

Independent Automotive Professionals Association



February 2012



"Leaders in Automotive Service"

IAPA President's Message

by Phil Unander



This past Saturday January 21, we hosted a one day class on service writing taught by Terry Greenhut. Terry is an established shop owner and has been doing Service Writing teaching and consulting for many years. In his semi-retirement we were fortunate to be able to bring him to town. Prior to his class, we did the best we could to publicize this thru our newsletter, by passing out fliers and by making phone calls. It was interesting to me that while some of the shops attending actually saw the flier and called to reserve their place, many of the shops attending were there as a result of numerous phone calls to convince them that it was a good idea. I was personally responsible for a few of these solicitations.

The after class opinion for some was that it was below their expectations but at the same time everyone agreed that they left with something good and all agreed that it was worth the time and investment. There is no bad class if you learn something. In many cases, you might not learn much that is new but you get REMINDED of techniques that you might have forgotten or were no longer using effectively. I know a few shops that absolutely REFUSE to attend any class of this type because they honestly believe that there is nothing for them to gain. These shops will not commit to the time and expense to MAYBE learn something. I know a lot of shops that were called (by me!!) and were either too busy to attend or did not think it was worth the money. Most of these shops are struggling to survive. Some of these shops would think nothing about going out of town on a mini vacation and spending 3 times the cost of the class.

All of these non-attending shops look for and want things to change, but do nothing to help initiate it. I remember reading once that if you as a shop owner think training your employees is expensive, then see how expensive keeping them and NOT training is for you. It just makes sense. The same rule applies to owner, manager and service writer training. To those that just could not make it for legitimate reasons, hang in there and we'll do it again. To those that choose not to attend because of their denial or stubbornness, shame on you and good luck with your business.

To those that chose to take the class, I congratulate the 30+ attendees for being optimists and being able to look forward

Phil Unander

Terry Greenhut
Widely Recognized as
America's #1
Automotive After
Market Sales Trainer



IAPA Meetings

February 15th - IAPA Meeting
The speaker is Jon Cru. He will be discussing Social Media and how it can be good for your business.

February 21st - IAPA Meeting
Technet Shop Meeting at UCSB, all you need to know about coolant. Call Phil Unander for more information (805) 964-3545

IAPA Santa Barbara General Meetings are on the third Wednesday of each month at Mulligan's at 6:45 pm. Meeting and dinner \$20.

"Leaders in Automotive Service"

Independent Automotive Professionals Association

BAR Advisory Group Meeting 2/2/12



Clark Volmar and I made the trip up to Sacramento this week to attend the first Bar Advisory Group Meeting for the year. Sadly, the biggest news of the meeting was that Sherry Mehl, Bar Chief for the last few years announced her retirement as of 2/12/12. I think it would

be difficult to recall anytime that our industry and BAR have worked together as closely as we do now. I made sure to catch Sherry after the meeting to tell her that, and thank her from IAPA for her years of service.

Of particular interest is that the "Write it Right" booklet has been rewritten and is now in draft form. Industry is being encouraged by BAR to communicate any changes or suggestions in the next 2 weeks. Call Andrew Collada in the Sacramento BAR if you have anything you want considered. I thought there was supposed to be a copy of the draft at the BAR website, but as of this morning I don't see it. We will try to get it posted on the IAPA website.

Head of enforcement, Kristin Triepke, said they are still prioritizing unlicensed activity in their recent sweeps. During the public comment period, one gentleman complained that he had called in a rather large number of known unlicensed shops and never heard back from BAR. Kristin explained that an anonymous tip differs from a formal complaint, in that unless you were a party and suffered damages as a result of the complaint BAR cannot update you on what their investigations found.

The Smog program relicensing program is moving forward with education, and testing requirements for the 3 license program. There will be a "test only", "repair only", and "test and repair" shops starting probably midyear of 2013. This should have some interesting challenges in my opinion. Greg Garrett is an air quality engineer with BAR that is working on this

program. His contact is greg.garrett@dca.ca.gov or 916-255-4769.

