

# MT. DIABLO—CHAPTER 20



ASCCA CHAPTER 20, Volume 13, Issue 11– MAY 2018

MAY 4, 2018

## Can You use a Dose of Motivation?

Then our May meeting  
is **THE** place to be!

**MARY E. SCHMIDT, ABOC, CPO**  
*Preparing for the Future – Looking Ahead*



Mary E. Schmidt is the President of EyeSystems, a professional management development and business consulting firm.

Mary has nearly 40 years' experience in business expansion, management development, and staff improvement. She has many years of hands-on in experience developing her team, multiple years outside sales and marketing experience and she has lead her consulting firm for the nearly 20 years. She has trained thousands of employees and advanced the skills and knowledge of managers worldwide.

She is a recognized industry leader and has presented programs to statewide, national, and international audiences along with personalized private training since 1995.



[www.ascca.com](http://www.ascca.com)

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Entire Board!

#### CHAPTER REPRESENTATIVE

Rich Lezcano.....925-680-6946  
[richl.ssab@sbcglobal.com](mailto:richl.ssab@sbcglobal.com)



**Thursday, May 17, 2018**

**Social Gathering 6:30 p.m. Meeting & Dinner 6:45**

**Zio Fraedo's, 611 Gregory Lane, Pleasant Hill, CA 94523, Tel: 925-933-9091**

## ASC-CA Chapter 20 MISSION STATEMENT

*"To promote professionalism throughout our industry by upholding our state code of ethics and sharing our successes and failures with our members and future members". "To elevate and unite automotive professionals and give them a voice".*

## President's Message - May 2018

Dear Chapter:

First, we had a really nice chapter meeting with Beri Kasper of Kasper Accountancy last month. She is a Rotary colleague of Mary's. Beri spoke about new tax laws - it was a very well put together presentation and very upbeat.

Buddy Dansi & Scott Gillespie, Concord police officers, also came to talk about the class for Mt. Diablo high school kids they have started up. It is being well received and already has 50-60 people wanting to engage. The timing is good and ASCCA Chapter 20 will also be supporting the effort (See Page 7 for their upcoming Classic Car Show on May 19th).

The Diagnostic Skills Challenge on April 18th also turned out really well. See Rich's write-up on the next page, and thank you to all members who came to support the kids.

Rich and I rode the train to Leg Day in Sacramento last week. John Carroll also showed up and helped with meetings with the legislators. We had a breakfast meeting, starting off with ASCCA's State President, Rocky Khamenian, Betty Jo Toccoli, President of the Small Business Association (who is awesome and well respected) and our own Jack Molodanof. Assembly Member Jordan Cunningham from San Luis Obispo and BAR's Pat Dorais rounded off the morning. It was well worth the trip. Chapter 20 was well represented, although we missed Mary who had to bow out at the last minute. We will go again next year. (See Rich's write-up on Page 4),

We have a well-known, local, motivational speaker coming to energize us at this month's meeting - Mary Schmidt, President of Eye Systems. See you on the 17th!

Steve E.



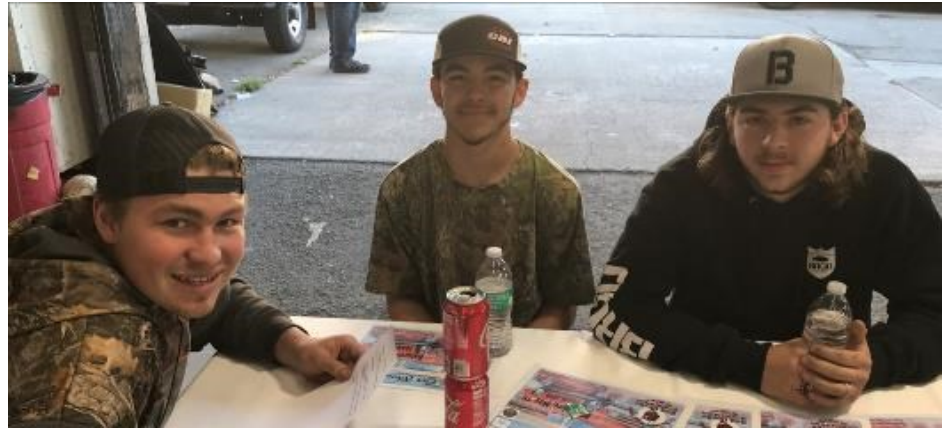
## Chapter 20 Members Congratulations and Appreciation



Allen Pennebaker	Orinda Motors, Inc.	20 years
Janice Andrews	Five Star Automotive	15
Thomas & Jacob Burrough	Burrough & Sons Automotive Inc	10
Chris Terry	Chris Engine & Auto Repair Inc.	10
Ted Curran	Monkey Wrenches, Inc.	10
Ronald G Schumacker	Moraga Motors	10
Margaret & Dave Frank	Frank's Auto Service	10



# **ASCCA** **Mount Diablo** **Chapter 20** **Diagnostic** **Skills** **Challenge** **2018**



On Wednesday, April 18, our Chapter 20 had students from four different high schools attend out Diagnostic Scan Event. Alhambra, Las Lomas, and Liberty had teams participate in the challenge. Mt. Diablo had two students observe, as they are just getting their program started.

Hans Hiller performed as the professor for the night. He created a non start condition on a 1997 Caravan. The students were given a quick walk through on the scan tool and then given control of solving the failure.

There were a few members in attendance, as well as the Auto Shop teachers, to support the students and talk about how the students can make an impact in the auto repair world. We shared a nice dinner with the students while each team did their task.

In the end the first team to compete, Las Lomas, was the winner. They took back to their classroom a very nice trophy for their victory. Good luck to the participants. Join us at next year's event.

Rich Lezcano



**Alhambra High School**



## Automotive Aftermarket Industry Legislative Day



On Tuesday, April 24<sup>th</sup>, members of the ASCCA descended upon the Capitol to discuss with our legislators matters that affect automotive professionals. Chapter 20 members Steve Elstins, John Carroll, and myself met with other state members for a morning meeting with our lobbyist, Jack Molodonof. We had appointments with Assemblyman Tim Greyson and Senator Steve Glazier. We dropped in to a few other offices between appointments. Jack discussed three bills that our organization has decided to support or oppose. The bills are AB 1743, AB 2908, and SB 993.

