



# ASCCA

## Foothill Chapter 5

March 2018

### President's Message:

Hello everyone,

I sit here and write to you today as I ponder some things that have happened in my neighborhood recently. In the last few weeks two local repair shops have gone out of business. They've said that's it, we can't do it, and they closed the doors. Both of them walking out on their lease. Two other large independent shops are on the verge of retirement. So by this summer my neighborhood will have lost four, long time, independent repair shops.



What does that mean for the rest of us? There are a lot of cars and a lot of clients in my neighborhood. Now there are fewer options for them. What happens to all those customers? Do I want them here? Are those my kind of customers? I know some of our members are looking ahead to retirement. Most of us still have 15, 20, 25 years, ahead of us. Now more than ever, it's time we look to the future. Where are our shops going to be? What is the future of ASCCA? How can we make sure we are still here and still viable in 20 years?

As business owners we need to stay active and aware. Keep up to date with technologies and changes in the industry. Keep your shop ahead of the game. Be a leader in your community. Be a friend and advocate for your fellow business owners. Run your shop so the community sees you as a professional, with a vested interest in what is happening to your clients, the community, and the industry. This will let you stand out from the others, keep your shop top of mind, and hopefully fill you with a sense of satisfaction knowing your doing good for you, your family and your neighborhood.

Fixing cars is easy, running a business isn't.

**Darren L. Gilbert**  
**Gilbert Motor Service**  
**626-282-0644**  
**Alhambra, CA**  
**President ASCCA Chapter 5**

### UPCOMING MEETINGS & EVENTS

March 6-- Uwe Kleinschmidt of AutoVitals at Mijares Mexican Restaurant

- Apr 3** - TBD
- Apr 7** - Service Writer Seminar with Mike Bauer of BG Products - Courtyard by Marriott in Monrovia
- Apr 24** - Legislative Fly-in Day
- May 1** - Shop Night at BMW PhD in Pasadena

- Jun 5, Jul 3, Aug 7, Sep 4** - TBD
- Oct 2** - Oktoberfest Bowling at Montrose Bowl
- Nov 6** - TBD
- Dec ?** - Chapter Christmas Party

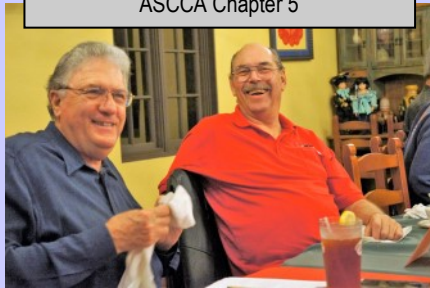
Along with many other things, Jim Silverman of ATI helped us understand the importance of performing consistent courtesy inspections every time a vehicle is dropped off. It can build customer trust as well as increase your ARO.



Enjoying one another is one of the greatest strengths of membership in ASCCA Chapter 5



Raul Salgado reminding us of the Service Writers' Seminar we are hosting on 4/7/18



Craig Johnson keeping us up to date on new legislation and laws that impact us



↑ Welcome new member John Tarrant of Main Street Garage.

Certificate of Appreciation for Jim Silverman of ATI →



Hanging out afterwards to continue to learn from and enjoy each other

## **Shop Drawing**

Bill's Quality Auto Care was drawn in the Shop Drawing, but was not present to win the \$280 prize. Next month, the prize increases to \$300.

Remember, you must be present to win!

# Train Service Advisors the BG way!

With Mike "Mikey B" Bauer



Mikey B has been with BG for just over a decade, but he has 28 years of automotive industry experience. Experience he has shared with hundreds of service advisors in Service Advisor Training Seminars throughout the US and Canada. With a dynamic teaching style and the charisma of a thespian, Mikey B teaches Service Advisors how to sell BG services honorably and ethically. Mikey B says, "Most people don't realize just

*how stressful being a Service Advisor is, yet I see advisors adding even more stress by cutting corners. I will help them learn to minimize that stress and be more productive. I absolutely love teaching and interacting with everyone. We have a blast!"*

## EXCLUSIVELY FOR Specialized Petroleum Services Clients

Saturday, April 7, 2018

8:30 am-4:00 pm

Courtyard by Marriott in Monrovia

Cost: (Payment required upon registration)

- **ASCCA Chapter 5 Member...**\$49 (Tuition will be rebated to member after attendance. Net cost= \$0!!!)
- **ASCCA Other Chapter Member...**\$99
- **Non-ASCCA Member...**\$149 (Tuition will be applied to dues if you join ASCCA 5 and pay 12 mo. dues at seminar)

To register: email [asca.05@gmail.com](mailto:asca.05@gmail.com). Payment link will be sent.

Instructor: Mike Bauer (Mikey B.)

Morning snacks and lunch will be provided.

Questions? Email [asca.05@gmail.com](mailto:asca.05@gmail.com) or call 626-296-6961

***This course is recommended for all Service employees. Management is strongly encouraged to attend with the Advisors as "accountability" is essential.***

## During Mikey B's Service Advisor Training Seminar, he will cover:

- **Welcome/Meet-&-Greet**
- **Getting Customer Info**
- **Underhood Inspection**
- **Vehicle Walk-Around**
- **Writing the R.O.**
- **Active Delivery**
- **Documentation**
- **Daily Process**
- **Customer Follow-Up**

Check out his video!



**ASCCA Chapter 5 will reimburse up to \$100 for the cost of any of our members going for the first-time to Leg Day! Don't Miss Out!!!**

# **Automotive Aftermarket Industry Legislative Fly-in (“Leg Day”)**

**Tuesday, April 24, 2018**

*Capitol Event Center  
1020 11th Street  
Sacramento, CA 95814*

[Click here to download the registration packet](#)

[Click here to register online](#)

## **Join the Automotive Aftermarket Industry For A Day at the Capitol!**

The Automotive Aftermarket Industry is joining together for a Legislative Fly-In! Don't miss out on this opportunity to connect with others in the industry. Fill out this registration form and make your travel arrangements. Please don't delay, space is limited! Reservations will be accepted on a first come, first serve basis. Past speakers have included: *Chief, Bureau of Automotive Repair; Governor's Small Business Advocate; Governor's Economic Adviser; Chair, Select Committee on Career Technical Education & Workforce Development; Author AB 2289 (Smog Check); Chair, Senate Transportation & Housing Committee.*

### **EVENT LOCATION**

This year's event will again be held at the Capitol Event Center, located at 1020 11th Street. Located adjacent to the Chops restaurant and Ambrosia Cafe, it is a quick 1 block walk from the Capitol Event Center to the California State Capitol Building.

