



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

How is business? I hope it is great. We are getting ready to kick off a new partnership with Federated Insurance. We are requiring their agents to contact everyone and give comparative quote. I know that sounds time consuming or fantastic depending on who you are.

Owners are responsible for cutting cost and increasing service with all of their vendors. Are you a NAPA auto care member buying on-line? Do you have First Data's credit card program (the lowest in the state)? Who is handling your worker's comp, no other companies besides State fund and Republic are giving you a deviation and the association a rebate? These are some of the companies that are serving you and the association. Every vendor you deal with needs to be on notice, if their not, jettison them and move to a company that will.

We have a new service for members, Bob Hickman seminars. These classes are for the owner and key person who need better communication. Working and communicating together are the true keys to better profits and retirement. Bob is going to hold a series of six classes that everyone in business can prosper from. Bob is willing and eager to go to all parts of the state. If you have a group in Yuma, Tucson, Flagstaff, etc. Then there is no need to travel to Phoenix. Don't miss these classes, information like this goes for thousands of dollars.

Sunrise will be back in Prescott at the Prescott Resort and Conference Center, newly renovated and eager for our business. Please mark off July 9th, 10th, and 11th. Please feel obligated to sign up and provide names for potential sponsors. You don't need to call them, but give us the numbers and contacts.

I hope some of you are going to ASRW(CARS) show in Las Vegas. I will be staying at the MGM and wondering around at the Mandalay Bay. Great training and fun second only to our own Sunrise convention. Please call me or come by for a visit, any problems with the association or vendors we recommend, phone 602-550 -4715. Email phxguido@yahoo.com. Good luck and thanks for reading.

Maricopa County Air Quality Department And

The U.S. Environmental Protection Agency

Invite you to attend one of the following

Auto Body Shop Seminars

To learn about the new federal regulations (40 CFR 63, Subpart HHHHHH) for emissions from spray painting operations including equipment, facility, recordkeeping and training requirements.

Speakers from Maricopa County and U. S. Environmental Protection Agency will make presentations. There is no admission fee. **You must pre-register.** Plenty of free handouts, guidance documents and information packages will be available at these seminars.

You may attend Seminar #1 or Seminar #2. Both seminars have same agenda and speakers. **Pre-register via email or telephone by contacting:**

Sean Vandale: svandale@leadingedge-az.com, 480-966-8819 or

Fred Millan: millanf@finishmaster.com, 602-295-0880 or

Jess Lotwala: JLotwala@mail.maricopa.gov, 602-506-6735

When registering please provide the following information:

- 1) The names of all attendees
- 2) The name of the business
- 3) A contact phone number
- 4) Whether you are registering for Session I or Session II.

Date: Saturday, November 14, 2009

Seminar #1: 8:00 a.m. – 12:00 noon

Seminar #2: 1:00 p.m. – 5:00 p.m.ate: Saturday

Location:

Phoenix Convention Center, 100 N 3rd St., Phoenix, AZ 85004-2231 Both seminars will be held at the Phoenix Convention Center, Room West 106 A-C (Street Level, West Building Meeting Rooms), 100 North 3rd Street, Phoenix, AZ 85004. There is a light rail stop at 3rd Street and Washington/ Jefferson Street near the Phoenix Convention Center.

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

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928-783-8808 rmccloud@theriver.com

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602-544-2600 luzrubio@asaaz.org



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.

Meetings & Events

For details of these meetings, please contact your Chapter President listed on this Page.

October 20 Verde Valley Chapter
George Pacion-Jasper Engines
"Selling Expensive Repairs in Hard Times"
RSVP to Ann Anderson 928-282-9264

November 4-7 ASRW—Automotive Service &
Repair Week
CARS & NACE
Mandalay Bay Convention Center
Las Vegas, NV
Registration code for AZ: 24L

November 10 Tucson Chapter Meeting
RSVP to Jacqui 590-

November 14 Maricopa County & EPA Present
Body Shop Training
Convention Center

November 17 Verde Valley Chapter
Todd Bassett of Cintas, Speaker
RSVP to Ann Anderson 928-282-9264

November 23 Recycled Rides Presentation
Capital at 2:00 p.m.

January 20 Prescott Chapter Meeting
6:30 p.m.
Contact Marissa for details 928-778-2231

Yuma Chapter meets regularly for breakfast meetings and once a month for dinner. For details contact Mike at 928-941-9640

Management & Technical Training—There is ongoing training being offered around the state. To get information on the topics being offered and details visit our website at www.asaaz.org, go to Training and Events.