**AB 1743** is a bill that will provide further funding for technical training with a matching local dollars with the state money. This would be an increase of \$300 million over current year funding. More importantly, funding is due to go to zero at the end of the year if this doesn't pass. Needless to say, ASCCA is in total support of this bill. This appears to have wide support and should pass in some form.

**AB 2908** is a new tire regulatory fee. We are opposed. It adds to the \$1.75 already collected by the state for CalRecycle. This is also in addition to the tire disposal fee. When trying to make the case that adding a dollar tax to each tire, looks from the legislators might give you the impression that opposition to the tax is petty. It isn't. The fee disproportionately affects lower income drivers. The guy purchasing four tires for his Toyota Corolla will pay \$11 for the fees on his tire set purchase. The guy with the Corvette spending four times or more on the total purchase pays the same amount. This seems unfair. This argument helped them to open their eyes a bit to this. The really infuriating part of this bill is that they already are operating at a surplus. The state is looking to "borrow" from this surplus.

The third bill is **SB 993**. We have concerns. This is the newest salvo in the taxation of services. The legislators see taxing of services inevitable. We used to make stuff, now California sells service and we need to adjust to the new normal. The argument that seemed to work best to see our position was the auto body situation. If a body shop has a \$20k vehicle with \$15-16K of repairs, 40-45% of which may be parts, an additional \$1000 of tax to cover the labor will likely total the vehicle. No one makes money. No parts, no labor, only a wrecking yard and tow companies. This seemed to make a mark. Most of the appointments we had acknowledged this is a useful point.

While we were in Assemblyman Tim Greyson's office, he told us about developing a **NASCAR Sheet**. By that he means a sponsorship page to support or oppose on any given issue. Just as a NASCAR vehicle is covered with all the different sponsors of the team, we want to develop a NASCAR sheet for the **SB 993**. We want Cal Chamber of Commerce, hairdresser associations, CPA's, attorneys, drycleaners, tattoo parlors, bike shops, .....all service related associations need to kill this bill and any others that rears its hideous head within the walls of our Capitol.

This is where the rubber meets the road with our association. Last week we held the Scantool event. It was a great success. Providing a skills competition for local auto students and hopefully future techs. This week we lived up to our motto "To elevate and unite automotive professionals AND GIVE THEM VOICE." Your voice was heard on Tuesday. Use this to contact your assemblyperson in their home office and let them know what we want.

Join us next year. Steve and I rode the train and had an amazing and relaxing time with an adult beverage on the way home. *Rich Lezcano*





May 2018

## CHAPTER REPS REPORT (Excerpt)

*Matthew Peralta, ASCCA Deputy Executive Director*



# ASCCA Committees... What are they up to?

### ASCCA's Membership

**Committee** continues to work with the ASCCA liaisons to help grow ASCCA's membership and achieve its goal of 150 new members in 2018. If your chapter knows of non-member shops who have expressed interest in joining, send the shop contact information to [liaison@ascca.com](mailto:liaison@ascca.com) and one of our liaisons will contact them.

**ASCCA's Revenue and Benefits Committee** is diligently working with current partners in ensuring a successful partnership, while also seeking out new partners to join the ASCCA family. For 2018 the Revenue and Benefits committee the

budgeted projection of \$60,000 income with a target goal of \$70,000 in Corporate Partner Revenue.

### ASCCA's Public Relations

**Committee** approved the inserts for this year's countertop contest and began the discussion for the rules of the contest. The goal is to run the contest from April 16 to October 19.

### ASCCA's Government Affairs

**Committee** hosted another successful Legislative Day. ASCCA had 30 members attend from across California, and welcomed special guests Betty Jo Toccoli from the California Small Business Association,

BAR Chief Pat Durais, and San Luis Obispo-area Assembly Member Jordan Cunningham. The committee has begun brainstorming new ideas for next year's legislative day to increase attendance and attract first-time members.

**ASCCA's ETI Committee**, has begun its work to expand education and training opportunities for ASCCA members, they are actively seeking additional committee members. If you are interested in joining the committee, please email ASCCA President Rocky Khamenian at [rocky@ascca.com](mailto:rocky@ascca.com).

## Meet the ASCCA Staff - They're Here for You



**Gloria Peterson**  
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Grant Cusick  
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- Alhambra High School  
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Carlos Showing  
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- Gilmores Auto Service  
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- Orinda Motors  
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925-254-2012
- Orinda Shell Auto Care  
Kathy Mitchell  
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- Precision Auto Repair  
Tyler & Renee Edgren  
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- Randys Mobile Mech'l Svc  
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- SC Fuels  
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657-236-8175
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- Standard Motor Products  
Joe Schwartzbine  
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- Superior Auto Parts  
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925-771-2231
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Jon Brown  
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925-457-4668
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925-676-8376
- 50/50 Xtreme Auto Glass  
O'Neill Tasleem  
2098 Market Street  
Concord, CA 94520  
925-676-2000



# Classic Car Show

pre-'72 American-made vehicles



Hosted by:



Concord Police Activities League



MDHS Athletic Boosters

Saturday, May 19

10AM-4PM

To benefit **THE NEW**



**Red Devils**  
**Restoration**  
*at MDHS*

Downtown Concord, Todos Santos Plaza

Registration Fee: \$30

Pre-register at:

[RedDevilsRestoration@gmail.com](mailto:RedDevilsRestoration@gmail.com)