Finally, BAR will be putting up a Facebook page in the next couple of weeks where people can write comments (be careful what you ask for), as well as access links to informational stuff.

That's it for this newsletter, although it would take many pages to go over all the items from this meeting. Feel free to call or write me an email if you have any questions. My info is in the front of the newsletter.

Jon McConnel

The "write it right" draft is on our website.
www.iapasb.com/writeitright.pdf

The Following Executive Orders For After Market Catalytic Converters Have Been Rescinded

Effective January 10, 2012. (D-562-53, effective January 20, 2012) The rescission prohibits the manufacturers, their agents, and any businesses connected with these converters from production, installation, sale, offer for sale, and advertisement of the converters. Distributors of these converters must stop sale and contact the manufacturers for procedures on product return.

Affected converters sold on or before their rescission date, are legal for use and installation in California. Affected converters sold after their rescission date, are not legal for use or installation in California.

Manufacturer	Executive Order	Converter Series Number	Rescission EO
Active Exhaust Corporation	D-646-1	44000	D-646-2
	D-280-33	110000	
AirTek, Inc. (d.b.a. CATCO)	D-280-42	710000	D-280-82
	D-280-43	610000/510000	
	D-280-46	710000	
	D-280-52	610000	
	D-280-53	110000/710000	
	D-280-62	610000	
	D-280-73	610000	
	D-280-77	110000/610000	
	D-280-79	110000/410000	
Car Sound Exhaust Systems (d.b.a. Magnaflo)	D-193-68	41100/41400	D-193-95
	D-193-88	47100/47200	
	D-193-90	44000/41000	
International Muffler Company (d.b.a. Cherry Bomb)	D-560-1	655000/655500	D-560-4
	D-560-2	656800/656900	
Miller Catalyzer Corporation	D-353-39	60000	D-353-64
	D-353-40	31000	
	D-353-42	45000/61000	
	D-353-61	12000/11000	
Valina, Inc. (d.b.a. CarTex)	D-562-53	104000	D-562-65

DIR Launches New Labor Enforcement Task Force To Battle California's Underground Economy



The Department of Industrial Relations (DIR) announces the Jan. 1 launch of the newly created Labor Enforcement Task Force (LETF). LETF is a collaborative effort between state agencies to combat the underground economy and to improve California's business environment where legitimate employers can thrive.

The primary partners of the LETF include DIR, the Employment Development Department, Contractor's State License Board, Board of Equalization, and the Bureau of Automotive Repair. LETF will also collaborate with the Department of Insurance, the Attorney General and Local District Attorneys, and others in affected communities. LETF will help ensure that workers' rights are protected and that hard-working, compliant business owners have an opportunity for healthy competition in California.



"The goal of LETF is to ensure fair and safe working conditions in all workplaces and promote a level playing field for employers through education and enforcement of state laws," said Labor and Workforce Agency Secretary Marty Morgenstern. "Labor law violators endanger workers and have an unfair market advantage over law-abiding businesses. We cannot tolerate businesses that skirt the law."

LETF's focus on collaboration, wider information-sharing and use of new technology for enforcement will ensure more effective targeting of businesses in the underground economy. This will help eliminate the worst violations of workers' rights and protections. The task force will also conduct outreach and education efforts to inform businesses of their rights and responsibilities under the law.

"This effort is using state resources judiciously in

a time of limited funding to allow key agencies to collaborate and direct their best efforts to fight the menace of the underground economy," said DIR Director Christine Baker. "Legitimate businesses grow California's economy; they are our economic backbone. It is the mission of LETF to see that those businesses are protected."

The goals of the workforce will be to:

- Ensure workers receive proper payment of wages and are provided a safe work environment.
- Ensure California receives all employment taxes, fees, and penalties due from employers.
- Eliminate unfair business competition by leveling the playing field.
- Make efficient use of the state and federal resources in carrying out the mission of the Labor Enforcement Task Force.

