

**CHESAPEAKE AUTOMOTIVE  
BUSINESS ASSOCIATION**

**Office & Shipping**

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**March 2017**

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**The CABA Mission**

The Chesapeake Automotive Business Association is a not-for-profit 501(c)6 trade association of aftermarket businesses in Maryland, Delaware and Washington, DC. CABA is dedicated to the development of locally owned auto repair & tire service centers, their jobbers and the aftermarket professionals that supply them. The focus of CABA efforts are on programs and services that enhance our members' competitive skills, lower their business operating expenses and help them attract, motivate & keep the best employees. In summary: **CULTIVATING EXCELLENCE!**

**Ransomware Trending Upward in 2017; Protect Your Business with Training and Smart Security**

*Published January 29, 2017*

Ransomware is on the rise. According to the FBI, it is now approaching a \$1 billion criminal enterprise. In 2016, it came on with a vengeance hitting hospitals, government agencies, and even smart TVs in homes. In fact, TrendMicro reported in the middle of last year that the ransomware *FLocker* (which is a shortened version of Frantic Locker) could infect smart televisions running on Android. Kaspersky estimates that ransomware infected a device every 30 seconds in the third quarter of 2016 and SentinelOne found from one of its surveys that half of those who responded reported a ransomware attack during the year.

**How does ransomware make its way around?** Usually it's via phishing via email or text message. All it takes is to click on the malicious link or open the infected attachment to install the malware in your device. How can a link install malware, great question. This can happen when a user merely visits an infected website even it is for only a second. Normally you will be presented with a software download pop-up

message, so you still have a chance to avoid download the ransomware. But if your device is running software with a zero-day vulnerability, the malware can be installed without notifying you. This is why it is so important that all software is kept current on all network accessible devices. By doing this, the chances of being infected in this manor are dramatically reduced.

To compound the effectiveness of ransomware, if there are multiple devices on a network with the same operating system, which is very common even on home networks, the ransomware can crawl around and infect multiple systems.

Unfortunately, phishing is becoming more sophisticated and those malicious links and files are getting more difficult to detect. The cyber criminals are even purchasing secured certificates to make their sites appear legitimate and safe.

**What can we do to thwart this?** There are several ways to mitigate the threat of ransomware.

- Segment the organization's network. This means to create sub-networks. Not only will it help with performance, but also eliminates the risk of a single point of failure. If malware hits one segment, it doesn't automatically affect everything.
- Do regular backups of all important and sensitive data. It's best to encrypt those backups too. Also, make sure they are good backups, just in case you need to use them. It would be a real pity if you need one of those only to find out it is corrupt.

Make sure everyone that connects to the organization's network has training on identifying phishing, vishing, spear-phishing, and whaling, as well as any other form of phishing that may arise in the future. The key is that the link or attachment received is *unexpected*. Don't forget that third parties often may log in to the network, so they should be included in training. Ensure everyone understands and is tested on it because tested education is effective education. A trend expected to take off in 2017 is ransomware that will encrypt the entire disk. This means that not only will it make files unusable, but it will also make the entire computer unusable until it's decrypted. This happened recently to the San Francisco Municipal Transit. Ransomware struck their ticketing system causing the agency to open the gates and give customers free rides over the Black Friday shopping weekend. Fortunately, they had good backups and were able to restore it rather quickly and avoid paying the ransom of about \$73,000.

Small organizations or those that don't think they have information anyone would want are in focus for cyber criminals too. Just because a company may not have payment card data, social security numbers, or other information that is deemed sensitive, it doesn't leave them risk free. Ransomware by nature, does not steal data, it holds whatever data you have hostage. It may only be invoice date or something as

simple as photographs. If any company has any data they consider valuable or important, security should be taken seriously, whether there are two, 2,000, or 20,000 employees.



MEMBER NEWS is a regular feature of the CABA Newsletter intended to relate recent news about CABA companies & our local industry people particularly concerning awards, obituaries, mergers & personnel changes. Anyone with news should send it to [pat@caba.biz](mailto:pat@caba.biz).