### **HOTEL INFORMATION**

This year, Legislative Fly-In guests will be on their own to make their hotel arrangements. A walking-distance hotel can be recommended upon request.

### **REGISTRATION DEADLINE**

Registrations must be received by **April 13, 2018** in order for staff to schedule legislative appointments on your behalf. Please return the registration form via e-mail or fax to: [ayang@amgroup.us](mailto:ayang@amgroup.us) or 916.444.7462 (fax).

*Please plan to arrive before the 8:00am Welcome Breakfast. Arrange departing flights at or after 5:00pm to allow enough time to go through the airport. Check other airlines or arrive the previous evening if you can not make an early flight.*

# Tax and Business Tips from Norm Blieden, CPA

## Tax filing reminders

### March 15 –

- 2017 calendar-year S corporation income tax returns are due.
- 2017 partnership returns are due.

Deadline for calendar-year corporations to elect S corporation status for 2018.

### **Alert: Expired home and education tax breaks revived**

Congress passed a federal budget bill in early February that revived dozens of expired tax breaks for the 2017 tax year. They include a deduction for education expenses as well as several tax breaks for homeowners.

If you have not yet filed your 2017 tax return, please be aware these late changes are retroactive to the beginning of 2017.

Check out this list of the most useful tax breaks to see if they apply to your situation:

**Tuition and fees deduction.** If you paid qualified tuition and related higher education expenses, you may be able to deduct as much as \$4,000 of those costs. This can be done on a regular return (without itemizing). The deduction is capped at \$4,000 for single filers with adjusted gross income (AGI) of \$65,000 or less (\$130,000 joint) and at \$2,000 for single filers with AGI of \$80,000 or less (\$160,000 joint).

**Mortgage insurance deduction.** If you paid mortgage insurance premiums, you can now once again deduct those amounts as an itemized deduction. This deduction begins to phase out for taxpayers with AGI of \$100,000 or more.

**Mortgage debt forgiveness exclusion.** If qualifying mortgage debt on your primary residence was discharged or forgiven, you can exclude that amount from your income.

**Energy-efficient home improvement credit.** Energy-efficient home improvements (such as upgrades to windows, or heating and cooling systems), may be eligible for a tax credit equal to 10 percent of the amount paid, up to \$500.

## Answers to commonly asked tax questions

With all of the headlines about the changes to tax law, you probably have lots of questions. Here are answers to some of the most common questions taxpayers have this year.

### **Q. I'm hearing about a lot of changes to 2018 taxes. What should I do?**

A. You're right, there are a lot of changes in 2018 due to the passage of the Tax Cuts and Jobs Act (TCJA), including to the income tax brackets. The simple answer to the question, "What should I do?" is to not make any major changes until you finish filing your 2017 taxes. Once you understand your 2017 tax obligation, you are in a better position to plan for 2018.

However, there are a few things you *can* start thinking about now. Depending on where you fall in the new income tax brackets, you may want to consider ways to lower your taxable income. This could include increasing your contributions to 401(k) retirement accounts or health savings accounts (HSAs). You'll also want to make sure your employer has adjusted your federal tax withholding so that you don't have to wait to receive a large refund (or tax bill) next year. You can review the [IRS withholding calculator](#) using your latest pay stub data to make sure the changes are accurate.

### **Q. What is the penalty amount if I didn't have health insurance in 2017?**

A. The penalty per adult is calculated as the greater of either \$695 or 2.5 percent of your yearly household income, up to a maximum of \$3,264 for individuals or \$16,320 for a family of five or more. Note that the penalty *is* still in place for tax years 2017 and 2018. The TCJA eliminates the penalty for 2019 through 2025.

### **Q. Is Social Security taxed?**

A. It depends. You won't pay tax on more than 85 percent of your Social Security income, but how much gets taxed depends on your income bracket. If your combined income is less than \$25,000 for the year, you won't pay tax on Social Security income.

### **Q. When is the last day to do my taxes?**

A. Technically, Tuesday, April 17. But don't wait until the last minute. Ask for help to get started now, or to file an extension so you have time to complete your tax return later. The sooner you file, the sooner you can get your refund. It usually takes about three weeks to arrive from the date you file. Also, remember you need to keep most tax related documents for at least three years, so don't toss your paperwork after you file. Remember to keep your actual tax returns **FOR EVER** because it could happen that when you apply for social security benefits, the department of social security may not have any record of your business income or wages – some of my clients have been extremely lucky that my office had the missing info, otherwise their monthly benefits may have been greatly reduced.

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**Q. The IRS contacted me, what should I do?**

A. Ask for help. There are numerous scammers who impersonate the IRS during tax season. The real IRS will never contact you via social media, email or text message. In addition, an IRS agent will not contact you over the phone unless you first receive official correspondence in the mail. If you have received a notice in the mail, immediately ask for help to determine how to proceed.

**Tax checklist for business startups**

Starting your own business can be equal parts thrilling and intimidating. Complying with regulations and tax requirements definitely falls into the latter category. But, with some professional help, it doesn't have to be that way. You can get started with this checklist of things you'll need to consider.