Day-of Registration begins at 8AM

## Red Devil Restoration - Project Proposal



***Changing Lives By Transforming Rides***  
*By Mount Diablo High School Resource Officer*  
*Scott Gillespie #514*



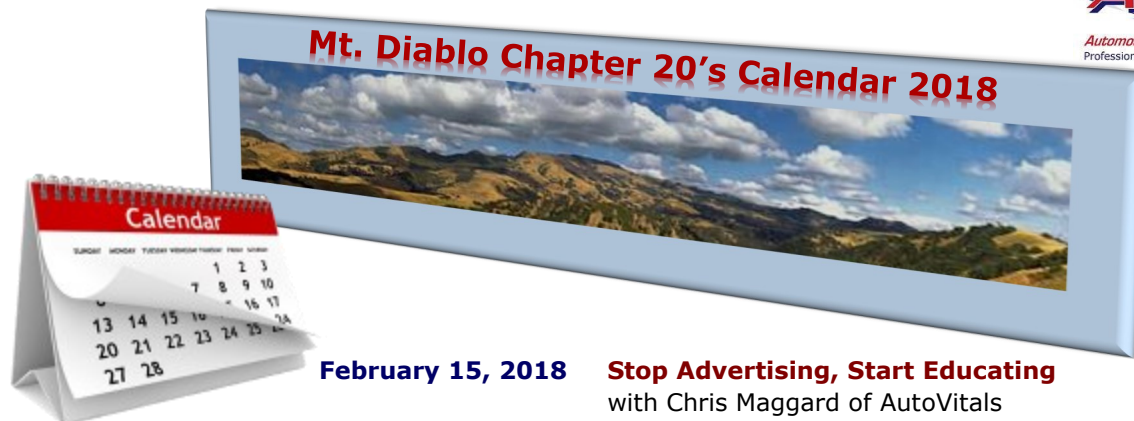
Our mission is to utilize existing resources at Mount Diablo High School and leverage them toward addressing the needs of at risk youth, providing resources for trades-bound students and preparing interested students with hands on experience and education that will benefit them in college, careers and life in general. This project is intended to become a part of the MDHS culture and leave a legacy of partnership between the students and the Concord Police Department for years to come.



### **Goals:**

- Purchase and begin work on an auto-restoration project in the MDHS auto shop
- Educate, train and mentor students in the restoration process in an effort to provide them with an experience that will move them closer to college preparedness, prepare them for careers and develop life skills needed to advance beyond high school.
- Identify and address needs surrounding at-risk youth at Mount Diablo High School.
- Auction off the completed project, repay invested funds and purchase the next project.





**February 15, 2018** **Stop Advertising, Start Educating**  
with Chris Maggard of AutoVitals

**March 15, 2018** **A Driving off into the Sunset Party for Doug Mueller!**  
*and*  
**Assemblywoman Catharine Baker**  
on repealing the gas tax and other auto-related issues

**April 18, 2018** **Diagnostic Skills Challenge**  
Student teams test their diagnostic skills

**April 19, 2018** **Tax Reform**  
with Beri Kasper of Kasper Accountancy

**May 17, 2018** **Motivational Speaker Mary Schmidt**  
on job burnout and mentoring

**September 20, 2018** **Cobra Museum**  
with Bill Haas and Maylan Newton

**October 18, 2018** **Labor Law and OSHA compliance**

All meetings subject to final confirmation by scheduled speakers and Board. If you need more information about ASCCA Chapter 20's meetings, please contact Steve Elstins, West Coast Muffler, 925-676-8376 OR Mary Kemnitz, D&H Enterprises, 925-356-0683

## The next ASCCA Team Weekend is May 19-20, 2018

Join the ASCCA in Sacramento for the May Team Weekend:

Embassy Suites Sacramento,  
100 Capitol Mall, Sacramento, CA 95814

For more information and to register:

<https://www.ascca.com/events/ascca-2018-may-team-weekend>

Join your industry peers in Sacramento for new member inductions, committee meetings, education training and our Chapter Representatives Committee meeting.

**Education Guest Speaker Jeremy O'Neal will share tips and tricks to -**

- Learn the Secrets to Managing Your Time
- Become a Master at Setting Priorities for Maximum Results
- Create a More Profitable Repair Shop

Reserve your room at this link,

or call (916) 326-5000 and ask for **the ASCCA-Automotive Service discount rate**

[http://embassysuites.hilton.com/en/es/groups/personalized/S/SACESES-AUT-20180518/index.jhtml?WT.mc\\_id=POG%3e](http://embassysuites.hilton.com/en/es/groups/personalized/S/SACESES-AUT-20180518/index.jhtml?WT.mc_id=POG%3e)





Hello Team,

On April 19th Jack Molodanof and I attended the quarterly BAR Advisory Group Meeting. Below is Jack's recap and also attached is the Permanent Diagnostics Trouble Codes work shop power point. Please review so you are aware of what is happening with BAR and our industry.

Thanks, Dave Kusa

ASCCA Government Relations Committee Chair  
Owner, Autotrend Diagnostic



**Below is a summary of my notes from the April 19, 2018 BAR Advisory Group meeting and PDTC Workshop. Dave Kusa also attended and participated in the meetings. Dave please feel free to add anything I may have missed.  
Thank you. Jack**

## **BAR Advisory Committee Meeting**

**1)** DCA News & Updates. Karen Nelson provided a short update. We asked about the minor services legislation request that was discussed at Sunset Review, she said she would follow up with DCA.

**2)** BAR Undercover Smog Operation Update. On April 4, BAR conducted undercover operations at smog check stations suspected of using devices to cheat. The operation consisted of 52 teams from all 12 BAR office. BAR inspected 284 stations. Interesting, most of which were STAR stations. BAR found OBD defeat devices, unlicensed techs, tampered equipment, DCA sent out press releases and ET blasts to all stations. BAR deemed the operation a success. See link to presentation. [https://www.bar.ca.gov/pdf/Operation\\_Doorstop\\_Update\\_BAG\\_04.19.18.pdf](https://www.bar.ca.gov/pdf/Operation_Doorstop_Update_BAG_04.19.18.pdf)

**3)** Legislation and Regulations. BAR covered the following bills; AB 2276 (Auto body); AB 2392 (Towing & Storage); AB 2832 (Lithium-ion Battery); AB 2908 (Tire Recycling); AB 3097 (Smog Check); AB 3102 (Heavy-Duty Motor Vehicles); AB 3141 (BAR); SB 210 (Heavy Duty Vehicles); SB 1267 (Automotive Fuels & Products).