**CONTACT CABA FIRST FOR THESE BUSINESS NEEDS**

- Employee Retention Health Benefit
- Maryland State Inspection forms
- Vehicle & personal loans from Destinations CU
- Shop Management Mitchell1 & Snap-On Shop-Key
- Identifix technical hotline
- Technical education
- Management education
- Electricity & Gas group-buying service
- Health Savings Accounts with Destinations CU
- Waste recycling services
- Custom-printed business forms
- Stock business forms
- Calendars
- Plastic parts bags
- Printer ribbons
- Stickers (warranty, core, etc.)
- Savings & Checking Accts with Destinations
- Cash investment CDs from Destinations
- Business Insurance
- HR Management Services/Payroll
- Check Guarantee
- Credit Card Processing
- Broadband Internet/Telecom
- Website design/hosting
- Uniform Rental
- Mystery Shopping with Sales Training
- Marketing Products—Improving exposure to Drive-by and Walk-by traffic
- Management Training and Coaching

Do you know of any business owners who should be members of CABA? Call our office with their names. All aftermarket companies should be participating in CABA's legislative agenda and, at the same time, enjoying the many financial benefits available to them through the Association. To accomplish our motto: **"doing as a group what each cannot do individually,"** CABA needs everyone involved. *helping your own business at the same time.*





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**Parkville, MD 21234**

## IT'S A WONDERFUL ASSOCIATION

Remember the old Jimmy Stuart Christmas movie "It's a Wonderful Life"? Depressed and discouraged, George Bailey is ready to end it all when Clarence the Angel takes George on a review of all the wonderful things George has accomplished. Clarence shows George what it would have been like if George had never been born.

What if CABA had never been "born"?

The original version of the **Scrap Tire law** wanted all tire stores to pre-pay a dollar per tire for every tire in stock and all new shipments received into stock, rather than collecting the fee at the time of sale and remitting, like sales tax, later. The original version wanted every business that received scrap tires to pay a license fee to be a collection center and to pay another fee for every vehicle which might transport scrap tires. It would have treated retreaders of all sizes of tires as "Primary Scrap Tire Processors" requiring an approval process like it was a Nuclear Energy Plant.

We caused the funds to be earmarked for scrap tire clean-ups. We have had to resist raids on the fund by Auto recyclers, Tire recyclers (both of whom were already charging to accept tires, and a raid from even Volunteer Fire Departments. Go figure. We have also fought against unreasonable increases in the fee.

The **Chop-Shop law** wanted to empower every law officer (state, city, town, parks, etc.) to issue tickets, \$500 for the first part, then \$1000 for each additional part found on your premises without basically its own "tag & title" documentation of its ownership and source. Every vehicle, valve stem core, spark plug, lug nut, brake pad, in addition to front clips, engines, trans missions, and on and on, new, still in the shrink wrap packaging, and used.

We got the bill sent back to committee and to a task force which included 4 of our members. We made the bill a workable solution and then testified on behalf of its passage in the Senate and the House of Delegates. We also won friends in the legislature and the administration.

Recently, there have been attempts to pass a bill declaring **new tires sold** more than 3 years after their date of manufacture, to be identified and sold **as USED TIRES**. So far, working with RMA and WMDA, we have prevented these kind of bills from getting out of committee. The obvious ill effects on the number of tires being discarded prematurely and new tires being refused by misinformed consumers seems to be of no concern to some who can't or won't distinguish between chronological and chemical "aging"! We have not heard the last of this issue at either the state or federal levels.

Your Association appears before government legislators, committees, staff, administration officials, the Board of Public Works and various news media in pursuit of your interest. Our collective efforts provide a firewall against harmful government intrusion into our businesses. (Eg: **Sales tax on Labor**).

Thank you for your continued support.

Mike Kress, Legislative Committee Chairman.

P.S.: Support "Right to Repair" legislation



Support the vendors who support the Association and therefore support you!