**Questions, call the ASA AZ office 602-544-2600
Visit our website at www.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.



Canyon Automotive, Sedona, Arizona - Denny Mandeville, AAM, Owner

Thank you! ASA Members...

Our local flood is history now, the media has moved on to other, more current/exciting, things, and we are left with the mundane clean up issues. FIRST, and foremost, I want to thank those ASA members who came over to help us here in Canyon Automotive. The water hadn't fully left the building when **Ann Anderson from Anderson Automotive** down the street was up here checking us out so see whether we needed help. It can be said this flood of water was very localized and capricious- the shop next to me had no water in it, and neither did Anderson Automotive a few hundred yards away, while we had over 11" water on the back wall. One look at the aftermath and she had help on the way. **Warren** went home and loaded their tractor onto a trailer and was here within the hour. They cleaned space in their shop for us to store equipment and then stayed with us until dark doing the muck work. **Dave Wittmayer, from HEFR** over in Camp Verde came over with shovels and (most importantly) food and water. We got much of the mud out of the shop that first night and were actually able to perform some repairs the next day. Granted, we were limited to one service bay- but we were generating revenue. **Pat DeFrense, from Beaver Creek Service Center** was here early Friday, as were the Andersons. A tow truck driver from **Sedona Service Center** brought over his little tractor and Gannon for me to use until when-ever. With this help we were able to remove the majority of mud from the shop, apron, driveways, and started working on the tool box drawers and equipment. By closing Friday the driveways were clear, the mud (3 1/2 dump truck loads) was heaped to one the side and we were functional. Saturday, **Herb Freeman from Herb's Truck and Auto** was over helping in the sort it/toss it mode. I had to build side boards on the dumpster to contain the material we were tossing. We had been blessed with the help from fellow shop owners, fellow members of ASA. I point this out because there were two other shops in town that suffered damage- but I hadn't heard of a single case of other shop owners/employees going over to help them. Great big THANKS to all who took time out of their business to help another shop get back in business, a gentle reminder we are not competition to one another- we are fellow shop owners with different customers.

My 500 gallon waste oil tank floated out of its containment basin (and if it hadn't hit the waste tire stack, would have been downstream somewhere) and so did my waste antifreeze barrels (they did go downstream). The new antifreeze, inside

the shop, didn't float, but the spill pallets were full of flood water/mud, but with barrels sitting on themoh well. Oil bottles became floaters- and as our helpers picked up the floating bottles out of the water (and later mud) and placed them wherever it was handy- finding them became an Easter egg hunt- 3 weeks later and I'm still finding odd bottles of Honda fluids. None of the shop computers were damaged- but the UPS units were flooded and emitted Orwellian wails of distress until the batteries were physically removed. I have many nuts/bolts/stuff in stacked drawers- the bottom two drawers in each stack had to be cleaned of mud. My Century brand file cabinet suffered no loss to files-I recommend that file cabinet to anyone- but all our other bottom drawer files were ruined. The list goes on and on. But the losses/down time could have been far higher except for the help from our Chapter. Another benefit of belonging to the ASA. This said, some things I have learned from this experience- Don't call and ask if you can help- come over. The person going through a trial is probably going to tell you" no"- because they don't want to inconvenience you. They are having a hard enough time and don't want to become a burden for someone else. If it's bad enough to warrant help- show up and pitch in.

Next thing I learned- if you are in the position of disaster, assign someone to be the straw boss. When everyone is coming to you to ask 'what do you need me to do', it becomes overwhelming. Have the volunteers get their assignments from the designated straw boss so you can oversee the general mess.

I also learned that we, as a breed, are pack rats. Stuff that 'might be useful someday' really is clutter. I still had a hard time letting some stuff go- but the cleanup was being blocked by all that 'maybe useful' stuff. Time to let go of that ring & pinion from some year GM, and that intake manifold with the 2GC carburetor- out it goes. Didn't know I had so many 2/3 empty paint cans, in so many places. And those Eaton 2 speed axle switches- sorry, out they go (finally). Actually got \$25 for my steel 'treasures' pile.

You can't protect against every calamity- flooding certainly wasn't high on my potential problems, but it could be fire, wind, rain- just can't predict or protect against all of it. But- I did learn that bottom shelves should not be depositories for water damaged items.

