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# TECH NEWS

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**OPEN LETTERS FROM  
TIM ZILKE & DAVE JOHNSON**

**GAGE BOISSERANG  
TOP TECHNICIAN**

**INAUGURAL ASE  
PRESIDENT'S CLUB**

**TEAM ASE  
PODCAST**

# OPEN LETTERS TO THE INDUSTRY FROM Tim Zilke & Dave Johnson



It has been an honor and privilege to have served as ASE president and CEO for the past 16 years. I joined ASE in 1991 and have enjoyed working on behalf of automotive service professionals and for the betterment of the transportation industry.

ASE has an incredible staff of 50 people that have an amazing passion and level of commitment. Together, we have transformed ASE in many ways, and I am very proud of our achievements, including the conversion to computer-based testing which opened testing opportunities throughout the year as well as the introduction of the ASE Renewal App that allows automobile technicians to recertify remotely. We have embraced newer vehicle technologies and most recently, ASE introduced testing and certifications for Advanced Driver Assistance Systems (ADAS) and Electric Vehicle Safety.

We have also aligned ASE, the ASE Education Foundation and the ASE Training Managers Council (ATMC) to support the career cycle of technicians from initial education through lifelong learning. Through testing and certification, ASE encourages technician learning, which ultimately results in a better repair and driving experience for consumers. Technician improvement also makes technicians more productive and the employer more profitable.

Going forward, I would like to see ASE continue its work to redefine the technician image and address the recruitment/retention challenges. Technician image and recruitment/retention are interrelated and changing perceptions will take time. ASE is the logical industry-wide organization to help address these challenges, primarily through the ASE Education Foundation that is working diligently on these initiatives.

I would also like to see ASE continue to add measurable value to industry organizations' technician training programs and be nimble in adapting to a rapidly changing industry and its technologies. Finally, I would like to see ASE continue to provide an unsurpassed level of service to technicians and employers.

I want to thank everyone throughout the industry for their support of ASE over the years. I am excited about the future with Dave Johnson leading ASE. We share a passion for the ASE mission, and I am very confident that he will take ASE to new heights.

*Tim Zilke*  
President/CEO, ASE



I am honored to follow in the footsteps of Tim Zilke and take on the mantle of leadership of this important industry organization. I look forward to working with industry stakeholders as well as the outstanding ASE staff to serve technicians, service providers and car owners. I know we have an exciting future ahead of us and I look forward to sharing the amazing mission of ASE.

I join ASE with over 30 years of automotive industry experience, working previously as global director, service engineering operations at Ford Motor Company where I led all vehicle repair support activities. I am looking forward to using those experiences to take ASE to the next level of technician and consumer value.

I am confident that my experience has prepared me to contribute to the ASE cause. I have been fortunate throughout my career to work closely with technicians, service business owners, parts suppliers, and most importantly, the customers they all support. I believe that my background and formal technical and business education have prepared me to work with this entire industry 'ecosystem' that is part of the ASE team's mission to champion and support.

One of my first goals since joining ASE has been to learn all I can from Tim and the ASE team, while continuing to build upon the solid foundational elements that ASE is best known for. While I have thoughts and ideas about moving forward, I first need to learn from those on the ASE team who have been working in the trenches much longer than me. Just as importantly, I want to learn about what is on the minds of all various stakeholders to ensure that the ASE team is aligned with what the industry really needs.

I wanted to take on this new role because I could see from my time serving on the ASE board that there was so much good being accomplished and so many possibilities for the future. I am excited to bring my skills and experience to the table in a more significant way to help take ASE to the next level.

There are real challenges facing the transportation industry, from the need to attract and retain service professionals to complex vehicle designs and advanced technologies that demand more knowledge and ability than ever before. Having lived with these challenges firsthand and working within one company to address them, I view ASE as the place where the industry can come together to multiply our efforts, influence and accomplishments and rise to meet these challenges. It is going to be an exciting and rewarding journey for all involved.

*Dave Johnson*  
President and CEO Designate, ASE

# 6 Outstanding Automotive Service Professionals

## Chosen for Inaugural ASE President's Club

The inaugural class of the National Institute for Automotive Service Excellence (ASE) President's Club features six of the most accomplished automotive service professionals in the transportation industry.



*"We want to congratulate the first class of the ASE President's Club," said Tim Zilke, ASE president. "These outstanding individuals have earned distinction by receiving ASE certifications in over 50 areas as well as having successful careers as service professionals. These six are the best of the best and we are honored to induct them into the ASE President's Club."*

The ASE President's Club selections will be made each year with any changes in status determined at that time. The current requirements include passing 51 ASE certification tests. The military test series and all OEM-specific tests are excluded from the ASE President's Club requirements.