These programs have been chosen by the Board of Directors for their cost savings and especially for the service level that they provide.



**CABA SERVICES DIRECTORY**

CABA membership offers many money-saving opportunities for your business. If you are not using the vendors listed below, please reconsider! You may be pleasantly surprised.

Service:	Provider:	Contact:	Phone:
Business Forms, calendars, business cards,	CAWA Services	Pat Moog	410-647-0505
Business Insurance	B.J. Mattheiss Ins.	Blair Mattheiss	410-661-4500
Business Insurance	Federated Insurance	Michael McNamara	443 468-3253
Business Insurance	The Tamrac Group	Keith Erdman	410-568-1200
Cores & Scrap Metal	Maryland Core	Larry Karpman	410-276-4973
Credit Card Processing	Superior Financial Services	Todd Lazar	888-737-7762
Credit Union - Full Service Financial Institution	Destinations Credit Union	Customer Service	410-663-2500
Marketing Products-Improving exposure to Drive-by and Walk-by traffic	Banner Marketing Group	Jeff Alan	805-528-5018
Diagnostics and Repair Information	IDENTIFIX	Chuck Fuerst	651-604-6285
Electricity & Gas Co-op Purchasing	Sprague Energy	Tom Gussen	732-440-0031
Employee Retention Health Benefit Plans	Keller Stonebraker	Kim Conley	410-461-0705 ext 5139
Fuel Discounts & Tracking	Sunoco Fleet Card	Jeff Meserve	860-617-9531
MD State Inspection Forms	CAWA Services	Pat Moog	410-647-0505
Multiple Employer Retirement Plan	Wells Fargo Advisors	Robert Gascon	703-739-1451
Shop Management Software	Mitchell-1	John Heferman	301-694-1213
Telephone & Internet Equipment & Service	Global Telecom Brokers (GTB)	Dave Butler	410-581-4833 ext. 114
Website Hosting and Design	Net Driven	Jon Napoli	877-860-2005 ext. 400

**ABOUT THE RIGHT TO REPAIR ACT**

The Right to Repair Act is bipartisan legislation that would require automakers to provide the same service information and tools to independent auto and maintenance shops, as well as to consumers, that the automaker dealership service centers receive.

- It further instructs the Federal Trade Commission (FTC) to provide oversight and enforcement of the bill.
- As a means of protecting intellectual property, the legislation states that the manufacturers' proprietary information will not have to be disclosed.

Right to Repair legislation does not attempt to restrict motorists from choosing car dealerships, it simply ensures that vehicle owners have a choice when deciding where to take their vehicles for repairs and what parts are best to use in maintaining their vehicles.

The Automotive Aftermarket Industry Association and the Coalition for Auto Repair Equality urge Congress to support the Right to Repair Act to give consumers a choice and keep repair costs down. It's the right thing to do for consumers, for business and the economy.

**Global Right to Repair**

The [European Union](#) has passed Right to Repair and an aggressive effort is currently underway in [Canada](#). Right to repair is clearly a global issue whose time has come.

**WHAT RIGHT TO REPAIR DOES:**

- Reaffirms the owners' right to repair their automobile and keep their families safe.
- Promotes consumer safety by allowing owners or their auto technicians' access to the computers that control the systems and components that affect the safe operation of their automobiles.
- Permits owners to choose the repair shop and the replacement parts to service and maintain their vehicles.

Authorizes the Federal Trade Commission (FTC) to promulgate regulations to protect consumers and to promote competition in auto maintenance and repair.

**WHAT IT DOES NOT DO**

- It does not take a manufacturer's intellectual property.
- It does not affect the dealer's warranty agreement with the vehicle manufacturers.
- It does not require manufacturers to disclose manufacturing processes or trade secrets.