The BAR is working on the following regulations: Electronic Documents; BAR-97 Specifications (BAR now expects approval later this year); ARD Oil Change requirements; Training provider requirements; STAR Program Clean-up; Roadside Services exemptions and Revised Estimate requirements; See link to presentation. [https://www.bar.ca.gov/pdf/Legislation\\_and\\_Regulations\\_Update\\_BAG\\_04.19.18.pdf](https://www.bar.ca.gov/pdf/Legislation_and_Regulations_Update_BAG_04.19.18.pdf)

**4)** Cal-VISTA Project Update. BAR is still negotiating ownership and transfer of data system to Office of Technology. The deadline for transfer was June 2018, however, this deadline will not be met. The transfer will be delayed for a couple of months due to several factors including the original scope of work, design and additional security requirements. This delay will also cause the RFP award (new contract) to be delayed as well. See link to presentation. [https://www.bar.ca.gov/pdf/CAL-VISTA\\_Project\\_Update\\_BAG\\_04.19.18.pdf](https://www.bar.ca.gov/pdf/CAL-VISTA_Project_Update_BAG_04.19.18.pdf)

**5)** CAP Vehicle Retirement Survey Report. BAR provided a summary of the CAP vehicle Retirement Survey Report to the group. The smog check survey was designed to capture CAP VR & EFMP program statistics and consumer sanctification levels. The survey will be used to expand program in the future. Suggestions were made that the vehicles in the CAP program not be crushed but used for parts and also that these vehicles be provided to CTE schools for training purposes. See link for survey results. [https://www.bar.ca.gov/pdf/CAP\\_Vehicle\\_Retirement\\_Survey\\_Report\\_BAG\\_04.19.18.pdf](https://www.bar.ca.gov/pdf/CAP_Vehicle_Retirement_Survey_Report_BAG_04.19.18.pdf)

**6)** Engine Change Guidelines. BAR & CARB are in the process of updating the engine change guidelines and have divided into different categories; Type I; Non-OBD-II receiving OBD-II engine; Type II: Originally equipped with OBD-II; Type III: Electric Vehicle Conversions; Type IV: All Vehicles. See link for engine change guidelines presentation. [https://www.bar.ca.gov/pdf/Engine\\_Change\\_Guidelines\\_BAG\\_04.19.18.pdf](https://www.bar.ca.gov/pdf/Engine_Change_Guidelines_BAG_04.19.18.pdf)

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## BAR Advisory Committee Meeting

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**7) Enforcement Statistics Update.** The BAR provided the quarterly update of enforcement statistics. Complaint trends are holding steady. Engine repair & performance at 33%; General Repair & Maintenance at 19%; auto body at 15%; Transmission at 9%; smog at 7%. See link for all complaint trends [https://www.bar.ca.gov/pdf/Enforcement\\_Statistics\\_Update\\_BAG\\_04.19.18.pdf](https://www.bar.ca.gov/pdf/Enforcement_Statistics_Update_BAG_04.19.18.pdf)

Comments from the public included conducting a workshop on auto body issues due to all the new technologies.

Next BAR Advisory Committee meeting is scheduled for Thursday, July 12, 2018.

### Workshop

The BAR held an informal workshop re: Permanent Diagnostic Trouble Codes (PDTTC) in the afternoon. Attached is the PDTTC presentation. BAR wants to move ahead with PDTTC failure criteria--where the vehicle's OBD system data indicates the system has not yet been sufficiently operated to determine the presence or absence of PDTTC. Since last year's PDTTC presentation at the BAR Advisory Committee, BAR has modified its proposal so the vehicle would fail when the EVAP monitor is incomplete and the EVAP related PDTTC is present, unless the EVAP monitor runs to completion or 15 warm-up cycles have been completed since code clearing (30 in previous proposal) and 200 Miles have been driven since code clearing (500 miles in previous proposal). Many questions were raised regarding implementation constraints and problematic vehicles. BAR said they would work with industry with FAQ's, send blasts, provide training as necessary.

## ASCCA's 2018 Raffle!

### Sponsored by AESwave

ASCCA is currently selling raffle tickets to win an Autel MaxiSYS ELITE with 2-Year Software Update (MSRP \$4,595.75).

Tickets are \$25 each and the proceeds will benefit ASCCA and your local chapters (\$5 of every ticket sold will go to the local chapter).

The drawing will take place at the May Team Weekend event in Sacramento on Saturday, **May 19, 2018.**

To read more and buy tickets, go to: <https://www.ascca.com/ascca-2018-affle>

You can also purchase tickets at your local chapter meeting.

Name: _____ Address: _____ City: _____ State: _____ Zip: _____ Phone: _____ Email: _____ Seller: _____		<b>AUTOMOTIVE SERVICE COUNCILS OF CALIFORNIA RAFFLE</b> <i>Autel MaxiSYS ELITE with 2-Year Software Update (MSRP \$4,595.75)</i> Visit <a href="http://AESwave.com">AESwave.com</a> for more information <b>Only \$25.00 PER TICKET</b> <b>Grand Prize Drawing:</b> At ASCCA's May 2018 Team Weekend Event Saturday, May 19, 2018 <i>Need NOT be present to win, but we hope you are!</i> For ASCCA Team Weekend information, please visit <a href="http://www.ascca.com">www.ascca.com</a>	
Ticket Number: 100		Ticket Number: 100	

## Next ESi Concord 2018 class July 16th



July 16	Concord 6PM 9 PM	<b>Service Advisors Round-table</b>	Sit down with your service advising peers have an open honest and frank discussion on service advising. The things that work, the challenges you face. From your peers.	<b>SERVICE ADVISORS</b>
July 17	San Jose 7 PM 10 PM			
September 24	Concord 6PM 9 PM	<b>Building Decision Makers</b>	Ever wish your staff made better decisions? Or made a decision at all? Making decisions is a skill set that must be developed. Join us as we discover how to make ourselves and our staff better decision-makers! 6 tips to coach your staff on making better decisions	<b>OWNERS MANAGERS</b>
September 25	San Jose 7 PM 10 PM			
December 3	Concord 6PM 9 PM	<b>Hiring and Firing</b>	We all have done it, hired the wrong employee and had let someone go. Learn the basics of hiring the "right" employee. What should you ask, what should you know to get the right person for the job. Why testing is an important tool to hiring correctly. Letting someone go improperly and failure to use these techniques could cost you BIG MONEY!	<b>OWNERS</b>
December 4	San Jose 7 PM 10 PM			