"By joining forces with other agencies conducting inspections, we can have a greater impact on stopping labor violations and the underground economy," said Christine Baker. "Collaboration will also save time and money by avoiding overlapping inspections and focusing our efforts on the egregious violators."

Businesses operating underground typically violate many laws designed to protect workers and our state's economy. These include: not paying income taxes, unemployment insurance or disability insurance; not carrying workers' compensation coverage; not paying proper wages; and not registering for required licenses or permits. These underground operations subsequently pay lower overhead costs which give them an unfair competitive advantage over legitimate, law-abiding businesses.

For more information on employer and employee rights and responsibilities, please visit www.dir.ca.gov.

Axia 

your partner in payment services

Welcome to your last Payment Service Provider!
for better SERVICE, SAVINGS & SECURITY...

Contact us now to begin a relationship!

R. Damon Perez

Direct: 888.324.2858

dperez@axiapayments.com

www.axiapayments.com/iapa

Independent Automotive Professionals Association

Southern California Edison

Edison SmartConnect is Southern California Edison's (SCE's) smart metering program which will start deployment this February. Attached are a Program Overview and Delay List question and answer document. We have actively engaged in community outreach since last year and will continue to do so as you will see listed community events below.

Please review these materials at your convenience and share with your respective organizations. Please contact me directly should you have any questions.

Schedule for deployment:

Customer letter mailing re: Edison SmartConnect program: Early February 2012
Cell Relay and District Transition End-point Deployment: February 2012
Mass Deployment Start Date: March 2012
98% Saturation Target Date: June 2012
Total District Volumes: 86,220



Community events and educational outreach:

EmPower Community Event: January 31
Solar Workshop: March 6
Earth Day: April 21-22
Working on a CARE/FERA event for February



Delay List:

SCE has a delay list in place. This means a customer's smart meter installation will be postponed until the California Public Utilities Commission (CPUC) completes its regulatory process regarding opt-out. Once a customer's request has been received, it will take one business day to process the delay request. SCE will make best efforts to accommodate the delay request and postpone the smart meter installation. If an alternative solution becomes available, we will work with our customers to exercise their option to opt-out, if they choose to do so.

Feel free to post this Edison SmartConnect contact information on your website:

Web: www.sce.com/SmartConnect
Email: edisonsmartconnect@sce.com
Phone: SCE: 1-800-810-2369

Patricia Bartoli-Wible
Southern California Edison
Local Public Affairs Region Manager
PH: (805) 683-5237
Email: patricia.bartoli-wible@sce.com



Luncheon Event Honoring Certified Green Businesses

Businesses that have achieved certification during the past year as "green" businesses from the Green Business Program of Santa Barbara County (GBPSBC) will be honored on Wednesday, February 15, 2012 during a luncheon from 11:30 a.m. to 1:30 p.m. at the Santa Ynez Valley Marriott, located at 555 McMurray Road in Buellton. Rick Crandall, Director of Environmental Stewardship for Albertsons, Southern California Division, will serve as the keynote speaker. The cost of the luncheon is \$25.00 per person, if payment is received by February 8th or \$30.00 per person for payments received after that date.

The GBPSBC encourages employers and employees to protect, preserve, and improve the environment in solid waste reduction and recycling, environmentally preferable purchasing, energy and water conservation, and pollution prevention e.g. air quality, transportation and storm water runoff. This multi-jurisdictional, voluntary incentive program for environmentally conscientious businesses allows environmental agencies and advocates to provide support and to recognize participating businesses that implement good environmental management practices. It also focuses on publicizing businesses that are good environmental stewards. The GBPSBC educates job providers on incorporating resource conservation into their daily practices, as well as fostering a positive relationship among governmental agencies, the business community, and the public.