### The following is the inaugural class of the 2023 ASE President's Club

**David M. Burns**

Hewlett Packard Enterprise Services  
(Eads, Tennessee)

**Daniel J. Fuller**

Connecticut State Community College,  
Gateway Campus (Southbury, Connecticut)

**Robert S. Macas**

AutoTime  
(Oak Lawn, Illinois)

**Glenn D. Markley**

Cox Automotive  
(North Providence, Rhode Island)

**Zachary A. Merrill**

The Car Whisperer, LLC  
(Greenville, South Carolina)

**William J. Woods**

First Vehicle Services  
(Delta, Pennsylvania)

# ATMC Annual Conference Highlighted by Release of Training Benchmarks Survey Results

The ATMC training benchmarks survey is conducted annually within the automotive and heavy-duty vehicle service and repair industry. The survey is designed to establish a series of metrics to help the industry recognize trends, provide a comparison standard and align the offerings of training providers with the needs of training consumers. To view the ATMC training benchmarks survey results, visit the ATMC website at [ATMC.org](https://www.ATMC.org).



## About ATMC

The ASE Training Managers Council (ATMC) is a non-profit organization dedicated to the advancement of training and professional development within the transportation service industry. A division of ASE, the council helps members keep up with innovations in automotive training by facilitating interaction among its members and serves as a leadership forum for training professionals to promote world class training standards in the automotive, heavy duty and related industries. See more at [www.ATMC.org](https://www.ATMC.org).

# ASE CERTIFICATION

## CHOOSE HOW YOU TEST!

### Traditional ASE testing

At a Prometric test center

[MY.ASE.COM](https://my.ase.com)



**ASE**  
RENEWAL

### ASE Renewal App

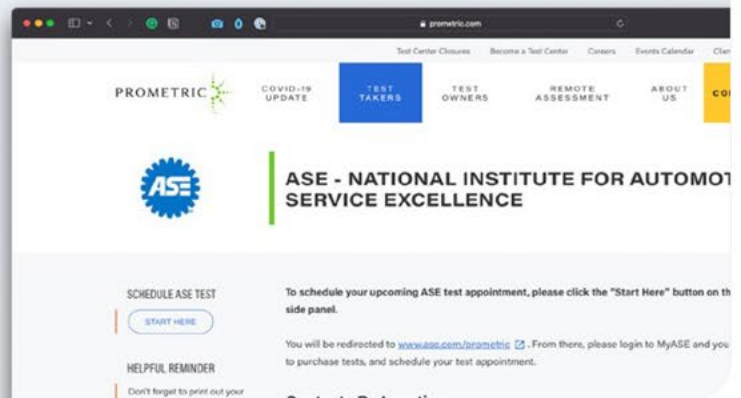
For those certified in A1-A9, keep your certifications current from your phone, tablet, or computer.

[ASERENEWALAPP.COM](https://aserenewalapp.com)

### Pro-Proctor

Test at home!

[ASE.COM/PROPROCTOR](https://ase.com/proproctor)



Visit [ASE.com/options](https://ase.com/options) for more details.

THE FUTURE IS *ELECTRIC*.  
LET'S GET THERE SAFELY.



LEARN ABOUT ASE'S EV CERTIFICATIONS AT [ASE.COM/EV](http://ASE.COM/EV)



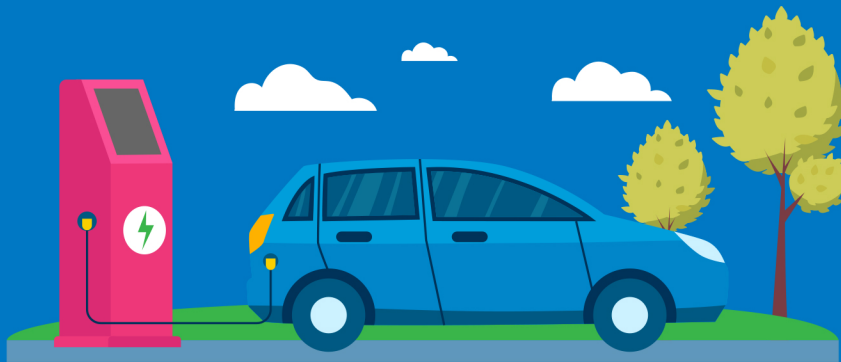


# xEV Safety Certifications

ASE's xEV High-Voltage Electrical Safety certifications were developed to serve as a guide, sharing existing industry standards, concepts, and practices followed by individuals working in the automotive, truck, and commercial electrical industry.



Download the xEV Electrical Safety Standards at [ASE.com/ev](https://www.ase.com/ev), or scan the QR code.



- \$38.99 for the xEV Electrical Safety Awareness Certification (Level 1).
- \$49.99 for the xEV Technician Electrical Safety Certification (Level 2).



- Test is valid for 90 days from date of purchase. Purchases are non-refundable.
- Test time limit is 60 minutes, which runs continuously.