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

This one from Jasper Engines; the AWD versions of front wheel drive GM vehicles using the 4T65E transmission were suffering from repeat failure after replacement. The new transmission would be properly installed, and would fail on the test drive almost. The root cause was found to be the transfer case planetary set up. These units share fluid and when the transfer case failed the contaminated fluid was also in the transmission, causing it to fail before the transfer case. In response to this Jasper is selling the transmission with a rebuilt transfer case already installed to cut down on warranty and customer satisfaction issues. So, if you have an AWD GM product and the 4T65E transmission failed, it may have its root failure in the transfer case. Additionally, the transfer case is difficult to install correctly and without damaging the seal- a damaged seal could cause oil starvation of the transfer case. Be aware of this when quoting a replacement/repair. Just did a favor for another tech/shop by replacing an injector in his 6.0 Ford. I had lubed the o-rings with oil and tried to install the injector by hand- but it only seemed to go down so far before the hold down had to be used to pull it down the

rest of the way. Long story short- cut an o-ring and the engine was blowing copious amounts of white smoke. Because it takes less time to perform a repair the second time it wasn't all that bad to pull everything apart and it was easier this time. You can't twist, or wiggle, this injector to guide the o-rings past the lands, so, instead of oil, I used silicone lube this time and everything seems to be okay this time around. Or, maybe, it was because I took more time putting it back together. Posting this one as a "watch out" note only. Or, as my friend Warren Anderson, from Anderson Truck and Auto, says; "Just say no to a 6.0".

Just like my tip for removing oil from the cylinders when removing injectors on a 7.3, I used the same technique to remove excess fuel from the cylinder using a small diameter tubing on my vacuum oil remover. Much less messier than cranking the engine over.

ASA AZ Credit Card Program



Mark Fosatti, Account Executive
602-689-0210
Bristol Leos, Account executive
602-705-2287

Working Together, Sharing Together

Automotive Service
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now recommends
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For more information, contact either:



Kitty Boso
1-800-962-9990



Humberto Cruz
1-800-527-5999



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How to Identify Workers' Compensation Fraud

Top 10 Warning Signs

- **Monday Morning Reports**

The alleged injury occurs first thing on Monday morning, or the injury occurs late on Friday afternoon but is not reported until Monday.

- **Employment Change**

The reported accident occurred immediately before or after strike, job termination, layoff, end of a big project, or the conclusion of seasonal work.

- **Suspicious Providers**

An employee's medical providers or legal consultants have a history of handling suspicious claims, or the same doctors and lawyers are used by groups of claimants.

- **No Witnesses**

There are no witnesses to the accident and employee's own description does not logically support the cause the injury.

- **Conflicting Description**

The employee's description of the accident conflicts with the medical history or First Report of Injury.

- **History of Claims**

The claimant has history of a number of suspicious or litigated claims.

- **Treatment is Refused**

The claimant refuses a diagnostic procedure to confirm the nature or extent an injury.

- **Late Reporting**

The employee delays reporting the claim without a reasonable explanation.

- **Claimant is hard to reach**

The allegedly disabled claimant is hard to reach at home.

- **Changes**

The claimant has a history of frequently changing physicians, changing addresses and numerous past employment changes.

Experience shows that when two or more of these factors are present in a workers' compensation claim, there is a chance the claim may be fraudulent. Remember though, that these are simply indicators. Many-and some accidents have no witnesses.

Labor Law Posters

ASA gives members easy access to state and federal labor law posters. This benefit simplifies the task of locating the necessary information employers are legally mandated to post in the workplace. 1-800-272-7467

A message from SCF of Arizona...



If your shop has any outstanding claims, please contact your adjuster to determine what it would take to close out the claim before the end of the year. Many work comp. carriers will review premiums for the following year and consider any outstanding claims. Consider implementing a return to work program for employees putting them on light duty or assigning them other tasks that will help with their recuperation.

Welcome New Members

Mechanical

Arizona Import Service

Joel Bartko
1833 E. 3rd Street
AZ Tempe 85281
480-966-5913

Collision

A & D Auto Body

Sue Serqua
16040 N 75th Ave
AZ Peoria 85382
623-979-5325

Parker Automotive Specialists

Mike Parker
5109 E. Speedway Blvd.
AZ Tucson 85712
520-323-1960

Associate Member

International Minute Press

Larry Proulx
4025 E. Chandler Blvd, #42
AZ Phoenix 85048
480-496-5966

Will's General Auto Repair, LLC

Will Marsh
4657 E. 1st Street
AZ Tucson 85711
520-881-0407

Federated Insurance

Humberto Cruz
5701 W. Talavi Blvd., #299
AZ Glendale 85306
800-527-5999

New Member Benefit

Need Printing Services?

