



THE ROADRUNNER



The Auto Trades Bulletin for Businesses in the Automotive Industry

Automotive Service Association of Arizona

A Message from the Chairman



Dan Guido, AAM is the owner of Tony's Service Center in Phoenix, President of the Phoenix Chapter and elected to State Chairman at the June 09 State Board Meeting.. He can be reached at 602-264-9866 or email at phxguido@yahoo.com

Like many of you I have been concentrating on my business. We had some tough months, they are behind us now.

We need to work to bring members back that left during the economic down turn. I am willing to work with any member that has financial issues that forced them to end their membership. I feel it is time to talk to fleet owners and get them involved with out association, don't forget that we are an association representing both collision and mechanical members. Most of all when fellow members call for assistance listen and take and interest in their issue.

Everyone you talk to that is in the automotive field needs

to be in the association. All of your vendors should be associate members. If they are not, please consider those that are and the commitment they have made to the ASA. Each of our vendors is planning something new for 2009/2010.

Please give them the opportunity to talk with you at all times.

Luz Rubio our executive director and her assistant Lu are prepared to facilitate any need that comes up. Please don't allow yourself to be annoyed by any product we broker, call us and tell us to get it fixed, now!

There are several activities planned for the industry, get involved!

- Phoenix Chapter will be scheduling a mixer soon, sponsored by LKQ
- Tucson Chapter scheduled a Super Service Advisor Training Class sponsored by BG
- Verde Valley Chapter is scheduling speakers at their monthly meetings; call Dave Wittmayer to find out who is on the agenda for their upcoming meeting.
- Yuma is meeting on the last Wednesday of the month and is also scheduling speakers.
- NAPA is planning a management seminar by Vin Waterhouse.
- Leading Edge is bringing back Margie Seyfer in October to conduct several seminars in Phoenix and Tucson – look for details!
- CARS / NACE is coming up on November 3-7 at Mandalay Bay in Las Vegas – Use Code 24L when you register online.
- Sunrise 2010 will be scheduled in Prescott, details and location are being confirmed.

When considering any advertising, always use the ASA logo, promote the association. When referring a customer, refer them to an ASA member; visit the shop locator at www.asaaz.org to find a member shop.

For those of you whose businesses are running like a top, consider a term on the board, we need new ideas and all different kinds of influence from every background. I am proud to be your Chairman, call me anytime 602-550-4715 or e-mail phxguido@yahoo.com. Enjoy the rest of the summer and get prepared for a profitable winter.



Thank You to Our Sponsors



The Automotive Service Association of Arizona

5060 N. 19th Avenue, Suite 216

Phoenix, AZ 85015

602-544-2600 Fax: 602-544-2277

info@asaaz.org www.asaaz.org

Highlights of Sunrise 2009 Convention.

“The 2009 Sunrise convention was fabulous! The hotel was roomy and nice. Our class with Kelly Bennett was outstanding. Kelly re-enforces the good things we are doing and encourages us to step out of the box and do some new things. I hope Kelly comes back next year! We also received some great deals from the vendors. “



“While it was scaled back, it also produced the most dynamic instruction for both technicians and management that I can recall”

“The meeting of old friends, and making new ones, capped a great day. If you have never attended a Sunrise, plan on next year- their value is always worth more than the pittance we spend, in either dollars or time.”



I took four technicians to the event and each of them were thoroughly satisfied and enthusiastic about the training they received This will reap dividends for our company for years to come!!!



Thank you to our Sponsors

Without the support of our sponsors, we (ASA AZ) could not afford to bring speakers like Kelly Bennett and Dean Parsons to Phoenix to offer a full day class and only charge \$25. These vendors not only offer quality products to our members, but also support the association and the industry. Please support them.

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Affiliate Assembly Representative
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Staff: Luz Rubio

Executive Director
602-544-2600 luzrubio@asaaz.org

ASA Newsletter—The Roadrunner

Is owned and published by the Automotive Service Association of Arizona, representing businesses in the automotive industry. This newsletter is published at least 11 times a year and is for information purposes only. The contents of the newsletter including editorials do not necessarily represent the views of the association.



The Automotive Service Association of **Arizona** is an affiliate of ASA, the largest not-for-profit trade association of its kind serving automotive service professionals. ASA is dedicated to and governed by independent automotive service and repair professionals. ASA's international membership base includes numerous affiliate, state and chapter groups from both the mechanical and collision repair segments of the automotive service industry.

ASA advances professionalism and excellence in the automotive repair industry through education, representation and member services. ASA's national office is in Bedford, Texas. For additional information about ASA, including past news releases, go to www.asashop.org, or visit ASA's legislative Web site at www.TakingTheHill.com.

Tech Tip from Denny



Denny Mandeville, AAM is the owner of Canyon Automotive in Sedona and the Verde Valley Chapter President he can be reached at 928-282-4424

Every class I attend, I learn something new, sometimes several new things. At this year's Sunrise, I took the electrical class not expecting to learn too much more than I already knew; it was more for support of my son, who still is in the 'electricity is magic and super natural' stage. Dean Parson, the instructor, and I hit it off pretty early when it became apparent he and I were the same age and had similar backgrounds. He also saved me some work as he provided most of the tidbits for a tech tip column.

