



ASCCA

Foothill Chapter 5

January 2017

President's Message:

Happy New Year everyone.

I hope all of you are as excited about this coming year as I am. A chance to make a fresh start, implement some new ideas, and continue my growth forward.

2017 brings many changes for all of us. There are a host of new laws coming up that directly affect your business. There's been changes to the tow truck regulations, there's a new windshield installation bill, and you have to make sure that the brake pads you are installing are California compliant. These, plus a host of other bills are all available for you to read in this newsletter and at ASCCA.com.

I look forward to seeing all of you this Tuesday January 3rd, at Mijares Restaurant in Pasadena. We will be hosting an open forum service writer discussion. Bring your questions, comments, or concerns, and even your complaints. Get input from your fellow peers in the automotive industry. It should be a great night.

Thank you, and Happy New Year

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



UPCOMING MEETINGS & EVENTS

Jan 3 - Open Forum re: Service Writers

Feb 7 - Jeremy O'Neal of Advisorfix.com
Mar 7 - Marion Miller of CMR
Apr 4 - TBA
May 2 - Shop Night

Jun 6 - Pat Dorais of BAR
Jul-Sep - TBA
Oct 3 - Oktoberfest Bowling
Nov 7 - Maylan Newton

New California Laws for 2017

Every year, hundreds of new laws are enacted that impact automotive repair shops in the state. Below is a short summary/highlights of some key measures that will take effect in 2017, unless otherwise noted.

- **Minimum Wage Increase.** Effective January 1, 2017, the minimum wage for employers with 26 or more employees will increase to \$10.50 per hour. The minimum wage for employers with 25 or fewer employees will increase to \$10.50 next year on January 2018. (SB 3)
- **Lead Acid Battery Fee.** Beginning April 1, 2017, a \$1.00 California battery fee is imposed on a person who purchases a replacement lead-acid battery from a retail dealer (includes auto repair dealer). The dealer will be required to separately state (line item) the California Battery Fee on all invoices and collect the \$1.00 fee. The Battery fee will be submitted to the Board of Equalization on a quarterly basis, similar to the current California tire fee. The dealer will also be required to accept used lead acid batteries without charging a fee. The retail dealer of batteries is also required to provide written notice regarding the California Battery Fee and refundable deposits; however, the notice requirements do not apply to an auto repair shop that does not sell lead-acid batteries directly to consumers (over the counter) but instead removes nonfunctional/damaged batteries as part of an auto repair dealer service. (AB 2153)
- **Tow Truck Requirements.** This new law makes several changes to provide relief to last year's bandit tow truck law (AB 1222). Current law requires a business taking possession of a vehicle from a tow truck to document the name, address and telephone number of the towing company, the name and driver's license number of the tow truck operator, the make, model and license plate or vehicle ID number and the date and time that possession was taken of the vehicle. This new law allows the business to accept the operator driver's license number or driver's identification number issued by a motor club or other government authorized unique identifier of the tow operator. If the business is taking possession of the vehicle from tow truck when business is closed, the business must document reasonable efforts made to obtain the required information. (AB 2167)
- **Automotive Windshield Replacement.** This new law requires that automotive repair dealers (includes sublets) to use windshields that meet or exceed Federal Motor Vehicle Safety Standards and vehicle manufacture specifications when replacing windshields and to use adhesives that meets or exceeds manufacturer specifications. Auto repair dealers shall provide an estimate notifying the customer that the installation of the windshield will prevent the operation of the vehicle for a period of time (due to cure time) and whether the windshield is an OEM or non-OEM manufacturer part. The invoice shall notify the customer of the cure time, the date and the time upon which the installation was completed and whether the windshield is an OEM or non-OEM manufacturer part. (16CCR 3365.1)
- **Workers Compensation Exclusion.** This new law requires that an officer or member of the board of directors to own at least 15% of the stock of the corporation in order to opt out of workers' compensation coverage. The officer or members of the directors must sign a waiver stating that the individual is a qualifying officer or member. The general partner of a partnership or managing member of an LLC must execute a waiver to opt out of workers comp coverage. (AB 2883).