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## **Keller Stonebraker Insurance Employee Benefits Program**

CABA would like to remind you that we recommend a company to help everyone negotiate the complicated medical insurance and employee benefits market. Keller Stonebraker offers their 100+ years of experience and market knowledge to all CABA members. Keller Stonebraker will be happy to help companies of all sizes review medical plans and offer competitive options to manage costs. As a broker, they work for you, not for the insurance companies. Please call Kim Conley at Keller Stonebraker Insurance at 410-461-0705 ext. 5139 or email Kim: [kimberly@ksiinc.com](mailto:kimberly@ksiinc.com)



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Miles Ahead™

The CABA Education Calendar is intended to present a comprehensive list of skills, management and technical classes of value to owners, managers, counter/sales professionals and technicians in Maryland, Delaware and Washington, DC. Any education provider including parts jobbers, manufacturers, associations, community colleges, education professionals and more are invited to submit their listing information (see below for format needed). Submit class information to CABA via email [sal@caba.biz](mailto:sal@caba.biz) at least one month in advance of the scheduled beginning date of each class.

CABA Education Calendar

Educator	Class ID	Location	Day(s)	Date(s)	Time	Total Cost	
<b>Collision/Repair</b>							
ATI	Collision Shop Mastery	Rockville, MD.	Sat.	04/08	9:00am-4:00pm		
ATI	Collision Shop Mastery	Chambersburg, Pa.	Tues	05/09	9:00pm-4:00pm		
ATI	Collision Shop Mastery	Virginia Beach	Sat.	06/17	9:00pm-4:00pm		
ATI	Repair Shop Mastery	White Marsh, MD.	Sat.	04/11	9:00pm-4:00pm		
ATI	Repair Shop Mastery	Frederick, MD.	Tues	03/07	2:00pm-9:00pm		
ATI	Repair Shop Mastery	Hunt Valley, MD	Tues	03/14	2:00pm-9:00pm		
<b>Diagnostic</b>							
ATG	Chrysler Drivability & Code Diagnostics	Falls Church, Va	Mon -Tues	04/10 - 04/11			
ATG	Chrysler Drivability & Code Diagnostics	Virginia Beach, Va	Wed-Thurs.	04/12 - 04/13			
ATG	Chrysler Drivability & Code Diagnostics	Richmond, Va	Mon -Tues	04/17 - 04/18			
ATG	Chrysler Drivability & Code Diagnostics	Scranton, Pa	Mon -Tues	04/24 - 04/25			
ATG	Chrysler Drivability & Code Diagnostics	Whitehall, Pa	Wed-Thurs.	04/26 - 04/27			
<b>Tire Service &amp; Undercar State Inspection</b>							
Ask Reggie	MD State Safety Inspection	Glen Burnie, MD			9am - 5pm	\$200	
<b>Management</b>							
Mitchell 1	ProDemand Feature Video Training <a href="http://m1training.net/">http://m1training.net/</a>	How-to Videos, viewable anytime – whether at work, on a break, or after hours. Each video is about 2 minutes in length and gives a concise overview of a ProDemand feature.					
Mitchell 1	ProDemand Live Training <a href="http://m1training.net/get2know/prodemand/">http://m1training.net/get2know/prodemand/</a> or call 888-724-6742	Live training request for your company alone.					
<b>Other</b>							
PGCC	Auto Technician: Basic Theory	Largo, MD	12 sessions		6pm-9:30pm	\$415.00	
PGCC	Auto Technician: Brake Systems	Largo, MD	6 sessions		6pm-9:30pm	\$230.00	
PGCC	Auto Technician: Engine Performance	Largo, MD	5 sessions		6pm-9:30pm	\$195.00	
PGCC	Auto Technician: Electrical Systems	Largo, MD	5 sessions		6pm-9:30pm	\$195.00	
PGCC	Automatic /Manual Transmission & Transaxle	Upper Marlboro, MD	8 sessions		6pm-10:00pm	\$390.00	
PGCC	Auto Technician: Diesel Engine Theory/Maintenanc	Largo, MD	10 sessions		6pm-9:30pm	\$390.00	
CCBC	First Responder Training for Hybrids	Catonsville, R Bldg	Sat		8am-5pm	\$199	
CCBC	Understanding Battery-Elec & Hybrid-Elec	Catonsville, R Bldg	Tue/Wed		6pm-10:15pm	\$489	
CCBC	Understanding Battery-Elec & Hybrid-Elec	Catonsville, R Bldg	Tue/Wed		6pm-10:15pm	\$489	
Montgomery Colleg	Introduction to Hybrid Electric Vehicles	Gudelsky Inst.	Mondays		6pm-10:00pm	\$175**	
Montgomery Colleg	Introduction to Hybrid Electric Vehicles	Gudelsky Inst.	Mondays		6pm-10:00pm	\$175**	
SMP PTS Online	Computer Tips for Today's Technician (Part I)	Online	Tues		7pm or 9pm	\$35	
SMP PTS Online	Computer Tips for Today's Technician (Part II)	Online	Tues		7pm or 9pm	\$35	
TIA	Webinar - GE CarCareOne Financing	Online - 30 mins	1st/3rd Wed	Monthly	1pm Eastern	register Onlin	

