September ASA Houston Meeting
Tuesday, September 11, 2012
Spaghetti Warehouse
901 Commerce Street, Houston, TX 77002
Dinner 6:30 PM
$5.00 for members, $10.00 for guests
Meeting 7:00 PM
Matt Miller
will discuss
What is new in transmissions?
Learn all about the latest in transmission technology from the nation’s number one supplier of aftermarket transmissions.
Thanks to Craig, Jaye and Carol for an informative presentation.

The key to getting through a disaster is planning. I learned that the hard way during Ike. Having a plan to carry you through a rebuilding process is most essential. Documentation is most important. Here are the things I recommend before a catastrophe:

Meet with your Insurance Agent.
  a. Make sure you are adequately covered.
  b. Make sure they have the capability to survive your claim. When you have suffered a loss in a hurricane most likely your agent has too. My broker sends a “who to call letter” every June. During Ike, his house flooded and he was out of pocket for a few days. Having the phone numbers to call your insurance company directly will speed up your claim.

Have your Agent get an approved inspector of look over your facility.
  a. If your Agent is comfortable with the inspector and you and the agent agree on the condition of the building and property then there should be less room for a dispute.
  b. This worked for me during Ike. We just changed Insurance companies and had a building inspection 4 months before the hurricane. The Insurance Company had no choice but to fix the roof as they had just inspected it.

Have back-up copies of your data and critical business information.
  a. Back-up your customer data online. Most automotive software companies have this feature.
  b. Keep at least 2 years income tax on a disk off site to verify income.
  c. If you use accounting software like Quick Books, back it up online.

Have a contractor picked out.
  a. We all have customers in the construction trades. Pick out one that has a good reputation with insurance companies and does quality work, buy them lunch or go fishing. One critical factor in a major catastrophe is finding a contractor and materials to get your repairs underway. Having a good relationship with a contractor can be beneficial in a situation where crews and materials are scarce. You may also get some extra work too.

Have an independent adjuster picked out.
  a. If you think that you are getting a raw deal from you insurance company get a second opinion. Having someone who has the knowledge and equipment like thermal scanners to verify water intrusion in your wall can save you big money later.

After the disaster document everything.
  a. Photos of damage. Make temporary repairs to your property to prevent further damage and to protect your property. Temporary means something that can be reasonably removed for inspection. Permanent repairs such as roof replacement before inspection by an adjuster could and probably result in a complete denial of your claim. Keep track of all of your expenses for labor and materials to add to your claim. Document, Document, and Document…

I hope we never experience widespread disaster again, but I know I have a plan to get through it!
I MEANT TO SAY THANK YOU!

Before my last meeting as president of ASA I sat in my truck nervous and worried as usual. After a year of meetings I still was too nervous to do a good job. Then I hear a guy on the radio talking about how much time people waste worrying what others think and how many important things get left unsaid due to this worry. So I got all fired up went in and left something real important unsaid. I did not express a meaningful thank you to all the kind people that helped out. I suppose kind words and a plaque threw me off as I expected neither. I know the list of people to thank would start with Nancy, the ASA officers, and board. These people do a whole lot more than most may realize. I do not know where the list would end. Trying to name everyone would just be a real good opportunity to leave people out and misspell names. I will not go there.

Not long after I began trying to write this I thought to myself, wait a minute, I spent half of every article I wrote thanking people. I did that because life is short and my memory is even shorter. For all I know Mr. Death himself could be sitting in the waiting room eating a cracker (one with real butter and extra salt) before he comes to get me next. The death of Danny O’Daniels is still fresh in my memory. I am glad I thanked him while I could. So why not one more plug for ASA all wrapped up in a final thank you note.

I am thankful for ASA and the people in it in too many ways to really list. The monthly meetings keep me feeling positive about the business and ASA has been an influence for everything from where and how we buy parts to how we handle some customers. Serving as president was a good thing for me to do.