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- **Prop 65 Signage.** Current law, Proposition 65 protects consumers from toxic substances that may cause cancer and birth defects by requiring warnings in advance of exposures to dangerous chemicals. The Office of Environmental Health Hazard Assessment (OEHHA) passed a new law, which provides specific language warnings for environmental exposures signage that maybe used by vehicle repair facilities. This law will take effect August 30, 2018. (27 CCR 25607.25).
- **Counterfeit and Nonfunctional Airbags.** This new law increases penalties for any person who knowingly manufactures, imports, installs, reinstalls, distributes, sells or offers to sell any device intended to replace a supplemental restraint system with a counterfeit supplemental restraint system component or a nonfunctional airbag, as defined. (AB 2387)
- **Brake Friction Material Packaging.** Current law prohibits the sale of friction material (i.e. brake pads) that contains a certain amounts of copper, heavy metals and asbestos. The new law requires that all brake friction material and packaging sold or offered for sale to be clearly marked indicating that the friction material meets the requirements and is California compliant. (22 CCR 66387.7).
- **Draining of Used Oil Filters.** Although not a new law, the Dept of Toxic Substances Control (DTSC) issued an advisory this year regarding draining of used oil filters. Improperly drained used oil filters must be managed as hazardous waste under California Hazardous Waste Control Law. See [link](#) to advisory. (22 CCR 66266.130)
- **State-Run Retirement Savings Program.** This new law creates the framework to the Secure Choice Retirement Savings Investment Program; a state-run retirement savings plan mandated for private employees that includes automatic enrollment with an opt-out provision for California workers whose employers do not currently offer an eligible retirement savings program. The program will not begin enrolling participants until regulations have been developed, a process that is not expected to be completed for about two years. Private employers with five or more employees will be required to automatically enroll their employees in and make payroll deductions for the Secure Choice account, unless the employee opts out. It is intended that employers' responsibility is a pass through; to deduct and submit contributions from employee wages. (SB 1234)
- **Wage Discrimination and Application to Race.** Current law prohibits an employer from paying an employee at wage rates less than the rates paid to employees of the opposite sex in the same establishment for equal work on jobs the performance of which requires equal skill, effort and responsibility and which are performed under similar working conditions. This new law amends current law to provide an employee's prior salary cannot, by itself, justify any disparity in compensation under the bona fide factors above. (AB 1676). The law also expands the requirements to include employees' race or ethnicity, and not just gender. (AB 1063).
- **Criminal History in Applications for Employment.** This law prohibits employers (in addition to exiting laws) from asking applicants to disclose, or from utilizing as a factor in determining any condition of employment, information concerning or related to "an arrest, detention, process, diversion, supervision, adjudication, or court disposition that occurred while the person was subject to the process and jurisdiction of juvenile court law". (AB 1843)

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- **Single-User Restrooms.** Commencing on March 1, 2017, this new law requires all single-user toilet facilities in any business establishment, place of public accommodations or government agency to be identified as all-gender toilet facilities. (AB 1732).
- **Smoking in the Workplace.** A new set of laws were passed during the middle of the year (June 9, 2016) which increased smoking age from 18 to 21; included electronic cigarettes and expanded the prohibition of smoking of tobacco products inside an enclosed place of employment. The law now applies to all employers regardless of size, including where the owner-operator is the only employee (i.e. owner-operated business). (ABX2-7)
- **Employment Protections for Victims of Domestic Violence.** This new law requires by July 1, 2017, employers with 25 or more employees provide specific information in writing to new employees upon hire and to other employees upon request of their rights to take leave under labor code 230.1 (relating to victims of Domestic violence, sexual assault or stalking. (AB 2337).
- **Heat Regulations for Indoor Workers.** Cal-OSHA investigates complaints that a workplace is not safe and may issue orders necessary to ensure safety. These new laws requires that by January 1, 2019, Cal-OSHA review and adopt a heat illness and injury prevention standard applicable to workers in indoor places of employment. The standard shall be based on environmental temperatures, work activity levels and other factors. (SB 1167)
- **Choice of Law and Forum Employment Contracts.** This new law prohibits employers from requiring California based employees to enter into agreements (including arbitration agreements) requiring them to: adjudicate claims arising in California in a non-California forum or litigate their claims under the law of another jurisdiction, unless the employee was represented by counsel. (SB 1241)
- **Paid Family Leave.** Paid Family Leave provides short-term benefits to eligible employees who lose wages when they need to take time off for work to care for seriously ill child, parent, parent in law, grandparent, grandchild, sibling, spouse, or registered domestic partner or to bond with a new child entering the family by birth, adoption, or foster care placement. This new law (operative Jan 1, 2018) revises the formula for determining benefits available to those eligible employees. And removes the exiting seven-day waiting period for paid family leave benefits. (AB 908)

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Working Smarter To Boost Profitability

By Terry Keller

My story might sound a lot like yours. After years of working as a technician, I had the opportunity to buy the shop when my boss was ready to retire. I figured my years of experience as a tech would make for an easy transition when it came to running my own shop. After all, I could figure out how anything on a vehicle worked and fix it...was a business any different?

As it turns out, fixing a car and fixing a business don't have much in common.