At International Minutemen Press, ASA members will be given the best price possible. You must identify yourself as an ASA member when you call for a quote.

480-496-5966

Services provided to all members statewide.



Associate Members

Looking to bid out a service, contact one of our associate members!

Air Conditioning Parts & Kits

AAPAK Gary Stinson 602-254-1116

Automotive Part / Supplies

Autohaus Arizona, Inc. Carolyn Lefebvre, 602-243-4287

AutoZone Brian Abraham, 602-758-5381

Charleston Auto Parts Jim Cardy, 928-753-5571 (Kingman)

Jasper Engines & Transmissions Mike McDonald

800-827-7455 xt 1528 (statewide)

Merle's Automotive Supply Steve Sattinger, 520-622-3526 (Tucson)

Monty's Motor's Greg Montoya 520-458-2061 (Sierra Vista)

NAPA Auto Parts - Ryan Hennessy 602-538-5087 (District Center)

NAPA Auto Parts - Kingman Tammy Green, 928-753-2188

NAPA Auto Parts - Yuma Russ Clark, 928-341-4688

Off Road Buggy Supply Rich Binder, 928-783-6265 (Yuma)

Rieth Auto Bob Curtis, 480-962-4211 (Mesa)

Safety Kleen John Petty 480-250-3836

Santan Honda Superstore of Chandler, Dan Murphy 480-285-2804 (Statewide)

Southwestern BG, Inc. Doug Garrison, 520-742-6936 (Tucson)

Tri-City Automotive Warehouse

Tom Hartenbower, 480-892-7732 (Phoenix)

Car Rental

Enterprise Rent-A-Car Glenn Zeldin 602-818-8075

Customer Relations Marketing

CustomerLink Jenna Allen, 888-942-5448 (statewide)

W8TER Jon Janas, 602-999-5100 (statewide)

Collision Industry Vendors

A-1 Automotive Refinish Troy Schooley 888-489-6338

ALLDATA Derrick Hoelscher 602-809-4242 (Phoenix)

800-795-1525 asa@alldata.com (statewide)

Audatex Everardo Keeme 602-237-3375

Camelback Toyota Parts Dept. Ben Barringer 602-264-2841

Enterprise Rent-A-Car Glenn Zeldin 602-818-8075

Ever-Ready Glass Frank Thomas 602-235-6002

Insurance Auto Auctions Charlie Sanders 602-305-5345

Leading Edge of Arizona Tom Lantz 480-966-8819

LKQ All Models Randy Smith 602-470-4580



July 9, 10, 11, 2010
Prescott Resort
& Conference Center

Save the Date!!!!

Diagnostic Software

ALLDATA Derrick Hoelscher 602-809-4242 (Phoenix)
800-795-1525 asa@alldata.com (statewide)

Equipment, Hoists, Lifts, etc.

ACM Equipment, Andy Menard 520-991-5726

David Blatt LIFTCO, Inc. David Blatt, 520-615-0992 (statewide)

Leading Edge Automotive John Rang, 480-894-9661 (Tempe)

Metro Plating, Inc. Kim Brown, 480-833-8453 (Mesa)

Gordon-Darby, Inc. Anne Hagerty, 602-437-8041 (Phoenix)

Environmental Consultants

Van's Environmental Service Brian Vance, 623-674-8267

Insurance

The Argus Group 800-777-5300 (statewide)

Dave Perolis xt. 106 Jim Groff xt. 105

Commercial Insurance Specialists, LLC.

Greg Golucci 480-612-1671 (statewide)

Federated Insurance Humberto Cruz 800-527-5999

Kitty Boso 602-944-5566

The Mahoney Group Paul Engles 623-215-1309

Workman Insurance Bob Workman, 520-531-1300 (Tucson)

Zurich Direct (statewide)

Angela Snow 480-262-8429, Mike McCoy 623-238-8792

Merchant Services—Credit Cards

First Data—Bristol Leos 602-705-2287

Mark Fosatti 602-689-0210

Referral Service (Online)

NARPRO—Jay Jennings 602-228-6217

Towing

Rapid Towing Ben Wilson, 928-445-7387 (Prescott)

Training

Auto Profit Masters David Rogers 866-826-7911 (statewide)

NAPA Auto Parts - Ryan Hennessy 602-538-5087

Tri-City Automotive Tom Hartenbower, 480-892-7732 (Phoenix)

Uniforms

UniFirst Corporation, Patrick Scillo, 602-253-1144 (statewide)

Used Oil

Safety-Kleen, John Petty, 480-250-3836 (statewide)

SW Petroleum Waste Mgmt, Lore Parker 623-772-5992

Worker's Comp. Insurance

Commercial Insurance Specialists, LLC.