To obtain more information about the GBPSBC Luncheon and to RSVP, please visit the GBPSBC website at www.GreenBizSBC.org. For additional information, please contact the Buellton Chamber of Commerce and Visitors Bureau at (805) 688-7829 or send an e-mail message to Kathy@buellton.org. RSVPs are requested by February 8, 2012. Checks should be made payable to the "County of Santa Barbara" and sent to: County of Santa Barbara Public Works Department, 130 East Victoria Street, Suite 100, Santa Barbara, CA 93101, Attention: Alan Nakashima.



Are You
Certified?

Independent Automotive Professionals Association

WOULD YOU LIKE YOUR SHOP TO BE BUSIER?

**WOULD YOU LIKE TO GROW
AND IMPROVE YOUR PROFITS?**

**ARE YOU LOOKING FOR SIMPLE, EFFECTIVE
SOLUTIONS TO HELP YOU SUCCEED?**

**IF YOU SAID YES TO ANY OF THESE
QUESTIONS JASPER ENGINES AND
TRANSMISSIONS WOULD LIKE TO
INVITE YOU TO...**

**Thursday May 17th 2012
Hilton – Woodland Hills
6360 Canoga Ave
Woodland Hills California 92821
818.595.1000
6-10pm Dinner at 6**

STRIVE TO *Thrive!*

The program "*Strive to Thrive*" was designed by JASPER's Customer Advisory Group to help independent garage owners like you GROW and be MORE PROFITABLE. Strive to Thrive has been tested in 25 major cities across the United States with amazing results!

What is the cost? We ask for just four hours of your time. We also encourage you bring partners, key associates, as well as close family members.

Strive to Thrive will be presented by Doug Bawel; President and CEO of Jasper Engines and Transmissions. Doug will share with you over 50 ideas that work, plain and simple.

Doug's biggest commitment is helping others. He believes in the success of the small independent business operation, and has devoted a large portion of his life learning and developing

processes to strengthen the foundations that build better automotive businesses.

In 2006, when Doug retired from ownership of Penske Jasper Racing, he saw a need for new transmissions for NASCAR's "Car of Tomorrow". In less than 10 months it was on the track. The first year it won multiple races in the Sprint Cup Series.

Kyle Busch, Denny Hamlin, and Michael Waltrip, are just a few of the drivers using the Jasper racing transmission. This transmission was also in 14 winning cars of the 2010 Cup Series.



**Doug Bawel-CEO
Jasper Engines and Transmissions**

- 1973-1976 Ruxer Ford
Youngest member of the
"Ford 500 Club"
- 1976- Present
Jasper Engines and Transmissions
- President -Jasper Motorsports
- President of Penske/Jasper Racing
- Managing Partner of Penske
Jasper Engines

Please FAX your request to 909-923-8870

Company Name _____
Phone _____
Attendees _____
Email _____

Dinner will be provided. In order to help us with catering, please mark the following meal option.

Beef

Chicken

Independent Automotive Professionals Association



Pictures – January 18, 2012

IAPA celebrated its 5th Anniversary and they said we couldn't do it! Well we had a hard time getting the candles to stay burned out that was for sure.

The new Board of Directors was installed by Mike Mahneke.

Jimmie Rosebro was honored with an Honorary Lifetime Membership. Gene Granaroli and Irene were there to help Jimmie celebrate along with many members of her family. Jack Rosebro, hybrid extraordinaire helped make sure we knew about the history of Rosebro's Garage in Carpinteria.



Family Business Mistakes

By Gary McCoy, Fairway Communications

(http://workshop.search-autoparts.com/_Family-Business-Mistakes/blog/5621205/31710.html?cid=95879)

In a recent presentation to the Spring Manufacturers Association (SMI), Joe Murray of First Financial Group reviewed six mistakes that can most commonly prove disastrous for family businesses. He provided attendees with a risk barometer to help assess the health of their business.

Murray said the most common mistakes that family business owners make are contained in these statements:

1. "I know what my business is worth."
2. "I'm too busy running the company."
3. "That'll never happen to me."
4. "There's plenty of time for that."
5. "My business is my retirement."
6. "You can't beat Uncle Sam."