I once heard a story about man that moved his family to New York to make a better life for them. He was really struggling and decided that to do better he would need to surround himself with successful people. Every night he would take his family to fancy hotels to be around and hopefully talk to the prominent business people there. I do not remember the rest of the story but I think it has a happy ending. Anyway, if this guy’s kids were in any way similar to mine he would eventually have heard them say “Dad, we have been at this fancy hotel all week and I don’t find any more money in my pocket.” When my son saw that I was staying late at work, gone on Saturdays, and fussing at the Mayor on T.V. I told him I was trying something new. That I hoped I would do a good job. So, he asked me if I was getting paid a bunch of extra money. I thought about parking cost at City Hall, meals at board meetings, time away from work and chuckled to myself. No son, I told him, no extra money, but maybe something better. He looked disappointed. I think his next question was going to be about a new X box. I am glad he did not ask it.

In short , ASA is a way for me to surround myself with successful people. In doing so I have gained valuable experience from everyone I had the chance to work with for the past year. There is no dollar value that can be put on such experience. I am glad I took the chance. I hope we all live long and happy lives. I hope ASA continues to thrive and do for others as it has done for me. I hope all those I worked with all know I appreciated their help. I know that when I grow up, I will be more successful. Thank you all for the opportunity!

Kevin Spencer, A&B Auto Electric
A Letter From Kathryn van der Pol

Dear Friends,

It has been awhile since we have been in touch and haven’t you enjoyed this nice long break from going to City Hall?

Last week, the new president of ASA, John Ferrata, and I met with Council Member Mike Sullivan. He came to John’s shop and spoke frankly to us. Also there, was Byron Rusk, ASA’s Vice President. Technically, I am no longer on the board but having been involved with this issue from the beginning, I am still committed!

You need to read this carefully and think long and hard about what I am going to tell you.

Do you remember growing up how our parents taught us to be prepared for a rainy day? To save and plan for the unexpected? That is what I want you to do. Prepare.

Council Member Sullivan came to warn us. Chapter 8 is not dead. It’s like a snake hiding in the grass waiting for the right moment to strike. While the Administration will not tell you or Council Member Sullivan to his face that they are working on it, they are. He has seen evidence of redlines on Chapter 8 circulating at the mayoral level. It is not gone and forgotten. I wish more than any you that this was not the truth.

We must be prepared to stop running our businesses at moment’s notice to help our industry.

What does preparation look like?

1. Have your customers sign the petitions. Keep those petitions on the front counter. Take the time to educate your customers.
2. Meet/call/ write with your own council member NOW. Don’t wait for the mayor to put this on the agenda. Build the relationship.
3. Meet with our 5 AT LARGE Council members: Jack Christie, Stephen Costello, Melissa Noriega, Brad Bradford, Andrew Burks.
4. Be financially prepared.
5. Attend our next ASA meeting on September 11 for a private update at 5:30 p.m. at the Spaghetti Warehouse.

When this appears on the agenda, we MUST show en masse (200 people) at City Hall.

I can’t tell you when that will be. You must watch the agenda on Friday afternoons.

I also ask if you hear anything, please don’t hesitate to call me. I know all of you personally. Many of you have become friends to me as well as to one another even though we are in different aspects of the automotive business. Our past success has been due to these relationships. Let’s keep them strong by staying in touch and staying united.

The price of liberty is eternal vigilance.

I don’t know everything... but my customers expect me to.

O’Reilly Knows

If I don’t stay up-to-date in the latest vehicle technology, I might as well close my doors. I know that if I can’t get the vehicle repaired, my customer will find someone who can.

That’s why I call O’Reilly Auto Parts for all of my training needs. O’Reilly understands my business and knows the importance of professional technician training. Through their Real World Training clinics, O’Reilly offers some of the industry’s best training - taught by some of the nation’s best instructors. Quality training is just one more reason why my first call is to the parts pros at O’Reilly Auto Parts.
If you don't work regularly on Volvos, you may not know that the brake vacuum pump on XC90 models can short out with no noticeable brake issues. To make matters more confusing, the steering becomes excessively hard. In this case, we take you to the most common fix first: a blown fuse 11C/16 which not only powers up the brake vacuum pump, but also the Electronic Power Steering.