- **Are you a hobby or a business?** This may seem basic to some people, but the first thing you'll have to consider when starting out is whether you really are operating a business, or pursuing a hobby. A hobby can look like a business, but essentially it's something you do for its own sake that may or may not turn a profit. A true business is generally run for the purpose of making money and has a reasonable expectation of turning a profit. The benefit of operating as a business is that you have more tax tools available to you, such as being able to deduct your losses.
- **Pick your business structure.** If you operate as a business, you'll have to choose whether it will be taxed as a sole proprietorship, partnership, S corporation or C corporation. All entities except C corporations "pass through" their business income onto your personal tax return. The decision gets more complicated if you legally organize your business as a limited liability corporation (LLC). In this case you will need to choose your tax status as either a partnership or an S corporation. Each tax structure has its benefits and downsides – it's best to discuss what is best for you.
- **Apply for tax identification numbers.** In most cases, your business will have to apply for an employer identification number (EIN) from both the federal and state governments.
- **Select an accounting method.** You'll have to choose whether to use an accrual or cash accounting method. Generally speaking, the accrual method means your business revenue and expenses are recorded when they are billed. In the cash method, revenue and expenses are instead recorded when you are paid. There are federal rules regarding which option you may use. You will also have to choose whether to operate on a calendar year or fiscal year.
- **Create a plan to track financials.** Operating a business successfully requires continuous monitoring of your financial condition. This includes forecasting your financials and tracking actual performance against your projections. Too many businesses fail in the first couple of years because they fail to understand the importance of cash flow for startup operations. Don't let this be you.

**Prepare for your tax requirements.** Business owners generally will have to make quarterly estimated tax payments to the IRS. If you have employees, you'll have to pay your share of their Social Security and Medicare taxes. You also have the obligation to withhold your employees' share of taxes, Social Security and Medicare from their wages. Your personal income tax return can also get more complicated if you operate as one of the "pass-through" business structures.

This is just a short list of some of the things you should be ready to discuss as you start your business. Knowing your way around these rules can make the difference between success and failure, but don't be intimidated. Help is available so don't hesitate to call if you have any questions.

*This newsletter provides business, financial and tax information to clients and friends of our firm. This general information should not be acted upon without first determining its application to your specific situation. For further details on any article, please contact Norm Blieden, CPA at (626) 440-9511.*

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# Increasing Competitiveness And Growing Your Business

By Tim Ross

If you've been in the automotive repair industry for any length of time, you know that consolidation is nothing new.

What has changed in this consolidation-rich environment is the rate at which these acquisitions are now occurring, driven in part by new entrants into the industry.

As independent shop owners, it's important to understand why this consolidation is happening and what impact it has on your business. While some shop owners might see the trends and view this as a perfect opportunity to cash out, if you're in it for the long haul, you'll need to figure out how to continue growing your business in light of the consolidation.



***Here are some strategies that should help you better compete in this fast-changing environment.***

## **Evaluate Your Business**

There's no time like the present to really examine your shop and how you stack up against the competition — both large and small. Look at the services and benefits you offer and consider how they compare to other shops in your area. Are you open as long as your competitors? Do you offer the same type of warranties on repairs? Do you offer a shuttle service or free rental cars? Are your discounts on par with what others are providing? If you answered “no” to any of those questions, it's worth evaluating “why.”

It may not be possible to offer similar benefits across the board, but it's worth matching up or exceeding your competitors' offerings as much as possible. For example, if you can't afford a shuttle or rental cars, a good alternative is to pay for Lyft or Uber services for customers instead. It's also wise to consider distinguishing yourself with services that might not be available in your market. For example, if you operate in an area with a lot of environmentally-conscious customers, obtaining a green certification or specializing in servicing hybrid vehicles might earn you more customers.

## **Ramp Up Recruitment**

The industry's biggest challenge — for both corporate owners and independents — is finding and keeping skilled technicians. Since your shop's success depends on having efficient and effective technicians, you need to be recruiting constantly — not just when an opening arises. To attract talented techs, you may need to make some changes. Covering health benefits for technicians is now becoming a standard practice. Pay is also a factor and if you can't compete with the base salaries others are paying, you may want to consider offering profit sharing or bonuses based on performance.

Paying for outside training and offering a clear path for advancement can also serve as incentives. It's also important to stock your shop with up-to-date equipment and tools, so your techs feel like you're committed to keeping pace with technology and creating an environment where they can continue to learn and succeed.

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## Deliver An Exceptional Experience

The truth is, consumers expect more from an independent shop than they do a large chain. If they chose you over a larger competitor, it's because they want more personal service. This is an opportunity for you to deliver something different — particularly with basic maintenance. A company-owned shop may view an oil change as an inconvenience, but you can use this service as a way to build a long-term relationship. Make it convenient for the customer by offering to get them in as soon as possible, rather than having them wait in what can seem like a factory-like assembly line.

If they choose to drop off their car, keep them updated on the status of their service. Vacuuming the car after the service can go a long way in differentiating you from the competition.



It's also important to maintain strong reviews by soliciting feedback from customers after their service and immediately addressing any issues. If you do receive a bad review or complaint either online or through the Better Business Bureau, work quickly to alleviate the situation and document the steps you've taken to improve the customer's experience.

Another good tactic is to host goodwill events, whether that's a workshop on child safety seat installation or a maintenance clinic for women. Those types of efforts will prove that you're motivated by more than just money, and are personally invested in your community.

## Focus on Retention

Research shows that it costs five times more to acquire a new customer than to keep an existing customer. Wouldn't you rather spend that money on skilled techs or on improving your customer benefits? The key to any retention effort is follow up. Direct mail can be a great tool for customer acquisition, but it's also a more effective method for retention than email (which can easily be ignored). You can send postcards to remind customers about services coming due and seasonal maintenance, and include discounted offers to compel them to action.

Combine direct mail with phone calls to customers who deferred services in the past to increase your chances of engaging with a customer and generating a visit. There are good CRM programs available to help you organize that process. No matter how you decide to perform this outreach, it's imperative to continue communication with the customers who are already in your database to ensure that they are customers for life.

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# Staying Connected In An Increasingly Mobile World

By Jeff Phillip

If you grew up at least partly in the '80s, then you will definitely remember Ferris Bueller's wise advice to us all: "Life moves pretty fast. If you don't stop to look around once in a while, you could miss it."