There was a lot of trial and error along the road as I built my business. One year, my CPA had to prepare 102 W2s for tax season because there was so much turnover in my shop. And while I was able to grow sales to \$1.5 million, I was losing \$50,000 per year because of breakdowns in my processes and systems.

Busy days meant communication problems, inspection breakdowns and poor customer service. All of this translated into lower average repair orders and the loss of our best customers in the effort to bring in new ones.

And worst of all, it's only in hindsight that I can see how much money I was losing. I wasn't ignorant — I knew we had problems — but I had no way of knowing where to even begin fixing them. My accountant would tell me how I did after the month was already over, but until that point I had no idea where I stood, what was broken or how to fix it.



I knew if I wanted to better grow the shop, I would have to work smarter. I would have to find the leaks in my profitability and bottlenecks in my production.

I started taking night classes to learn Microsoft Excel. My point-of-sale system was helping me manage my customers, and my accountant was helping me manage paying my vendors, but there was nothing helping me to manage the business daily. I knew that I was going to have to build it myself.

Measure & Track Your Numbers

It took me so many years of trial and error to realize one of the most important aspects of running a repair shop: the only way to fix problems, capture profits and grow sales consistently is by measuring daily, tracking daily and holding others accountable daily.

Believe me, I tried everything else. I listened to gurus. I listened to the CPA. I listened as they told me the numbers I needed to hit, but not *how* to hit them. I listened as they told me how I had done the previous month, but not *why* it happened.

If it wasn't for those night classes in Excel and a hell-bent determination to get to the bottom of my numbers, I'd probably still be stuck at \$1.5 million.

Even today, point-of-sale systems are great at telling you what happened, but not *why* it happened. They can't tell you whether things are improving, or show you where the money is being left on the table. Even so-called gurus are looking at the month long after you can do anything to change it.

So what does that mean for you?

There's good news: it doesn't take night classes to learn Microsoft Excel anymore. You can start tracking today.

Excel can't tell you what your gross profit margin should be or how to hit it, but at the very least it can let you do some rudimentary tracking so you know where you've been and where you're going.

My business partner, David Rogers, says, "I don't care if it's electronically or you use a stick to scratch in the dirt, you need to start tracking now. If you don't have a computer, grab that damn stick and start scratching."

You can start doing that *today*. There's nothing stopping you from understanding where your business stand, except you.

I spent years pouring over spreadsheets and tracking the numbers from my point-of-sale system to learn what they meant in my shop and how they affected my bank account.

These spreadsheets would eventually become the basis for the RPM ToolKit, the management tool that David and I developed to give shop owners access to their numbers. We poured the insight, measurement and training we'd collected over the years into this tool. We turned "tracking our numbers" into a sophisticated management system that we still use *every* day to run our shop.

But no shop management tool can help you fix your shop if you're not curious about what's broken or eager to find solutions. Nothing will improve until you're ready to change.

Make Smarter Decisions

The other benefit when you start to measure and track metrics is that you don't have to rely on emotional decisions anymore. That's because numbers don't lie, and they don't get emotional.

If there is a problem with an employee, it will show up the numbers. If your marketing is bringing in the wrong customers, you'll see that in the numbers, too.

In so many shops, owners don't know their numbers, and it locks them into emotional decisions.

I know, because I was there.

I have ignored a problem employee because I liked them personally.

I have kept family members in the business when I should have fired them for no better reason than they're family.

I have let smooth-talking salesmen sell me advertising that didn't work because they had a compelling pitch.

But as soon as I saw the truth in the numbers, I was forced to change my ways. Although it hurt to admit I was doing things wrong for so many years, it was clear what I needed to do when I saw the impact on my bank account.



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What Will You Do?

In some ways, I suppose it was easier to fly by the seat of my pants in those early days and work off of my gut instincts. But if you want to get to the top, you have to know everything going on in-between your four walls. Because I started to measure, I was able to see what was working and cut out what was not. I could make better decisions. I could work smarter, not just harder, and train everyone on my team to do the same.

Numbers are what drive your business. But if you don't know how to read the numbers or listen to what they are telling you, you'll never be able to sustainably grow your shop.

It's up to you: will you grab that stick and start measuring?

Measurement Case Study

"It took me 10 years of struggling to realize that there is far more to this business than fixing the car," an RPM ToolKit customer told me.

This owner purchased a 2,500 sq.-ft., two-bay facility in rural Wisconsin. He had started as a technician, and came into shop ownership without formal business training or service advisor skills. He had only "a smile and a desire to fix cars."

He was eager to grow, but first there was work to do. He knew that he needed to work smarter in order to be successful.