Here are the details:

**Vehicle:** 2004 Volvo XC90 T6 2.9L, L6, MFI, DOHC, Eng Desg B6294T
**Mileage:** 120,000 miles

**Customer Concern:** The steering is excessively hard, especially at lower speeds. There are no trouble codes in any module.

**Tests:**
1. Check fuse 11C/16 (15 amp).
2. If the fuse is blown, disconnect the brake vacuum pump located in the engine compartment. Manually apply power and ground through a 10 amp fused jumper. If the fuse blows and the pump gets really hot or makes bad noises, it is bad.
3. There is a pressure switch that should turn power on and off to the pump. Ensure this switch is not shorted, as a pump that runs constantly will go bad eventually.
4. Measure the current from the Power Steering Control Unit (PSU) to the steering gear. With the vehicle stationary, current strength should be 830-890 mA (AC). If incorrect, check for B+ on terminal 4 (Blue/Red wire) and ground on terminal 3 (Black wire). If both are OK, but the current is out of spec, replace the PSU.
5. Check the power steering reservoir for bubbles, check the suction hose clamp at the bottom of the reservoir for leakage and check the return tube inside the reservoir. Ensure it is not broken off. Replace the reservoir with an updated part if needed.
6. Check the power steering pump pressure. Pumps will be labeled 110 bar (maximum pressure should be 93-110 bar) or 120 bar (maximum pressure should be 102-120 bar).

**Potential Causes:**
- Blown Fuse 11C/16
- Brake Vacuum Pump
- Shorted Brake Vacuum Pressure Switch
- Power Steering Control Unit (PSU)
- Power Steering Reservoir
- Power Steering Pump

**Confirmed Fix:**
- Replaced Brake Booster Vacuum Pump
- Replaced Brake Vacuum Pressure Switch

**Tech Tip:**
This fuse powers up both the Electronic Power Steering (EPS) module and the brake vacuum pump

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**Mark Your Calendar...**
Save the date for ASA Christmas Party, Saturday, Dec. 1...details coming next month.

Save the date for ASA Race Day, Saturday, January 26th, 2013.

Board meetings the first Tuesday of every month at IHOP 11225 Katy Freeway, Houston, TX at 7PM
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What will NSA do for every NAPA AutoCare Center?

Here are the highlights:

• Pre-loaded with articles, animations and videos to educate today's consumers
• Click and share feature allows for online posts and emails
• Customized with member business information and can use business logo
• Use at work on computer or iPad to assist the Service Advisory sell needed
• Embed NSA into custom website for online consumer education
• Email NSA videos or articles to consumers that have service needs
• Post articles and videos to Facebook, Twitter and other social media sites
• Automatic optimization with weekly updates and relevant key words
• Did You Know? section provides simple, informational consumer tips
• FREE to all members!

Contact Wayne Truax at 832-573-5826 for more information.
Thanks to our generous Door Prize Donors:
- Performance Radiator - T-shirt
- A-Line - American flag chair
- Die cast ‘69 Mustang
- 4 hats
- Carquest - Spotlight
- $25.00 Home Depot gift card
- Wahlberg - 2 Igloo coolers
- 4 folding chairs
- Tailgate kettle grill
- Zurich Insurance - Cross pen
- windbreaker
- button down shirt
- O’Reilly - 1 free training class

Come to the September meeting to pick up your personal copy of our ASA Houston Directory. Please double check your information and if there are any corrections please email Nancy at nancy@adolfhoepfl.com

Items of Interest
1. Pay your ASA dues monthly instead of one large check. Easier on your cash flow. (ASA National has a form that you could provide the link to from their website.)

2. Christmas Party !!! Save the date for Christmas party Saturday Dec 1. Our State ASA Board is hosting it. Invite your family and staff to come as well! Place is to be announced at next ASA meeting.

3. Fundraising for our Special Events fund continues. We need your donations! Make checks payable to ASA Houston and mail to PO Box 925007, Houston, TX 77292-5007. This fund has $4000.00 and needs to be 20 times that. All amounts are appreciated. This fund will be used in the event an attorney or other action is needed to represent the needs of our association. We will be building this fund for some time. Should the Board decide that the funds are no longer needed for this purpose, we will return any unused monies to the donors. We do not know how long that time period may be. It could be as long as four years. Consider making a regular monthly contribution.
‘Big Easy’ Hosts

Get a sneak peek at what’s planned in New Orleans!