### Two Great Locations, Convenient to All!

**San Jose** - KUKUI Training Room  
2077 Gateway Pl. Suite 150  
San Jose, CA 95110 - 805-526-3039

**Concord** - Auto Electric and Fuel  
2655 Monument Blvd., Suite B  
Concord, CA 94520 - 925-680-2888

**Pricing:** \$149.95 per person or \$249 for two or more. Pizza dinner included.  
**OR....go to <https://www.ascca.com/esi-special-offer-courses>**  
**for ASCCA member discount - \$95 per attendee**



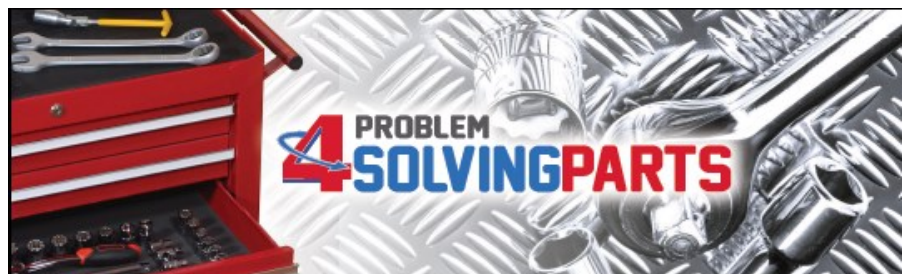
## Chapter 20 appreciates its Associate Members and Branch Members



BG Fleming Distributing Co.	Christopher Smith	916-223-0559	csmith@bgfleming.com
Hunt & Sons	Tim Lockhart	707-747-9500	tlockhart@huntnsnons.com
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Scott Phillips, CPA, Inc.	Scott Phillips	925-274-0600	scott@cpaman.com
SC Fuels	Mark Williams	408-625-6059	williamsm@scfuels.com
S.P. Automotive Supply	Steve Markus	925-372-4930	smarkus@spauto.com
Standard Motor Products	Joe Schwartzbine	916-606-0985	jschwartzbine@smfsfa.com
Superior Auto Parts	Don Smith	925-250-1321	grayhackel3@comcast.net



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Wholesale Distributor of Original Equip



### THE DIAGNOSTICIAN SOLUTION DODGE RAM CUMMINS DIESEL PROBLEM SOLVING KIT

Four Seasons® introduces the first application specific, problem solving parts kit, complete with everything needed for expert technicians to do the job right. A common cause of compressor failure and poor A/C performance on some of the Dodge RAM Cummins Diesel applications, is a failed Electronic Viscous Fan Clutch (EVC)\*. This problem can often go overlooked, resulting in repeated comebacks. With this new kit, we help take the guess work out by including a premium quality compressor, fan clutch, liquid line with enclosed orifice tube, accumulator, PAG oil and necessary o-rings and gaskets, **all under one part number.**

#### KITS INCLUDES:

- ✓ COMPRESSOR
- ✓ FAN CLUTCH
- ✓ LIQUID LINE
- ✓ ACCUMULATOR
- ✓ PAG OIL
- ✓ ALL NECESSARY O-RINGS, GASKETS & SEALS



PART NO.	APPLICATION
PSKRAM01	2007 2500 & 3500 (w/ 6.7L)
PSKRAM02	09-08 2500 & 3500 (w/ 6.7L)
	07-06 2500 & 3500 (w/ 5.9L)

### DID YOU KNOW?

#### \*Malfunctioning Fan Clutch

A malfunctioning fan clutch can be hard to diagnose. Typically, the vehicle will NOT overheat unless operating in severe duty conditions. Since the vehicle is not overheating, the technician is not inclined to suspect an airflow problem. The challenge is to determine if the fan clutch is engaged and close to engine rpm. With an inexpensive infrared tachometer, a bad viscous fan clutch is much easier to diagnose by comparing fan speed to shaft speed. An engaged fan clutch will approximately read 80-90% of shaft speed. A disengaged fan clutch will approximately read 20-30% of shaft speed. A scan tool should also be used to check for codes that have been set by the EVC.

Form #FS95811-18





## CTI Season Line-up Concord, CA

Region#: GPI-519

Class #	Course Name and Description	Hours	Dates
<b>Instructor: Adam Robertson</b>			
<b>LDD-5140-8</b>	<b>Light Duty Diesel: Ford 6.7 Powerstroke Operation and Diagnosis</b>	8	6/20/2018 (6:00 PM - 10:00 PM) 6/21/2018 (6:00 PM - 10:00 PM)
This class will present a full and detailed look at current Ford 6.7 Powerstroke diesel operation and diagnosis. It is designed to not only leverage OE techniques but also compare those to what most shops have available in the aftermarket. Topics will include: • Engine feature overview • Fuel systems • Glow plug control, emissions systems including Aftertreatment • Air management and turbocharging • Service issues • OE vs. aftermarket scan tool functions • An overview of current TSBs			
<b>Instructor: Adam Robertson</b>			
<b>EET-2001-8</b>	<b>Effective Electrical Troubleshooting: Modern Electronics Foundations</b>	8	8/29/2018 (6:00 PM - 10:00 PM) 8/30/2018 (6:00 PM - 10:00 PM)
With the introduction of increasingly complex electronics on late model vehicles, it has become critically important to maintain a strong understanding of circuit operation and testing. Have you ever been curious about the reason that Ohm's law works in some cases, but not others? Have you ever considered the practical application of Kirchhoff's laws? This class will address foundational concepts relating to voltage, current, resistance, and power as well as the effects of capacitance and inductance on circuit operation. Additionally, time-saving testing techniques will be highlighted along with tool usage. This is an interdisciplinary class dealing with all types of test equipment ranging from test lights and ohmmeters to lab scopes and megohmmeters. This is not a math class. All laws introduced will be done with the intention of practical application in vehicle diagnostics.			
<b>Instructor: Adam Robertson</b>			

Location: Fuddrakers, 1975 Diamond Blvd, Concord ~ Schedule: <http://www.ctionline.com/> click on "Class Schedule" at the top of the page. Email [CTISupport@carquest.com](mailto:CTISupport@carquest.com) if you have any questions.