**Information/Registration by Educator Name**

ATI (Automotive Training Institute): Phone (410) 792-9466  
 \*Talk to an ATI rep about additional discounts for CABA members  
 \*\* With rebate after attendance by owner  
 \*\*\*CABA Members \$99.00  
 \*\*\*\*Includes Dinner  
 \*\*\*\*\*Attendees responsible for cost of travel, (discounted) lodging and incidental meals

**On-Demand Training Resources**

Prius Hybrid No-start video (Van Batenburg on AVI) <http://fb.me/CWNO6JRC>  
 TPMS Tuesdays Online Live (Bartec) [www.bartecusa.com/tpms\\_tool\\_training.htm](http://www.bartecusa.com/tpms_tool_training.htm)  
 ASE Study Guide: [www.hunter.com](http://www.hunter.com) - Training - Catalog Courses  
 Technical Assessment Systems: [www.hunter.com](http://www.hunter.com) - Training - Catalog Courses  
 General Service: [www.hunter.com](http://www.hunter.com) - Training - Catalog Courses  
 TIA Twice Monthly (Wednesday) Webinars, to register go to: <http://tinyurl.com/tiawebinar0404>  
 Hybrid 101 - An online series of 11 classes: [www.fixhybrid.com/classschedule.html](http://www.fixhybrid.com/classschedule.html)  
 Maintenance: [www.hunter.com](http://www.hunter.com) - Training - Catalog Courses  
 ACDelco TECHCONNECT: [http://acdelcotechconnect.com/html/tss\\_train.jsp](http://acdelcotechconnect.com/html/tss_train.jsp)  
 SMP PTS Online Training - [www.standardbrand.com](http://www.standardbrand.com)

Contact CABA with corrections or additions to this calendar.  
 CABA: e-mail: [Pat@caba.biz](mailto:Pat@caba.biz) or call (410) 647-0505





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*The 48th Annual CABA*

# Golf Scramble & Dinner



**Thursday, June 22, 2017  
Compass Pointe Golf Course  
Pasadena, MD 21122**

We all know or have heard of individuals who have had a tragedy in their family and places them in a non-recoverable financial situation. For years, the automotive aftermarket has had a charity that helped such families, but it has been little publicized. Now, the Foundation is in the hands of industry professionals and truly wants to help individuals and families in need. The employee must be in the automotive aftermarket. The Foundation will examine each individual case and make a determination of what funds are needed. Here is the information and contact points. Save this page. We hope you never have to use it.

The AACF, or Automotive Aftermarket Charitable Foundation, was founded in 1959 to assist automotive aftermarket members and their families who, due to catastrophic illness or terrible accident, have exhausted all other available resources in maintaining a reasonable existence.

**Our Mission - to provide sustainable solutions for those in great need** - is what drives us every single day. To make good on our mission, we're staffed by a dedicated team of experienced industry executives who donate their time to this worthy cause.

**But we can't do it alone.**

The AACF depends on the generous assistance of companies and individuals within our industry to provide the financial support to fund the foundation. Together, we can assist those within our industry who desperately need help.