It's sage advice, but as I look around me most days at my kids' soccer games, at restaurants and bars, in stores and malls, and particularly at the coffee house, no one seems to be looking around. Most people have their heads down staring at their glowing hand-held computers.



***Here are some recent statistics to support my observations:***

- 84% of cell phone users claim they could not go a single day without their device. (Source: *pewinternet.org*.)
- Nearly 75% of U.S. adults will use a smartphone in 2017 as market penetration continues to increase. (Source: *geomarketing.com*.)
- Average time spent per day on mobile devices has increased from 2 hours and 15 minutes in 2013, to an expected 3 hours and 23 minutes in 2018. (Source: *geomarketing.com*.)
- Apps account for 89% of mobile media time, with the other 11% spent on websites. (Source: *martinsights.com*.)

While you may be mildly surprised at the current rate of digital consumption, these statistics certainly should not be earth-shattering for savvy marketers. You already know that you need to do whatever you can to reach your customers via the Internet, and that often means reaching them on their mobile devices.

But, knowing you need to do something and executing on how to do it are two completely different animals. When most people think of connecting via mobile devices, they think of apps. Then they subsequently think, "I can't afford to build an app to connect with my customers." The good news is that there are several ways to take advantage of your customers' growing use of mobile technology to market to them on a more personal basis.

## **Apps**

Just as there are many apps that techs can utilize for their work within the shop, there are also apps to connect shops with their customers. The gist of these apps is simple — you get your shop listed on XYZ app, and car owners can list their vehicle and request service via the app. My gut instinct tells me that this is a very price-competitive space, but it probably doesn't hurt to have your shop in the mix of available places for users to take their vehicle if you're trying to drum up new business.

## **Get Social**

Social media is one of the most commonly accessed mediums from mobile devices. Facebook, Twitter, Instagram and Snapchat — to name a few — are some of the most popular social platforms shops are leveraging to interact with those in their community. These platforms offer endless opportunity for you to connect with your customers via social media, but how can you best utilize this technology?

- First and foremost, make sure that you have accounts set up for your business on each of these social media

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platforms. It takes only a few minutes to claim your space and create accounts. Then, when you have customers in your shop, be sure to remind them to connect with you on all the various social media platforms.

- Be active! Be sure that you are regularly posting items to each of these platforms. Popular post ideas include helpful tips for auto maintenance and discounts on maintenance. Simple coupons for an oil change or other service can give you immediate feedback on the strength of your social media reach as you begin to see those coupons being brought into your shop.

### Ask for Approval to Text

Texting your customers can be tricky, as no one likes to have their phone blow up with unsolicited ads. Also, not everyone has unlimited texting, so some customers might be hesitant to receive direct texts. Make opting in for texts optional on your service forms and on your website when a customer is scheduling service.

One great way to get your customers on board is to advise them that you will text them when their car is ready and when their car is due for scheduled maintenance. People get busy, and having a simple reminder on their mobile device that it's time for an oil change, tire rotation or other standard service makes you more of a valued partner in the care and maintenance of their vehicle.



### Email

Be sure that all your service forms require your customers' email addresses. This has value on multiple levels:

- First, I recommend starting your own e-newsletter which can be sent out monthly (to begin with). This can be used to provide links to articles regarding vehicle maintenance, recent recalls and other items that might interest your customers. Create an account in Mailchimp or another user-friendly email tool and get started.
- Next, with their approval, you can also send emails directly to customers regarding their scheduled maintenance, recommended maintenance, and/or recall information specific to their vehicle. This shows a level of personal commitment to your client and the health of their vehicle.
- Vehicle maintenance discounts and coupons can make your emails a direct value to your customers and will help ensure that they read your messages when they see them in their inbox. The key to any email is to always include a call to action that warrants your customers' response. These could include a link to your website service scheduling tool, a phone number for them to call to schedule their upcoming maintenance, or simply a "bring this coupon" in for your upcoming service.

### Get Personal

Finally, if you can gather personal information on your client like their birthday, which is readily available on Facebook if they connect with you, you can make your mobile communications unique by sending out well wishes and birthday greetings, including discounts off service during their birthday month, for example.

All of these ideas are designed to not only capitalize on everyone's preoccupation with their phones, but to also bring back some long-lost one-to-one communication with your clients in this age of technology. If executed regularly, these personal touches can have your bays full more often with happy, returning customers who value you as a partner in the upkeep of their vehicles — not just as a service provider.

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# ASCCA Foothill Chapter 5 Member Benefits

**In addition to the State-wide benefits shown in the “ASCCA Advantage,” these are additional benefits available to Chapter 5 members.**