"My shop was doing good business, but we were looking to expand, and I knew that I did not want to go into a bigger facility before fully reaching the maximum potential of this one," the owner said. "I realized that if we had shortcomings here, that a larger scale would only make those problems worse."

As he started tracking numbers and implementing training, the owner started fixing those problems. This started with service advisor training for himself and for his employees. The training taught him to overcome objections and build trust with customers.

Additionally, using the RPM ToolKit, he was able to break the numbers down to see what needed to be improved.

"The proof is in the numbers," he said. "When you can see it broken down, you can focus on what needs to be fixed to get to your goal. All of my numbers have seen significant improvement since coming on board."

After a year of measuring, adjusting and training daily, his sales nearly doubled and gross profit dollars grew by 64%. The shop has since moved into a larger facility and continues to grow.

"We have set our shop apart from the competition in a way I did not think possible in a small rural community. I feel that we are now ready to expand, and I feel good about it. It is no longer a gamble. I am certain that with what I have learned, we will exceed our goals," he concluded.

Terry Keller is a shop owner, service writer and AMI-Approved trainer for auto repair shops. He is also the CEO of Auto Profit Masters and creator of the RPM ToolKit™, which integrates with shop POS software to help owners identify problems in their shop and get one-click training solutions. Reach him at contact@autoprofitmasters.com or (303) 795-5838.

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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 asca.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 asca.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 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 asca.05@gmail.com. or 626-296-6961.

Chapter 5 Associate Members

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|---|------------------------------|------------------------------|--|
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***Be sure to use the Anyvite electronic invitation to RSVP.
If you didn't receive it, contact the Chapter 5 office at
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Get the Word Out!

ASCCA is

“The Sign you can Trust!”

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!

Add-on signs are \$15 each.

Complete new signs are \$35 each.

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Call Joseph at 626-296-6961 or

email to ascca.05@gmail.com

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**Call: 626-296-6961 or email:
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 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!

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| <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 & 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

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Team Weekend Event Planner

Lauren Stoddard...(800) 810-4272 x131 or LStoddard@amgroup.us

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US Rep Adam Schiff..... (D-28)

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CA Senator Alex Padilla..... (D-20)

Phone(818) 901-5588

CA Senator Kevin de León..... (D-22)

Phone(213) 612-9566

CA Senator Ed Hernandez..... (D-24)

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CA Senator Carol Liu..... (D-25)

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CA Senator Bob Huff(R-29)

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Phone(916) 445-2841

Web..... <http://www.govmail.ca.gov>



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

ASCCA Foothill Chapter 5

JOIN US FOR OUR JANUARY 3 DINNER PROGRAM AT MIJARES MEXICAN RESTAURANT

Open Forum on Service Writing

Bring your Service Writers for this informative time of collaboration and shared experience. (Great value at \$25)

Menu:

Taco/Tostada Buffet
Soda & Coffee
Beer & wine available

Where:

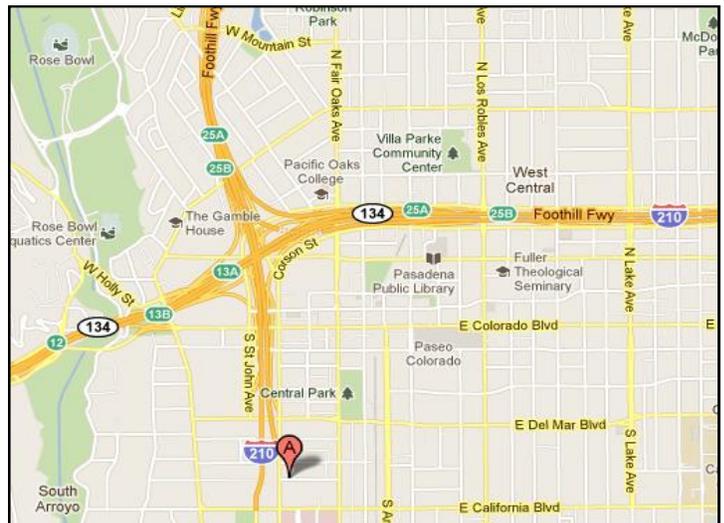
Mijares Mexican Restaurant
145 Palmetto Drive
Pasadena, CA 91105
Phone: (626) 792-2763

When:

Tuesday, January 3, 2017
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

Jan 3 - Open Forum re: Service Writers

Feb 7 - Jeremy O'Neal of Advisorfix.com
Mar 7 - Marion Miller of CMR
Apr 4 - TBA
May 2 - Shop Night

Jun 6 - Pat Dorais of BAR
Jul-Sep - TBA
Oct 3 - Oktoberfest Bowling
Nov 7 - Maylan Newton