and adjustments in the price charged for the service rendered.
7. To retain all parts replaced for customer inspection, if so requested.
8. To uphold the high standards of our profession and always seek to correct any and all abuses within the automotive industry.
9. To uphold the integrity of all members.
10. To refrain from advertisement which is false or misleading and likely to confuse or deceive the customer.

NEED A REFERRAL OR OTHER HELP?

visit our website

www.ascca.com

You Can Trust an ASCCA Shop!



**Looking for
Quality
Automotive
Repair?
Look No
further.**

**You've Found
an ASCCA
Member!**

Why You Should Choose an ASCCA Auto Repair Shop

ASCCA MEMBER REPAIR SHOPS ARE DIFFERENT



Being a member of the Automotive Service Councils of California (ASCCA) stands for a number of things. All of which are good for you, the California consumer.

Members of ASCCA are held to a higher standard than other repair facilities across the state. The owner of an ASCCA shop has agreed to abide by our Code of Ethics (a copy is on the back of this brochure) and promises they will do everything to stay within those tough but fair guidelines.

ASCCA shops are committed to the values of honesty, integrity and customer satisfaction.

PROFESSIONALISM

ASCCA member shops promote professionalism in everything they do. You will be treated with respect and courtesy. Repairs will be explained and only the highest quality parts will be used.

No shop can be "hospital clean" but the appearance of the shop will be orderly and the technicians will be well-trained and competent.

STATEWIDE NETWORK

ASCCA is a statewide organization with members all over California. Our members are known for helping each others customers.

If you are traveling in California and you break down, it's very likely you will be able to find an ASCCA shop wherever you are in California. Motorists can contact their regular ASCCA shop for a referral to a fellow member or **call ASCCA at (800) 810-4272** for a referral to a shop in their vicinity.

If you have friends or family who are looking for automotive repair shops, tell them to ask a prospective shop if they are a member of the Automotive Service Councils of California. If they aren't, you might want to shop around a little more.

WEBSITE—WWW.ASCCA.COM

Consumers can use our "Find A Shop" feature on our website at www.ascca.com to find an ASCCA shop in your area and other helpful consumer information.

INDUSTRY LEADERS

ASCCA members, their volunteer leadership and their professional staff work on the forefront of our industry's concerns. Working with the state legislature, Congressional leaders and regulatory agencies we work to improve highway safety, air quality, vocational education and information availability.

TRAINING

ASCCA members benefit from the continual pursuit of continuing education for both the owners, managers, service writers and technicians. ASCCA provides training seminars in both business management and technical issues to ensure ASCCA shop technicians are always on the cutting edge of technology.

In addition, many ASCCA members employ technicians certified by the National Institute for Automotive Service Excellence (ASE). When you look for the ASCCA sign, look for the ASE one as well!

THE BOTTOM LINE.....

You deserve the highest quality automotive repair from a local businessperson you can trust.

ASCCA shops are dedicated to you and your automotive needs and are willing to fly the ASCCA flag to demonstrate their commitment to you and to the automotive repair industry.

This brochure brought to you courtesy of
this ASCCA Member automotive repair shop:

ASCCA Members — Honesty. Quality. Value.