- 1. A VERY LOUD POLITICAL VOICE.** Individually, there isn't much we can do to shape legislation which will affect our industry, but collectively, our united voices are STRONG, LOUD AND FOCUSED. Politicians and elected officials in state, county and city governments listen to ASCCA when we talk, because we represent hundreds of members (& thousands of voters!) statewide. Often, the Bureau of Automotive Repair discusses with ASCCA rules and regulations under consideration to see how they will fit in the real world of automotive repair.
- 2. SHOP TO SHOP NETWORKING.** Our members don't see each other as competition but as comrades in the industry, helping each other to succeed. If you have a problem you can't figure out, call one of our members who specializes in that area. They'll be glad to help you out.
- 3. INFORMATIVE MEETINGS.** We hold Dinner Meetings on the first Tuesday evening of each month. Our meetings offer great speakers, camaraderie, valuable information, and the latest news on what's happening in the automotive repair industry. You also get to network with other shop owners and exchange ideas, tips, techniques and short cuts. The monthly meal is included in your dues, plus we have a long-standing special where you can bring your spouse or business partner at no charge! Our Chapter Board of Directors schedules our programs and welcomes any suggestions you have on good speakers! Contact the chapter office with your suggestions. For the location and current speaker, look on the last page of this newsletter.
- 4. CHAPTER SEMINARS.** The Foothill Chapter Board of Directors and our Seminar Committee Chair, Raul Salgado of Raul's Auto Repair in Azusa and Covina, keeps us informed on seminars on business management and technical subjects for our shop owner members and their technicians. Cost is minimal and sometimes free. This is a tremendous member benefit for you and your employees! Give Raul your ideas and suggestions for seminars & we will try to schedule the seminars you want. (626) 339-7566
- 5. MONTHLY & QUARTERLY NEWSLETTERS.** We send out an environmentally-friendly monthly email newsletter with helpful and informative articles, tech tips, contact lists and information, upcoming events, reports on recent events and vendor ads & information. Once a quarter you'll receive the newsletter from the State Association Office.
- 6. THE FOOTHILL CHAPTER WEBSITE.** This Foothill Chapter website at <http://www.asc5.com/> lists members by city. It also lists upcoming seminars and meetings. Contact Joseph Appler at [ascca.05@gmail.com](mailto:ascca.05@gmail.com) with questions or suggestions for the chapter web site.
- 7. CHAPTER JOB BANK.** The Foothill Chapter has established its own Job Bank Network for member shops. If you have a qualified applicant you can't use, or if you need to hire someone, send a summary email to [ascca.05@gmail.com](mailto:ascca.05@gmail.com) & your information will be forwarded to the entire Chapter 5 membership.
- 8. CHAPTER ASE LENDING LIBRARY** Call Darren Gilbert at (626-282-0644) or email him at [gilbertmotors@yahoo.com](mailto:gilbertmotors@yahoo.com) for more information.
- 9. CHAPTER SOCIALS.** Our Socials Chairman, Jack Scrafield (818) 769-2334, arranges outstanding social events for us throughout the year. We've visited JPL, the J. Paul Getty Museum, had many "Day at the Races" at Santa Anita Race Track, toured the Autry Museum of Western Heritage, taken a murder mystery train ride including a delicious dinner, attended the races at Irwindale Speedway, had bowling dinner parties at Montrose Bowl, had several excellent parties, and toured the J. P. Nethercutt Collection of beautiful classic automobiles. Jack would like to hear from you with your suggestions for future social events.
- 10. ASCCA NET PRESENCE.** ASCCA has established a home page at <http://www.ascca.com/> The ASC web page has three target audiences: 1) ASC members now have a quick, easy reference on their computer to keep them abreast of what is occurring in the state association and within the automotive repair industry; 2) California shops that are not ASC members can learn more about the advantages of being an ASC member; and 3) California consumers looking for honest, reputable repair facilities can find a list of ASC members quickly and easily on the ASC web pages. All ASC members statewide are listed. Soon, your shop website will be able to have a link on the State site.
- 11. FREE CPA CONSULTS.** All ASCCA Chapter 5 members are entitled to a half-hour of free telephone consultation each month from chapter member Norm Blieden, CPA. The service is not limited to shop business though Norm has extensive experience in shop-related matters. This member benefit can save you a ton of money and a lot of headaches. Call Norm at 626-440-9511.

**Why try to succeed alone, and re-invent the wheel? Partner with others on the same path and learn from them, as well as teach them what you have learned. If you have questions about how to access these benefits, contact the Chapter 5 office at [ascca.05@gmail.com](mailto:ascca.05@gmail.com). or 626-296-6961.**

# 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. Jack Molodanof (916) 447.0313, [jack@mgrco.org](mailto:jack@mgrco.org), [www.mgrco.org](http://www.mgrco.org).

### EDUCATION PROVIDER

- 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! 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. 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 Autotextme** – A comprehensive, cloud-based tool that offers simple solutions for workflow management, improved communications, digital vehicle inspections, and quality control. [autotext.me](http://autotext.me) was created by Chris Cloutier of Golden Rule Auto Care to solve communication gaps that cause workflow delays and waste valuable rack time. Because [autotext.me](http://autotext.me) 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. [autotext.me](http://autotext.me) 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@autotextme.com](mailto:chris@autotextme.com)
- MB Identifix** – Members receive a promotional price for online diagnostic tool and telephone diagnostic services. 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.

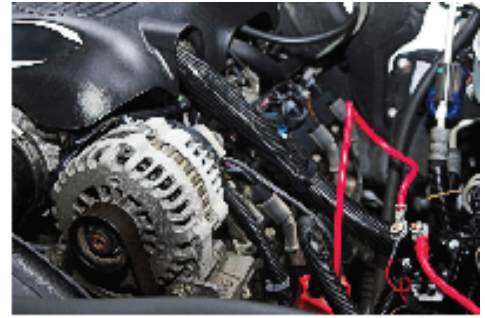
### UNIFORM SERVICES

- 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](mailto:marketing@broadly.com) or visit [www.broadly.com](http://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

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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](mailto:Todd@kukui.com),  
Patrick Egan (805) 259.3679, [Patrick@kukui.com](mailto:Patrick@kukui.com), [www.kukui.com](http://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. We also get shops additional business through our partner program, CarMax, The Warranty Group, and USAA.

Russell Miller, [rmiller@repairpal.com](mailto:rmiller@repairpal.com), [www.repairpal.com](http://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, (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](mailto:scott@iatn.net), [www.iatn.net](http://www.iatn.net)

## CUSTOMER COMMUNICATIONS PROGRAMS

**CP & MB Mudlick Mail** – Exclusive ASCCA member rates for direct mail marketing. Our affordable rates include creative design, custom mail lists, quality printing, and mailing service. Contact us today for a **FREE custom leads list**. No contracts or commitments.  
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## 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](mailto:kathleen.schmatz@autocare.org), (301) 654.6664

**CP & MB 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](mailto:info@aeswave.com),  
[www.aeswave.com](http://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@autzone.com](mailto:jim.gray@autzone.com)

**MB BG Products** – Provides maintenance services, equipment, training & consumer education materials. Eric Waln (949) 337.2484 / Eric Elbert (805) 490.6080, [EricE@petrospecsBG.com](mailto:EricE@petrospecsBG.com), [www.petrospecsinc.com](http://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](mailto:Mackenzie.Merz@BP.com), <http://bit.ly/2qsuKiQ>.