If tragedy strikes, it usually does so without warning. And when it does, the AACF is here to help find a solution.

Whether it's you, a loved one, co-worker, or someone you know in the industry that has fallen on hard times due to a catastrophic event or condition, you can turn to the AACF as an advocate and ally in this time of need. With professional experts and resources from across the Automotive Aftermarket, we provide advice and support - quickly and confidently.

**If you need help or know someone in need...**

You may contact us to discuss the particulars of the situation to see how the AACF can assist the individual or family.

ALL CALLS AND CORRESPONDENCE ARE IN THE STRICTEST OF CONFIDENCE.

AACF

5716 Folsom Blvd #149 Sacramento, CA 95819

Phone: 916-628-0271 Email: [info@aacfi.org](mailto:info@aacfi.org) <http://www.aacfi.org/>

**Display OSHA Form 300 February 1st to April 30th**

State and Federal OSHA regulations require that employers with 11 or more employees at any time in 2013 must post Annual Summary of Injuries and Illnesses from February 1, 2014 to April 30, 2014. This form lists summary data for all related injuries and illnesses that occurred during calendar year 2013. The report must be placed where employee notices are usually posted by your company. Businesses with no injuries or illnesses for the year must also post the form.

Employers subject to these regulations should review their Form 300 to verify that all recordable injuries and illnesses are listed, that all entries are complete and accurate, and correct any deficiencies. Record work-related injuries or illnesses that result in death, loss of consciousness, days away from work, restricted work activity or job transfer, or medical treatment beyond first aid. (Other incidents that are significant, as defined by OSHA, must also be recorded.) Use Form 300A, to report a summary of these injuries and illnesses, have an officer of the company sign the form, and then post it from February 1 to April 30.

You can download a copy of OSHA Form #300, A Summary of Work Related Injuries and Illnesses from the OSHA website at [www.osha.gov](http://www.osha.gov). Click on "Recordkeeping", and then click on "Recordkeeping Forms" for OSHA forms 300, 300A, and 301. You may also use OSHA's on-line order form or call 1-800-321-OSHA.



**It pays to advertise in your monthly CABA newsletter! Call 410-647-0505 to reserve your Ad space.  
1/2 page: \$185 or 1/4 page \$150 (Big discounts for full year or half-year)**

#### Little Known Facts...

Vinegar to heal bruises... soak a cotton ball in white vinegar and apply it to the bruise for 1 hour. The vinegar reduces the blueness and speeds up the healing process.

Dolphins can hear underwater sounds from as far as 15 miles away.

There are enough calories in a Big Mac to run a vacuum cleaner for 98 minutes.

Did you know that drinking two glasses of Gatorade can relieve headache pain almost immediately - without the unpleasant side effects caused by traditional pain relievers?

A banknote is made on special paper; when held up to light, it reveals a watermark that looks like a picture.

Smart splinter remover: Just pour a drop of Elmer's Glue-All over the splinter, let dry, and peel the dried glue off the skin. The splinter sticks to the dried glue.

Did you know that Colgate Toothpaste makes an excellent salve for burns?



308 Crain Highway  
Glen Burnie, MD 21061

#### Event Calendar

**March 19, 2017**

**1:00pm-5:00pm**

**70th CABA Annual Bull and Oyster Roast  
Martin's West, Baltimore, MD**

**June 22, 2017**

**48th Annual Golf Scramble & Dinner  
Compass Pointe Golf Course  
Pasadena, MD**

# We're Listening!

The best ideas on how we can better serve our members comes from YOU- our members! So, now's your chance. Tell us what we're doing right. Tell us what we're doing wrong. What can we do better?

What additional services would you like to see?

There is no better time like the present to tell us about it.

**Your voice needs to be heard!  
And, we're listening!**



***CABA: Doing as a group  
what each cannot do individually.***

**Contact CABA Today!  
Pat Moog - 410-647-0505  
Pat@caba.biz**