Anyway, one of the best things he taught- almost as an aside- was how to identify GM's connector locations. We have all been directed, in wiring diagrams and repair trees, to test certain connectors, labeled Cxxx, or Gxxx, but are faced with where do we find the *#*@* thing?!. Here was the tidbit—the area between the radiator core support to the fire wall is numbered in the 100's, rear of firewall to rear of driver's seat is 200's, rear seat area to rear deck is 300's, and trunk is the 400's. Imagine a line along the old transmission hump, front to rear, GM assigned the even numbered connectors to the right side of the vehicle, and odd numbered connectors to the left. The lower the number the more forward it is in the compartment, meaning the numbers get progressively higher the further back they go in the compartment. The same numbering system is used with the left and right designation- the closer to midline the lower the number, getting higher as they move outward from midline. This bit of information, alone, paid for the class.

Next tip- I have made this suggestion before- and I usually perform this on the weird drivability or electrical issues I am chasing, but it is worth repeating. Check the alternator and charging system very early in your diagnosis. Dean and I differ on how to check for stray AC, and I believe my method is more accurate, so I will give my version first. Test for AC voltage by connecting the positive voltmeter lead to the B+ stud in the alternator, and the negative lead to the alternator frame, selector switch on AV volts. Load the charging system with lights and fan- you should have no more than .3 volts AC. Anything more than .3 volts and the computer will not be happy. Another quick method is to use your favorite charging system tester. Load your charging system and select whatever term your tester uses to check the diodes. Some testers call this test "ripple". Dean feels you can test at the battery, using a meter, with the system loaded. This is, essentially, what your AVR/VAT 40 is checking. One of the important things to remember when checking AC voltage is this is not an absolute/accurate figure- AC voltage readings are AVERAGE voltage.

Another tidbit is to use the section in the repair manuals called "circuit description" which describes how a circuit is supposed, or designed, to work. Using the "circuit description" can help to understand what voltage is expected where, what loads are intended and using what parameters- generally being a time saver while diagnosing an otherwise diffi-

Welcome New Members

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ASA Leaders Meet with Sponsor of McCarran-Ferguson Repeal Bill

The Automotive Service Association (ASA) hosted a Capitol Hill Fly-In event in Washington, D.C., recently for its collision repair members. ASA members met with their representatives and senators to discuss insurance reform, among other issues.

On Wednesday, July 29, ASA leaders met with Rep. Gene Taylor, D-Miss., sponsor of U.S. House Bill 1583, which would repeal the McCarran-Ferguson Act. Since 1945, insurance companies have had a "limited" exemption from federal antitrust laws that apply to most other industries ensured to them through an act of Congress. The McCarran-Ferguson Act provides that federal antitrust law applies to the "business of insurance" only to the extent that such business is not regulated by state law. The anti-competitive consequences of McCarran impact both consumers and small businesses that have to deal with insurers.

ASA supports H.R. 1583, which is co-sponsored by Rep. Peter DeFazio, D-Ore., because:

- Insurers have argued that this exemption allows them to keep insurance rates low. This is simply not the case. A competitive marketplace will only enhance consumers' options.
- The state insurance regulatory structure has failed for consumers and collision repairers. Without federal regulatory recourse, consumer and small business complaints are left to generally ill-equipped state regulators. After years of complaints, many states lag in addressing important consumer and small business property and casualty issues: i.e., consumer steering, insurer pressure to use inferior auto parts, paint caps, etc. These problems are increasing for consumers and repairers, not decreasing.
- State regulators are less likely to recruit top professional employees to oversee increasingly complex insurance products offered by insurers as well as deal with more complicated insurance issues that arise. Federal regulators have access to a degree of human resource and other capital that state agencies do not enjoy.



For details visit our website: www.asaaz.org—under Member Services tab.

ASA Testifies at NCOIL Property-Casualty Insurance Committee Hearing *ASA Opposes Airbag and Crash Parts Model Bills*

The Automotive Service Association (ASA) testified before the National Conference of Insurance Legislators (NCOIL) Property-Casualty Insurance Committee on NCOIL's Model Laws on Auto Airbag Fraud, and Motor Vehicle Crash Parts and Repair proposals.

ASA is very concerned about the use of salvage airbags and discourages their usage. NCOIL's airbag fraud proposal left open the option of using salvage airbags. While the use of salvage airbags can reduce cost, ASA believes that safety could be severely compromised and that shop owners could be placed at risk for installing salvage airbags. ASA recommends that all shops inquire with their insurance carriers before installing salvage airbags regarding coverage and increases in rates and get this information in writing.

In comments relative to the NCOIL Motor Vehicle Crash Parts and Repair bill, ASA supports state disclosure laws that require insurers and auto collision facilities to obtain the express written consent of vehicle owners before installing replacement crash parts.

ASA member Harry Moppert, owner of Moppert Brothers Collision Services Group in Morton, Pa., testified on behalf of ASA. In comments regarding the airbag fraud draft, he stated: "Although the proposed model legislation before your committee includes elements that make some significant improvements to the current law, it fails to address a critical issue; salvage airbags should not be used in vehicle repair ... Repairers want to use original equipment manufacturer (OEM) airbags where reliability and performance are tested, warranted and proven."

With regard to the crash parts bill, Moppert went on to suggest: "Aftermarket crash parts, certified or not, do not assure consumers or repairers that they are equal to OEM. The quality and safety requirements, particularly for offshore parts, may or may not be evident for certified aftermarket parts. Parts certification in the United States has been very limited in scope. With 3 percent or less of the aftermarket parts being certified, there is little assurance from any data on quality and safety that can be gleaned for policy discussions. If the Committee opts to pursue the Model Crash Parts and Repair Act, ASA suggests that you limit the scope of this proposal to a formal consumer notice and written consent process applicable to any parts used in the repair, whether they are OEM, aftermarket, certified aftermarket or salvage."

Moppert's complete statement can be found on ASA's legislative Web site, www.TakingTheHill.com.



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