**MB Hertz Rental** – A 10% discount off Hertz Daily Member Benefit Rates, a 10% discount off Hertz U.S. Standard Rates, and 5% or greater discount off Hertz Leisure Rates.  
Customer Relations (888) 777.6095, [www.hertz.com](http://www.hertz.com)

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[concierge@hotelstorm.com](mailto:concierge@hotelstorm.com), [www.hotelstorm.com/ascca](http://www.hotelstorm.com/ascca)

**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.  
Sean Lawson, (661) 301.6014, [SLawson@LKQCORP.com](mailto:SLawson@LKQCORP.com)

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**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)

**CP & 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)

Updated 9/8/17

## 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.

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

# How ASCCA Dues work in Chapter 5

## Membership in ASCCA is on an annual basis.

- Regular membership dues in ASCCA Chapter 5 are \$800/yr. Associate membership dues are \$895/yr.
  - \$400 goes to the Chapter
  - The remaining portion goes to the State Association
- When memberships are held in multiple chapters, only the original membership pays the full State Association dues. Additional members pay reduced State dues of \$250/yr. All memberships pay full chapter dues.
- Annual payment is due in the Sacramento office on January 1 of each year.
- Payment plans are available upon approval by the Chapter & State Association. With all payment plans, automatic credit card payments or ACH are now required. There is a \$2.00 transaction fee for these payments. (Chapter 5 will cover the transaction fees for our members.)
  - Semi-annually: Due: January 1 & July 1
  - Quarterly: Due: January 1, April 1, July 1, October 1
  - Monthly: Due the first of each month
- If payment is not received according to the agreed-upon schedule, dues immediately become delinquent.
- If a member reaches 90 days delinquent, their ASCCA membership may be cancelled.

## What do you get for your dues? (This is the “short” list. See the ASCCA Advantage flyer for the full list.)

- Amazing connection with your peers in the automotive industry.
  - Older shop owners who have gone ahead & you can benefit from what they’ve learned.
  - Newer shop owners who need to learn from what you’ve experienced.
- A loud voice to the legislators who are passing laws which have a direct effect on how you can operate your business.
- Opportunities to meet the legislators with power in numbers. (They will listen better.)
- Great discounts from endorsed vendors (see the ASCCA Advantage flyer) which will more than make up for your dues costs.
- Timely communications regarding what’s going on in the industry.
- Access to seminars & classes at an ASCCA discounted rate.
- Monthly dinner meetings with special speakers who know our industry. Dinner at the regular meetings for you and your spouse or business partner is included in your chapter dues. (\$600/yr. value.)
- Monthly e-newsletters with important, educational, & sometimes entertaining information that is designed to improve your bottom line.
- 30 minutes a month of free legal counsel.
- 30 minutes a month of free accounting counsel.

## What happens when you don’t pay your dues on time?

- Association resources have to be spent to collect your outstanding dues.
- Association activities & effectiveness are reduced.
- The Association loses a valuable voice.
- (This is why we recommend automatic payments on all payment plans.)

## Chapter 5 Associate Members

BG Products	Abe Chavira	805-857-5065	<a href="mailto:abec@petrospecsbg.com">abec@petrospecsbg.com</a>
Dorman Products	Frank Alviso	951-206-7023	<a href="mailto:falviso@dormanproducts.com">falviso@dormanproducts.com</a>
Frederick Blum Insurance	Fred Blum	626-401-1300	<a href="mailto:blum4@pacbell.net">blum4@pacbell.net</a>
Hanson Distributing Company, Inc	Dan Hanson	626-448-4683	<a href="mailto:hansonmrktg@aol.com">hansonmrktg@aol.com</a>
Hawley Insurance Services	Bruce Hawley	714-865-2907	<a href="mailto:bruce@hawleyinsuranceservices.com">bruce@hawleyinsuranceservices.com</a>
Highpoint Distributing / Justice Brothers	Tim Huddleston	805-584-0030	<a href="mailto:huddle5@sbcglobal.net">huddle5@sbcglobal.net</a>
Jasper Engines & Transmissions	Randy Lewis	909-717-9950	<a href="mailto:rlewis@jasperengines.com">rlewis@jasperengines.com</a>
Jeff Chin Diagnostics	Jeff Chin	818-929-9444	<a href="mailto:jchin.autologic@gmail.com">jchin.autologic@gmail.com</a>
Mark Christopher Auto Center	Steve Johnson	909-975-3919	<a href="mailto:sjohnson@markchristopher.com">sjohnson@markchristopher.com</a>
Management Success!	Robert Spitz	818-500-9631	<a href="mailto:rspitz@managementsuccess.com">rspitz@managementsuccess.com</a>
Mitchell 1 Software	Frank Joel	818-326-0602	<a href="mailto:fjoel@ix.netcom.com">fjoel@ix.netcom.com</a>
Norm Blieden CPA	Norm Blieden	626-440-9511	<a href="mailto:norm@bliedencpa.com">norm@bliedencpa.com</a>
SC Fuels & Lubes	Dennis Giardina	310-722-3357	<a href="mailto:giardinad@scfuels.com">giardinad@scfuels.com</a>
Van de Pol Oil	Wes Powell	562-236-1000	<a href="mailto:wpowell@ineedoil.com">wpowell@ineedoil.com</a>

***Be sure to use the Anyvite electronic invitation to RSVP.  
If you didn't receive it, contact the Chapter 5 office at  
asca.05@gmail.com***





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Your Association has produced a marketing tool that you can implement immediately. The goal is to make ASCCA synonymous with "TRUST".

The sign will fit perfectly under or over the ASCCA sign. If you haven't upgraded your old ASC sign, it's time to do so. We want people to recognize who we are at a glance.

You can keep the old sign on your shop wall somewhere for old time's sake.

But don't remain in the past – get the current sign and help build brand identification.