**Vehicle:** 2006 Hyundai Elantra GLS 2.0L, L4, MFI, DOHC, VIN D, Naturally Aspirated

**Mileage:** 160,000

**Customer Concern:** The air bag light is on with a passenger side side air bag resistance high code B1382. The customer said that the air bag light comes on at times and turns back off.

- Tests:**
1. Clear the code and see if it returns. If the code does not return, the problem is not happening at this time.
  2. Clear any debris from under the passenger front seat. Things under the seat can come into contact with the side air bag connector and affect the connection.
  3. Unplug the Passenger's Side Side Air Bag two terminal connector, it should have a Green wire and a Blue wire. Clean and secure the connector terminals, give the male terminals a little twist. Plug the connector back in and verify there is no tension on the harness that would pull on the connection, then clear the code and verify it does not return.

**Potential Causes:** Passenger's Side Side Air Bag Connector

**Confirmed Fix:** Repaired Passenger's Side Side Air Bag Connector



# 5 FAST FIXES

<http://www.ctionline.com/index.php/hot-tip.html>

**Vehicle:** 2013 Ford Escape SE 1.6L, L4, MFI, DOHC, VIN X

**Mileage:** 47,000

**Customer Concern:** The engine will not crank over and there are multiple U-series codes setting. The owner previously had issues of intermittent stalling, incorrect interior and exterior light operation and problems with use of the keyless entry remotes.  
This vehicle is not equipped with Intelligent Access (IA).

- Tests:**
1. Using a scan tool, perform self-test of the Powertrain Control Module (PCM) and the Body Control Module (BCM) for service codes. Address any codes that may be received starting with Passive Anti-theft System (PATS) codes. If U-series codes are present from the BCM or PCM, note that these codes may be reflective of one of the other vehicle modules not properly powering up or having faulty ground.
  2. If there are no PATS or U-series codes present from the BCM, including the possible symptom that the BCM will not communicate to the scan tool, it will be necessary to verify that the BCM is detecting the ignition switch input it receives on a Brown/Yellow (BN/YE) wire when the ignition switch is in the Start/Run position and on a Violet/Green (VT/GN) wire when the ignition switch is in the ACC/Run position.
  3. If there is no power from the ignition switch, check the integrity of fuse 78 (5 amp) of the Body Control Module (BCM) and verify that the fuse has hot-at-all-times power which is fed from the #9 (50 amp) MEGA fuse of the high current Battery Junction Box (BJB). The high current BJB looks like a printed circuit board that is mounted vertically directly forward of the battery.

**Potential Causes:** Passive Antitheft System (PATS) Codes  
Fuse  
Ignition Switch  
Ignition Switch Wiring

**Confirmed Fix:** Replaced High Current Battery Junction Box (BJB): There was water intrusion of the high energy BJB, causing a loss of power to fuse 78 of the BCM.

## *Hans' Training Resources*

**ESI** – Maylan Newton - Service advisor and Owner management training 888-338-7296

**Worldpac Training** – [worldpac.com/training](http://worldpac.com/training) – Offers both management and technical training, local classes available

**Car Quest CTI** - Offers technical training 1 class every 2 months, contact your sales representative for more details.

**Techelp** - Longer term training to bring your people up to speed with late model electrical systems and classes for smog update and new licensing. Contact Jon Brown: 888-747-8888. Or see his schedule at [www.tec-help.com](http://www.tec-help.com)

**ATG** – Automotive Training Group [www.atgtraining.com](http://www.atgtraining.com) – Advanced training various topics. 800-233-3182,

**RLO Training/Bottom Line Impact Groups** [www.rlotraining.com](http://www.rlotraining.com)

**ATI** – [Autotraining.net](http://Autotraining.net) – Offers coaching services for shop owners

**Elite** – [Eliteworldwidestore.com](http://Eliteworldwidestore.com) – On line and service advisor training

**SSF** offers European training topics (MZB, BMW, Porsche) <https://www.ssfautoparts.com/>



## The ASCCA Advantage

The ASCCA Advantage provides a comprehensive summary of the value of ASCCA membership. We are proud to be able to offer a number of discounts and intangible benefits that are uniquely provided by our association. Please review the following benefit categories and be sure to make the ASCCA Advantage your first stop when looking for products and services you can trust.



## Endorsed Vendors and the Value They Bring to Us

### INSURANCE & LEGAL SERVICES

**EE & MB ASC Insurance Services** — Includes an enrollment discount of \$100. Customer Service (866) 923.7767, [www.armstrongprofessional.com](http://www.armstrongprofessional.com)

**EE & MB CoreMark Insurance Services** — Competitive dental & vision plans exclusively available to ASCCA members. Mat Nabity, (916) 286.0918, [mnabity@coremarkins.com](mailto:mnabity@coremarkins.com)

**MB FREE LEGAL Service** — 30 minutes of free legal advice per month for all ASCCA members. A \$225 monthly value. Jack Molodanof (916) 447.0313, [jack@mgrco.org](mailto:jack@mgrco.org), [www.mgrco.org](http://www.mgrco.org).

### EDUCATION PROVIDER

**CP Automotive Training Institute** — For 30 years, Automotive Training Institute has been helping thousands of automotive repair shop owners increase their profits, reduce stress, and grow their businesses into the companies of their dreams. ATI is the industry leader in automotive business coaching providing expert management and consulting services through one-day workshops and an all-inclusive Re-Engineering Program which includes weekly business coaching from an industry expert coupled with classes in marketing, hiring, finance, leadership and sales. Whether you need training, coaching or a state-of-the-art business model, ATI has systems to help make the changes you want right away. Jim Silverman, (301) 575-9140, [jsilverman@autotraining.net](mailto:jsilverman@autotraining.net), [www.autotraining.net](http://www.autotraining.net)

**CP & MB CompuTrek** — Automotive Coaching & Training with PROVEN automotive system solutions coupled with implementation & accountability coaching, of individuals & teams, typically yields \$200,000+ in NEW GP Dollars in 12 months! ASCCA Members will receive a complimentary, Level 1 Business Evaluation. Purchase of a full Stage One Training Package includes your next year's annual ASCCA Dues! A \$400/year value. Dave Schedin, (800) 385.0724, [dave@computreksystems.com](mailto:dave@computreksystems.com)

**CP & MB Educational Seminars Institute (ESI)** — Since 1984 ESI has been the forerunner in providing the independent repair shop with up-to-date full-facility training for the management team and personnel. ASCCA Members have exclusive access to discounted training courses as well as 30 minutes free business consulting advice per month. Save \$55 on every seminar registration and \$800 on every Service Writer course registration.