Murray said every family business needs to have a succession plan and a team of advisors in place. Why? So there is a way to transition the business to the next generation. He said this is especially important because the odds of a family business surviving to the second or third generation are difficult without this.

"The automotive class kid is good - First in his class in Phi Hubba Kappa."



1-800-Radiator


1-800-723-4286

Call On The Leader

- Radiators
- A/C Condensers
- Largest Inventory in America
- Fast Delivery
- OEM Quality & Fit
- Lifetime Warranty
- Labor Coverage
- Free Shipping



(805) 642-1157
Andre Barbeau
Owner Operator

 Independent Automotive Professionals Association	
Santa Barbara Chapter President	
Phil Unander	(805) 964-3545
Santa Barbara Chapter Vice President	
Manual Escobar	(805) 965-1540
Santa Barbara Chapter Secretary	
Tim Kitt	(805) 962-6633
Santa Barbara Chapter Treasurer	
Steve Bowman	(805) 965-5051
Santa Barbara Membership Chairman	
Grant Lee	(805) 966-3649
Santa Barbara Chapter Board Member	
Jon McConnel	(805) 969-1357
Santa Barbara Chapter Board Member	
Ron Cooper	(805) 730-0084
Santa Barbara Chapter Board Member	
John Hurley	(805) 962-2404
Santa Barbara Chapter Board Member	
Henry Hinck	(805) 962-8015
Santa Barbara Chapter Past President	
Hunter Self	(805) 969-4147
Central Coast Contact	
Geoff Lyons	(805) 238-0477
Newsletter / Web	
Mike Pickett	mpickett@groupprofessionals.com 968-4680
Santa Barbara Chapter Education	
Bob Stockero	(805) 965-0581-X2836
IAPA Chairman of the Board	
Clark Volmar	(805) 966-3649
IAPA Attorney	
Robin Unander	(805) 962-5949
IAPA Merchant Services - Axia	
R. Damon Perez	(888) 324-2858
IAPA Government Affairs	
Jon McConnel	(805) 969-1357
Nikki Ayers	(805) 845-4242

“Leaders in Automotive Service”



P.O. Box 6953
Santa Barbara, CA 93160-6953
Phone (805) 845-4245
www.iapasb.com

Uniform & Linen

Service!

*Locally Owned and Operated
Since 1930*

Linen Service

Table and Kitchen Linen
Bed and Bath Linen
Aprons and Towels
Grill Pads

962-7687
Santa Barbara

Industrial Service

Industrial and Career Uniforms
Dust Mats and Mops
Shop Towels and Rags
Restroom Supplies

963-0414
Santa Barbara



Mission Linen Supply
MISSION LINEN & UNIFORM SERVICE



Mike McCoy
Area Sales Manager

Robert V. Jensen, Inc.
IAPA Charter Member

*Quality Products at
Affordable Prices*

Toll Free: (800) 366-8210
Cell (861) 364-2275
mmccoy@rvjensen.com



Quality Auto Care



Darby Jones

5737 Thornwood Drive
Goleta

Phone 805-681-0021
Fax 805-681-0302
darby@mahneke.com

www.mahneke.com

LOVE'S 24 HOUR SERVICE TOWING

**ANYWHERE, ANYTIME
SERVING SANTA BARBARA SINCE 1961**

RADIO DISPATCHED, DAMAGE FREE TOWING
WHEEL LIFT TOWING FOR EXOTIC CARS, BUSES, & R.V.S
CAR CARRIER FOR SAFE LOCAL & LONG DISTANCE TOWING

CHECK OUR LOW RATES

(805) 966-2916

24 HOUR PHONE

Specializing in

Rolls Royce, BMW, Ferrari, Motorcycles, Porsche

211 E. Haley St., Santa Barbara



Newsletter Advertising

Business Card
\$60 per quarter

5 x 3.5 \$120 per quarter
Classified

Please call for rates