***ASCCA Shops ARE the BEST!***

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*Complete new signs are \$35 each.*

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*email to [ascca.05@gmail.com](mailto:ascca.05@gmail.com)*

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[ascca.05@gmail.com](mailto:ascca.05@gmail.com) to get started**

## ASCCA CODE OF ETHICS

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

## Chapter 5 Lending Library

(Another Benefit of Membership in ASCCA5)

To use this free service, call Darren Gilbert at (626) 282-0644 or email him at [gilbertmotors@yahoo.com](mailto:gilbertmotors@yahoo.com) and tell him which study guides you would like to check out. He will bring the books to the next General Meeting for you to pick up, and you then leave your credit card information as a guarantee. You are responsible for any damage or loss of the study guide. The guides must be returned to Darren at the next General Meeting or by mail. It's that simple!

<p>C 1 - Automotive Consultant            A 1 - Automotive Engine Repair            A 2 - Automotive Trans/Trans Axle            A 4 - Automotive Drivetrain            A 4 - Automotive Suspension/Steering            A 5 - Automotive Brakes            A 6 - Automotive Electrical/Electronic            A 7 - Automotive Heating/Air Conditioning            A 8 - Automotive Engine Performance            A9 - Diesel              L 1 - Advanced Engine Performance            L 2 - Med/H.D Truck Electronic Diesel              P 1 - Parts Specialist Med/H.D Truck Dealership            P 2 - Parts Specialist Automobile            P 3 - Parts Specialist Truck Brakes            P 4 - Parts Specialist General Motors              P 9 - Med/H.D. Truck Suspension &amp; Steering              X 1 - Car/Light Duty Truck Exhaust Systems              B 2 - Auto body Collision Repair - Painting/Refinishing            B 3 - Auto body Collision - Non Structural Analysis            B 4 - Auto Body Collision - Structural Analysis</p>	<p>B 5 - Auto Body Collision - Mech/Electrical Components            B 6 - Auto Body Collision - Damage Analysis/ Estimating              F 1 - Alternate Fuels - Light Vehicle Compressed Natural Gas              M.M. - Engine Machinist Series              E 2 - Truck Equipment - Electrical/Electronic Systems              S 1 - School Bus - Body/ Special Equipment            S 2 - School Bus - Diesel Engine            S 3 - School Bus - Drivetrain            S 4 - School Bus - Brakes            S 5 - School Bus - Suspension/Steering            S 6 - School Bus - Electrical/ Electronic            S 7 - School Bus - Air Conditioning              T 1 - Med/H.D. Truck - Gasoline Engines            T 2 - Med/H.D. Truck - Diesel Engines            T 3 - Med/H.D. Truck - Drive Train            T 4 - Med/H.D. Truck - Brakes            T 5 - Med/H.D. Truck - Suspension/ Steering            T 6 - Med/H.D. Truck - Electrical/Electronic Systems            T 7 - Med/H.D. Truck - Heating/ A.C. Systems            T 8 - Med/H. D. Truck - Preventive Maintenance</p>
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# ASCCA Chapter 5 2016-17 Board of Directors

## Executive Board

2016

**President..... Darren Gilbert**  
 Phone..... (626) 282-0644  
 Email..... [gilbertmotors@yahoo.com](mailto:gilbertmotors@yahoo.com)

**Vice President.....Kirk Haslam**  
 Phone..... (626) 793-5656  
 Email..... [advancemuffler1234@gmail.com](mailto:advancemuffler1234@gmail.com)

**Secretary.....Craig Johnson**  
 Phone ..... (626) 810-2281  
 Email..... [cjauto@verizon.net](mailto:cjauto@verizon.net)

**Treasurer.....Jim Ward**  
 Phone..... (626) 357-8080  
 Email..... [jim@wardservice.com](mailto:jim@wardservice.com)

## Board of Directors

Randy Lewis.....(909) 717-9950  
 Gene Morrill.....(626) 963-0814  
 Raul Salgado.....(626) 339-7566  
 Dave Label.....(626) 963-1211  
 Jack Scrafield .....(818)769-2334

## Chapter Rep

Jack Scrafield .....(818)769-2334

## Committee Chairs

**Seminars..... Raul Salgado.....(626) 339-7566**  
**Socials..... Jack Scrafield.....(818) 769-2334**  
**Programs.....Jack Scrafield.....(818) 769-2334**

## Associate Member Board Rep.

Randy Lewis.....(909) 717-9950

## Chapter Staff

Membership & Administration.....Joseph Appler  
 Phone.....(626) 296-6961  
 Text.....(818)482-0590  
 Email..... [asca.05@gmail.com](mailto:asca.05@gmail.com)

## Chapter Contact Information

Mailing Address:  
 1443 E. Washington Blvd. #653  
 Pasadena, CA 91104-2650

Phone: (626)296-6961  
 Text: (818)482-0590  
 email: [asca.05@gmail.com](mailto:asca.05@gmail.com)  
 Website: <http://www.asc5.com>

## ASCCA State Contacts

State Office in Sacramento.....(800) 810-4272

**President**  
 “Rocky” Khamenian..... (949) 642-1410

**Executive Director**  
 Gloria Peterson...(800) 810-4272 x104 or [GPeterson@amgroup.us](mailto:GPeterson@amgroup.us)

**Deputy Executive Director**  
 Matthew Peralta...(800) 810-4272 x131 or [MPeralta@amgroup.us](mailto:MPeralta@amgroup.us)

**Manager Digital and Social Media**  
 Sarah Austin.....(800) 810-4272 x110 or [SSpencer@amgroup.us](mailto:SSpencer@amgroup.us)

**Membership Services**  
 Mary Putterman.(800) 810-4272 x133 or [MPutterman@amgroup.us](mailto:MPutterman@amgroup.us)

**Accounting Executive**  
 Nito Goolan.....(800) 810-4272 x103 or [NGoolan@amgroup.us](mailto:NGoolan@amgroup.us)

**Events Manager**  
 Rachel Hickerson.(800) 810-4272 x109 or [rhickerson@amgroup.us](mailto:rhickerson@amgroup.us)

**Communications Manager**  
 Ryan King.....(800) 810-4272 x122 or [RKing@amgroup.us](mailto:RKing@amgroup.us)

**Team Weekend Event Planner**  
 Lauren Stoddard...(800) 810-4272 x131 or [LStoddard@amgroup.us](mailto:LStoddard@amgroup.us)