Greg Golucci 480-612-1671

SCF of Arizona Phoenix 602-631-2600

/ Tucson 520-292-4142

The Mahoney Group Paul Engles 623-215-1309

Zurich Direct Angela Snow 480-262-8429

Mike McCoy 623-238-8792





AUTO PARTS

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ELOY
451 S. Sunshine
520-466-9231

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480-924-6992

PHOENIX NW
618 W Deer Valley
602-869-0912

SPRINGVILLE
106 E. Main St
928-333-2688

APACHE JUNCTION
2204 W. Apache Trail
480-982-0363

FLAGSTAFF
1865 E. Butler
928-774-2733

MESA EAST
6827 E. Main St.
480-294-6999

PHOENIX CENTRAL
3331 W. Peoria Ave #101
602-978-2200

ST. JOHNS
1175 W. Cleveland
928-337-4351

AVONDALE
519 W. Western
623-932-1550

FLORENCE
440 S. Main
520-868-5839

MESA WEST
2330 W. Broadway
480-281-0140

PRESCOTT
533 N. Madison
928-445-2240

STANFIELD
36650 W. Hwy 84
520-424-3321

BENSON
181 S. Patagonia
520-586-2272

GILA BEND
619 W. Pima
928-683-6324

NOGALES
570 W. Maricopa
520-761-1602

PRESCOTT VALLEY
7563 E. Hwy 69
928-772-9455

TEMPE
720 W. Elliot Rd
480-820-7900

BUCKEYE
126 S. 4th Street
623-386-5616

GILBERT
1022 N. Gilbert Rd
480-892-9866

PAGE
621 Elm St
928-645-8876

QUEEN CREEK
18423 E. San Tan Blvd. #3
480-279-2645

1848 E. University
480-968-7282

CAMP VERDE
27 West General Crook Trl.
928-567-3356

GLENDALE
6020 W. Myrtle
623-939-8383

PARKER
817 California Ave.
928-669-2262

SAFFORD
628 5th St.
928-428-3873

TUCSON
880 E. 20th St
520-623-8821

CASA GRANDE
217 E. 2nd Street
520-836-2965

GLOBE
1100 N. Broad St
928-425-5714

PAYSON
110 W. Main
928-474-5221

SALOME
HWY 60 & Sort St
928-859-3405

WICKENBURG
457 W. Wickenburg
928-684-2861

CHANDLER
71 E. Frye Rd
480-963-6402

GREEN VALLEY
19193 S. Alpha Ave.
520-648-6272

PEORIA
10447 N 83rd Ave
623-979-3363

SCOTTSDALE
1923 N Scottsdale Rd
480-949-8808

WILLCOX
650 S. Arizona
520-384-2287

CHINO VALLEY
1448 S. Hwy 89
928-636-6272

KEARNY
393 Alden Rd
520-363-5557

PHOENIX EAST
2150 E. Thomas Rd
602-267-0677

SCOTTSALE NORTH
8241 E. Evans
480-991-0161

WINSLOW
1507 N. Park Plaza
928-289-2043

COOLIDGE
403 W. Central
520-723-9551

KINGMAN
2545 E. Andy Devine
928-753-6759

PHOENIX SOUTH
502 E. Buckeye Rd
602-254-6643
3707 E. Broadway #5
602-437-3028

SEDONA
2885 W. Hwy 89A
928-282-4193

YUMA
360 10th St
928-782-4721
3080 S. Pacific Ave
928-341-4668

COTTONWOOD
420 S. Main
928-634-4213

LAKE HAVASU CITY
124 N. Lake Havasu
928-855-9171

PHOENIX NORTH
2711 E. Bell Rd
602-344-2000

SHOWLOW
330 W. Deuce of Clubs
928-537-4317

CALIFORNIA

DOUGLAS
500 Chiricahua Rd
520-364-7449

MARANA
13750 N. Sandario
520-682-3031

PHOENIX WEST
2811 W. Thomas
602-272-5611

SIERRA VISTA
409 W. Fry Blvd
520-458-1713

BLYTHE
184 N. Spring St
760-922-2141

EL MIRAGE
12555 NW Grand Ave
623-583-0888

MARICOPA
19563 John Wayne Pkwy
520-568-2341

7622 W. Indian School
623-850-6272

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821 S. Main
928-536-4251

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