(Space limited.) ESI services include personal coaching and consulting, service writer's school of America, educational programs and temporary fill-in service writer services. Contact Maylan Newton (866) 526.3039, [maylan@esiseminars.com](mailto:maylan@esiseminars.com). Proud ASCCA members for over 30 years.

**MB Motor Age Training** — 25% discount on all ASE exam study guides. James Hwang (310) 857.7633

### MERCHANT SERVICES

**EE, CP & MB Digital Financial Group (DFG)** — Credit card processing company. DFG pays \$350 for each ASCCA members state dues annually. Special member only rates. Call us for a free no obligation consultation. David Cherney and Shannon Devery (877) 326.2799

### SOFTWARE PROVIDERS

**CP Autoflow** — A comprehensive, cloud-based tool that offers simple solutions for workflow management, improved communications, digital vehicle inspections, and quality control. autoflow was created by Chris Cloutier of Golden Rule Auto Care to solve communication gaps that cause workflow delays and waste valuable rack time. Because autoflow is created and developed by a shop owner, the company is uniquely positioned to understand what owners and shops go through and their need for continual process improvement. autoflow has been proven to be an easy-to-implement, timesaving solution to common industry problems and is available to benefit all shop owners. Chris Cloutier (469) 546.5725, [chris@autoflow.com](mailto:chris@autoflow.com), [www.autoflow.com](http://www.autoflow.com)

**MB Identifix** — Members receive a promotional price for online diagnostic tool and telephone diagnostic services. New Identifix members received \$40 off each of the first 3 months and \$10 off every month after for annual savings of \$210. Customer Service (800) 997.1674

**CP & MB Shop-Ware** — The New Standard in Shop Management. 100% cloud-based on any device. Take your shop fully digital and 100% paperless. Scott Alton at (415) 890.0906 x106, [contact\\_us@shop-ware.com](mailto:contact_us@shop-ware.com). Ask for a special ASCCA member rate.

### UNIFORM SERVICES

**EE & MB G&K Services** — Nationally recognized supplier of customer and employee apparel with special ASCCA pricing. Thomas Dunne (619) 399.6078, [DunneT@Cintas.com](mailto:DunneT@Cintas.com)





## INTERNET MARKETING, WEBSITE DESIGN & SEARCH ENGINE OPTIMIZATION SERVICES

**CP & MB Broadly** – Through internet marketing, Broadly gets great customer reviews on Google, Facebook, and other review sites. ASCCA members get a FREE account set-up (valued at \$200). Call (800) 693.1089, write marketing@broadly.com or visit www.broadly.com

**CP & MB Kukui Corporation** – The Kukui All in One Success Platform is combined solution of custom online marketing tools, websites designed for higher conversion rates, customer relation management, search engine marketing, email marketing and customer retention, and revenue tracking tools. The Kukui solution empowers each of Kukui's clients with quantitative data showing their return on investment, the number of new clients based on their POS system, statistics revealing their customer retention rate, and areas to improve their business through the tracking of phone calls, appointment forms, and feedback from customer reviews. ASCCA members receive special pricing on custom website designs. Todd Westerlund (925) 980.8012, Todd@kukui.com, Patrick Egan (805) 259.3679, Patrick@kukui.com, www.kukui.com

**CP & MB Repair Pal** – Join the nation's largest network of elite auto repair shops. RepairPal independently certifies auto repair shops nationwide for superior training, quality tools, fair pricing, and a minimum 12-month/12,000 mile warranty. Our website gets millions of visitors each month from Google searching for "car repair estimate" and other phrases. In turn, each of our shops gets 8-10 new customer contacts per month, with an average repair order over \$500. (Estimated new business \$48,000/year.) We also get shops additional business through our partner program, CarMax, The Warranty Group, and USAA. Russell Miller, rmiller@repairpal.com, www.repairpal.com

## INDUSTRY NETWORKING WITH TOP AUTOMOTIVE TECHNICIANS

**MB iATN** – The International Automotive Technicians Network (iATN) is the world's first and largest online network of automotive service industry professionals providing resources to members worldwide. ASCCA members enjoy a \$9-per-month discount off of the regular price of iATN Business+ premium membership, a savings of \$108/year. (Regularly \$45-per-month, ASCCA members \$36/month.) This membership provides your shop with up to 5 premium access accounts, free job ad postings, a private forum for your shop and unlimited access to the iATN Knowledge

Base allowing one to perform research within iATN's databases of in-use industry knowledge collected over the past 20+ years. Scott Brown, (714) 257.1335 x3807 or cell (909) 257-9497, scott@iatn.net, www.iatn.net

## BUSINESS SUPPLIES, EQUIPMENT & SERVICES

**MB ACA** – Access to Auto Care Association's publications, the Aftermarket Insider and the ACA Capitol Report, as well as member discounts on ACA publications and events. Call to see how you can save up to \$600 a year. kathleen.schmatz@autocare.org, (301) 654.6664

**CP Automotive Electronics Services, Inc (AESwave)** specializes in sales and support of automotive diagnostic equipment. Each day, thousands of technicians, educators, trainers, engineers, and technical writers use products and strategies developed at AESwave. Carlos Menchu, Toll Free (877) 351.9573, info@aeswave.com, www.aeswave.com

**CP & MB AutoZone** – This partnership provides Platinum level membership pricing, timely parts delivery, a 5% quarterly rebate on electronic purchases, free advertising, and more! Jim Gray, (704) 301.1500, jim.gray@autozone.com

**CP BG Products** – Provides maintenance services, equipment, training & consumer education materials. BG Products have been shown to increase shop hours, parts and labor revenue, shop efficiency, and retention all while improving the customers driving experience and vehicles performance. Exact revenue estimates will vary from store to store, but the statement above is a universal truth. Eric Waln (949) 337.2484 / Eric Elbert (805) 490.6080, EricE@petrospecsBG.com, www.petrospecsinc.com.