**Vendor Relations Manager**  
 Stacy Siqueiros....(800) 810-4272 x114 or [SSiqueiros@amgroup.us](mailto:SSiqueiros@amgroup.us)

**ASCCA Attorney**  
 Jack Molodanof .....(916) 447-0313 or [Jack@mgcco.org](mailto:Jack@mgcco.org)

## Government Offices/Contacts

**US Senator Kamala Harris..... ( D )**  
 Phone ..... (916) 448 - 2787  
 Email ..... [senator@harris.senate.gov](mailto:senator@harris.senate.gov)

**US Senator Dianne Feinstein..... ( D )**  
 Phone ..... (310) 914-7300  
 Email ..... [senator@feinstein.senate.gov](mailto:senator@feinstein.senate.gov)

**US Rep Judy Chu..... (D-27)**  
 Phone ..... (626) 304-0110

**US Rep Adam Schiff..... (D-28)**  
 Phone ..... (818) 450-2900

**CA Senator Connie M. Leyva.....(D-20)**  
 Phone .....(909) 888-5360

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 Phone .....(714) 671-9474

**CA Assembly Raul Bocanegra.....(D-39)**  
 Phone .....(818) 365-2464  
 Email ..... [Assemblymember.Bocanegra@assembly.ca.gov](mailto:Assemblymember.Bocanegra@assembly.ca.gov)

**CA Assembly Chris Holden.....(D-41)**  
 Phone .....(626) 351-1917  
 Email ..... [Assemblymember.Holden@assembly.ca.gov](mailto:Assemblymember.Holden@assembly.ca.gov)

**CA Assembly Laura Friedman.....(D-43)**  
 Phone .....(818) 558-3043  
 Email ..... [Assemblymember.Friedman@assembly.ca.gov](mailto:Assemblymember.Friedman@assembly.ca.gov)

**CA Assembly Matthew Dababneh.....(D-45)**  
 Phone .....(818) 904-3840  
 Email..... [Assemblymember.Dababneh@assembly.ca.gov](mailto:Assemblymember.Dababneh@assembly.ca.gov)

**CA Assembly Adrin Nazarian.....(D-46)**  
 Phone .....(818) 376-4246  
 Email..... [Assemblymember.Nazarian@assembly.ca.gov](mailto:Assemblymember.Nazarian@assembly.ca.gov)

**CA Assembly Blanca E. Rubio.....(D-48)**  
 Phone .....(626) 940-4457  
 Email..... [Assemblymember.Rubio@assembly.ca.gov](mailto:Assemblymember.Rubio@assembly.ca.gov)

**CA Assembly Ed Chau.....(D-49)**  
 Phone .....(323) 264-4949  
 Email..... [Assemblymember.Chau@assembly.ca.gov](mailto:Assemblymember.Chau@assembly.ca.gov)

## Government Offices/Contacts

**President Donald Trump.....( R )**  
 Phone .....(202) 456-1111  
 Fax..... (202) 445-4633

**Governor Jerry Brown.....( D )**  
 Phone .....(916) 445-2841  
 Web..... <http://www.govmail.ca.gov>



# ASCCA

## Foothill Chapter 5

March 2018

### Join us for our March 6 Dinner Program at Mijares Mexican Restaurant

### Uwe Kleinschmidt of AutoVitals

Find out how going digital helps you help your customers make the right decisions for their auto repair/care

**Menu:**

- Taco/Tostada Buffet
- Soda & Coffee
- Beer & wine available

**Where:**

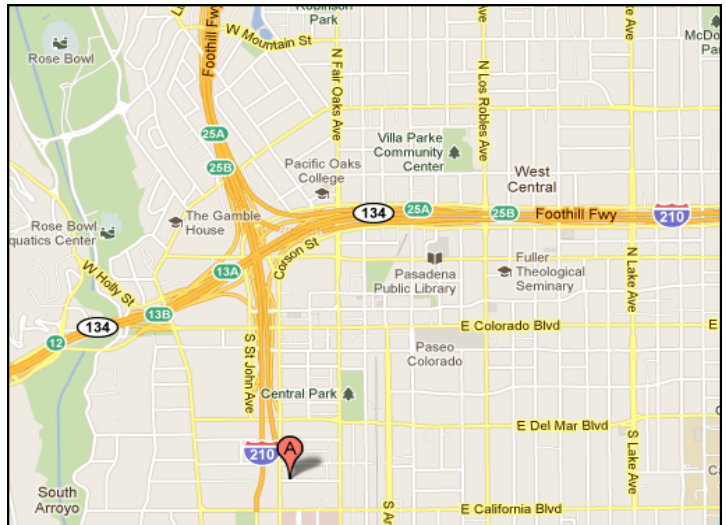
Mijares Mexican Restaurant  
145 Palmetto Drive  
Pasadena, CA 91105  
Phone: (626) 792-2763

**When:**

Tuesday, Mar 6, 2018  
6:30 PM – Social/Networking/Dinner  
7:00 PM – Program  
9:00 PM – Finish

**Cost:**

- No Charge to Regular or Associate Chapter Member, Business Partner, Spouse or Significant Other (**max 2 per member**)
- No Charge for Potential Members
- \$25/ea.** for all others



**Directions**

From the 210 & 134 Junction in Pasadena: Go South on the 210/710 Spur towards California/Del Mar/110; Exit on California, turn left; Left again at the first light; Pass Palmetto (the first street on the right) & turn in to the Mijares parking lot; If the lot is full, park on the street

### UPCOMING MEETINGS & EVENTS

- Apr 3 - TBD
- Apr 7 - Service Writer Seminar with Mike Bauer of BG Products - Courtyard by Marriott in Monrovia
- Apr 24 - Legislative Fly-in Day
- May 1 - Shop Night at BMW PhD in Pasadena

- Jun 5, Jul 3, Aug 7, Sep 4 - TBD
- Oct 2 - Oktoberfest Bowling at Montrose Bowl
- Nov 6 - TBD
- Dec ? - Chapter Christmas Party