ASRW App Coming Soon!

With the free ASRW App coming out this month, you can quickly find exhibitors, education events and more from any web-enabled mobile device, anywhere, anytime. Plus, you won’t miss a minute of the action and excitement from the show as you read live comments from Facebook.

Beyond all the show info and updates, there are valuable pre-show planning tips, discounted hotel rooms local transportation and venue deals. Whether you are on the show floor or on the go, ASRW is now accessible from the palm of your hand!

Show Expo
Days and Hours

- **Wednesday, Oct. 10**
  Full day of education!
- **Thursday, Oct. 11**
  10 a.m. – 4 p.m.
- **Friday, Oct. 12**
  10 a.m. – 4 p.m.
- **Saturday, Oct. 13**
  10 a.m. – 3 p.m.

200 Hours of Education • 80+ Sessions

WE SUPPORT THE SHOW THAT SUPPORTS THE INDUSTRY

Show your support for the show by displaying this logo on your PR and marketing materials. Download the image in the Press area at www.ASRWevents.com.
Imported Cars are not “Foreign” to Us.

XL Parts stocks the brands you can trust for import vehicles.
Houston ASA Associate Members
Contact your local ASA Houston Associate Members for products and services
Ask about ASA Member only discounts available from these Associate Members

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(*) Denotes National Member
OFFICIAL PRESS RELEASE - FOR IMMEDIATE RELEASE

Dangers of Proposed “Code of Conduct”

Houston, TX - Tuesday, August 28, 2012 - Elected officials, at all levels of government, are not children to be disciplined by their colleagues. Elected officials answer to their constituents and the law. Currently the City of Houston Charter does not allow the removal of a public official by his/her peers; only the applicable voters can remove their public official by recall. The proposed changes to the ‘Code of Conduct,’ before Council this Wednesday, will give Council the tools necessary to remove a Council Member who does not agree with their agenda. This amounts to nothing more than dirty crony politics. The changes will remove the accountability provided by the various layers of review and leave only the judgment of partisan council members as the supposed standard of “good behavior.” The changes make Council Members the judge, the jury and the executioner.

In the republic of the United States of America, government legitimacy is reflected by the “contract” that is the “consent of the governed” via the election process. Giving public officials and their peers the arbitrary power to subjectively define appropriate behavior within an elected body has the effect of making null and void the voice of the people and severing this “contract” without their directive. The will of the people, therefore, will no longer be represented in the elected body; rather, the will of Council Members who manage to convince their peers that one or more views of a targeted public official are inappropriate and deserving of discipline.

Throughout history, humans have demonstrated their tendency towards the pursuit of maximum power by any means necessary. Giving Council Members the power to silence their colleagues on the pretense of discipline for alleged misconduct is to risk having the worst characteristics of human nature enter our City’s most important chamber.

Democratic ideals must be preserved so that the voice of the people is adequately reflected in the daily conduct of Council business. Reducing popular input to brief weekly appearances at “public sessions” does little more than serve to comfort those on Council who like to think they support the will of the people, but in reality support their own agenda.

My office opposes the proposed changes to the current ‘Code of Conduct’ for the following reasons:

• If approved, the changes will be counterproductive. Council Members will be able to use the cover of public interest to engage in personal vendettas against other seated Council Members, belaboring the business of the City and harming efficiency.
• As has been seen in other legislative bodies where rules of this nature are adopted, “discipline” becomes a means of achieving policy goals through illegitimate and nefarious means.
• When discussion fails, “Codes of Conduct” such as this are used as policy tools. This is undemocratic, unacceptable, and certainly not approved by my office.
• Also, executive membership of the review committee (which current proposals would remove) preserves accountability and must remain.
• Finally, and most importantly, the voice of the people will no longer count.

Contact: Council Member Helena Brown, District A
Tel: 832-393-3010
Email: districta@houstontx.gov
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