**CP & MB BP/Castrol** – An innovative company that markets high-performance engine oils and business-building programs directly to independent workshop owners. For over 23 years, Castrol has been the only major marketer to manufacture its own premium, custom-made additives for its leading passenger car motor oils. They use the best combination of components rather than rely on commercial engine oil additive packages. Their patented, multi-functional additives combat against engine deposit build-up. Contact Castrol at (310) 699.5212 or Mackenzie.Merz@BP.com, http://bit.ly/2qsuKiQ.

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**CP & MB LKQ Corporation** — LKQ is the largest nationwide provider of alternative collision replacement parts and a leading provider of recycled engines and transmission and remanufactured engines. Steven Poole, (562) 320.2398, [SJPoole@lkqcorp.com](mailto:SJPoole@lkqcorp.com)

**CP Motul** — A recognized specialist in synthetic lubricants, having been the first lubricant manufacturer to pioneer the formulation of a 100% synthetic lubricant for automotive engines, the 300V, making use of Esters technology and issued from the aeronautical industry. Motul's 8100 line of 100% synthetic oils have OE approvals from manufacturers such as Porsche, Audi, BMW, Mercedes-Benz, and VW. Nicholas Bagley, (909) 538.2042, [n.bagley@us.motul.com](mailto:n.bagley@us.motul.com)

**CP NAPA Auto Care**— An integrated banner program that unites everything an independent repair business needs to prosper. Since 1984, the NAPA AutoCare family has grown to over 16,000-plus independently owned and nationally recognized automotive, collision, and truck service centers, making it the largest single aftermarket repair network in the country. NAPA's mission is to help all member businesses increase car count and sell more services. John Hartman, NAPA SoCal District Sales Manager, cell: (619) 300.4910, [john\\_hartman@genpt.com](mailto:john_hartman@genpt.com)

**MB Office Depot** — Streamlined business supply ordering process. Free delivery over \$50. Custom pricing and discounts for ASCCA members. Michael Nitz, 855-337-6811 Ext.12809, [Michael.nitz@officedepot.com](mailto:Michael.nitz@officedepot.com), <https://business.officedepot.com/>

**CP & MB O'Reilly Auto Parts** — O'Reilly has been dedicated to the Professional since 1957. ASCCA members that choose to partner with O'Reilly have access to industry-leading service center programs allowing shops to offer a nationwide warranty on most of the repairs they perform everyday, a nationwide road-hazard tire warranty, shop management training, nationwide roadside assistance, technician training classes, competitive pricing, early-pay discounts, electronic ordering discounts, and more. [ASCCA@oreillyauto.com](mailto:ASCCA@oreillyauto.com)

**MB Phillips 66** — Special pricing on Kendall GT-1 Motor Oil available to ASCCA members. Kendall Installers may be eligible for annual rebates. Howie Klein (SCAL), (951) 903.8466, [howie.klein@p66.com](mailto:howie.klein@p66.com) Jeff Landon (Central CA), (805) 296.0170, [Jeff.A.Landon@p66.com](mailto:Jeff.A.Landon@p66.com) Keith Westbrook (Valley/NCAL), (707) 448-8279, [Keith.R.Westbrook@p66.com](mailto:Keith.R.Westbrook@p66.com)

## ADDITIONAL BENEFITS OF ASCCA MEMBERSHIP

**Proudly Display Your ASCCA Affiliation** — Use of ASCCA sign, code of ethics, and logo for use on invoices, customer forms, etc.

**Communications** — The ASCCA Independent newsletter, fax broadcasts, email broadcasts, special news alerts, member benefit flyers and our website.

**Member-to-Member Communications** — The ASCCA TeamTalk list serv provides members to communicate directly with their peers on a broad range of topics facing shop owners throughout California.

**Education Programs** — Attend ASCCA's Annual Summer Conference for educational opportunities for Shop Owners and Technicians. From business management to industry updates attending the Annual Summer Conference will keep you and your staff informed.

**Government Affairs & Political Representation** — Bill tracking, reading and analyzing constantly changing information and tracking bills via our website. Representation at government meetings, lobbying, etc. Hugely beneficial because it ultimately affects your bottom line.

**Local Chapters** — Chapter meetings give members unprecedented opportunities to meet, network and trade ideas with colleagues in your local area.

Updated 4/27/18

EE = Exclusive Endorsed Vendor CP = Corporate Partner MB = Member Benefit Provider

[WWW.ASCCA.COM](http://WWW.ASCCA.COM)



## Mission Statement/Core Purpose/Code of Ethics



**MISSION STATEMENT:** To provide business resources for our members and to advance the professionalism of the Automotive Repair Industry.

**CORE PURPOSE:** To elevate and unite automotive professionals and give them voice.

**CORE VALUES:** Integrity, Compassion, Professionalism, Unity

**BHAG:** Make the public aware that ASCCA means skilled professionalism and inspired customer trust.

### CODE OF ETHICS:

1. To promote goodwill between the motorist and the automotive industry.
2. To have a sense of personal obligation to each individual customer.
3. To perform high quality services 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 services 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 an advertisement, which is false or misleading or likely to confuse, or deceive the customer.

## The Jeff Stich Memorial Scholarship



If you would like to make a donation:  
ASCEF (Automotive Service Council's  
Educational Foundation)  
Jeff Stich Memorial Scholarship  
700 R Street, Suite 200  
Sacramento, CA 95811



**CARS is a 501(c)(3) nonprofit.**  
**We make it easy to make a difference.**  
<https://careasy.org/nonprofit/asc-educational-foundation-inc>

Contact information for  
ASCCA's attorney, **Jack Molodanof:**  
916-447-0313 ~ [jack@mgrco.org](mailto:jack@mgrco.org)



[www.facebook.com/  
ASCCA.Chapter20/](http://www.facebook.com/ASCCA.Chapter20/)



### ASCCA State Office's contact information:

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Telephone: (916) 444-3568, (800) 810-4272; Fax: (916) 444-7462

**Gloria Peterson** - Executive Director, Ext 108, [GPeterson@amgroup.us](mailto:GPeterson@amgroup.us)

**Mary Putterman** - Membership Services, Ext 116, [mputterman@amgroup.us](mailto:mputterman@amgroup.us)