- A certificate will be available to download and print upon passing your test.
- ASE xEV Certifications are valid for 3 years.



Learn more at  
[ASE.com/ev](https://www.ase.com/ev)

To purchase xEV Certification tests, visit [ASE.netexam.com](https://www.ase.netexam.com).

# LOOKING FOR A REWARDING CAREER?

ASE is partnered with the best in the business. Find careers and training opportunities at [ASEducationFoundation.org/partners](http://ASEducationFoundation.org/partners).





# ASE Adds Spanish-Language Study Guides to Website

**ASE has added Spanish versions for two of the ASE study guides to its website to help Spanish-speaking automotive service professionals prepare to take ASE Certification tests.**

*“We are continually enhancing the ASE website with new information and one of the areas of proactive focus is the Spanish-language section of ASE.com,” said Trish Serratore, senior vice president of communications for ASE. “By introducing Spanish-language study guides for those automobile tests that are offered in a bilingual format, we are providing a needed resource for many of those who are preparing for ASE Certification exams.”*

The two new Spanish-language study guides added to the ASE website are entitled “Pruebas de Automóviles ASE” for A, C, F and X series tests and “Prueba de Mantenimiento Y Reparación Ligera de Automóviles (MLR)” for the G1 Auto Maintenance and Light Repair certification tests.

The ASE website also features a button located on the bottom right corner of the homepage where the language for the website can be switched between English and Spanish.



**For more information about ASE Spanish-language testing, visit [www.ASE.com/Spanish](http://www.ASE.com/Spanish).**

# ASE Vouchers Now Available for EV Testing

The National Institute for Automotive Service Excellence (ASE) has made vouchers available for EV certification testing.

ASE recently announced the creation of **Electric Vehicle Technician/Shop Personnel Electrical Safety Standards**. The purpose of the standards is to provide guidance, and document and establish electrical safety requirements, standards, procedures and safe work practices relating to the development of an electrically safe working area for service professionals in North America working on or around electrified vehicles (xEVs).

The intent of these standards is to minimize exposure to electrical hazards and their associated impacts. These standards were developed in conjunction with vehicle manufacturers, aftermarket personnel and other electric industry subject matter experts. Visit [www.ASE.com/ev](http://www.ASE.com/ev) to see the standards.

In addition to the Electric Vehicle Technician/Shop Personnel Electrical Safety Standards, ASE has now launched two tests in this series. They are the **xEV Electrical Safety Awareness Certification (Level One)** which is designed for anyone who may encounter an EV in the workplace and the **xEV Technician Electrical Safety Certification (Level Two)** for service professionals, technicians or specialists who have received high-voltage electrical training; have demonstrated skills and knowledge related to the construction, operation and repair of electrically powered high-voltage vehicles; and maintain an electrically safe working area, and use required personal protective equipment (PPE).

**Automotive service professionals and shop owners who want to purchase ASE EV test vouchers for their employees can visit the [myASE portal](#) and take the following steps:**

#### Step 1

Login into your account or create an account at the [ASE Log in](#).

#### Step 2

In the myASE portal, go to the "Store."

#### Step 3

Using the menu on the left, go to the "xEV Test Vouchers" section then click on "xEV Test Vouchers."

#### Step 4

Click "Add To Cart" for whichever test(s) you want to buy vouchers for. Quantities can be adjusted in the cart.

#### Step 5

Proceed to Checkout. Email with the voucher code(s) will be sent to the purchaser.

#### Step 6

The purchaser can distribute vouchers to individuals that need to take tests. Individuals receiving a voucher should create an account at <https://ase.netexam.com> to begin testing.

*"We have had a very positive response to the recent introduction of our new EV standards and testing program," said Tim Zilke, ASE president. "These tests were developed in conjunction with industry experts so they will be challenging, but more importantly, they will ensure that automotive service professionals who earn the credentials are well prepared to service and repair hybrid and electric vehicles."*

**To learn more about the new ASE xEV Certifications, visit [www.ase.com/ev](http://www.ase.com/ev).**

# Q & A with Top Technician Gage Boisseranc

## **Tell us about yourself. What made you decide to become a service professional?**

I am currently an automotive technician at Newport Lexus, starting here in 2021. In 2019, I took a job at a lube shop, intending for it to be temporary, but I ended up falling in love with the work. Within a month, I had dropped everything else and signed up for school to pursue a career in the automotive service industry.

## **Where/How did you get your training to get the knowledge you have today?**

Most of my training has come from my education as a T-TEN student at Cypress College and from the experiences I have had while working professionally at a dealership.

## **How long have you worked as a service professional?**

I have been working as an automotive service professional for about 4 years total. I spent a little over a year at the lube shop and the remainder of my professional experience comes from my time at the dealer.

## **What role has being ASE Certified played in your journey?**

My ASE certifications have had a major role in my journey. It can be competitive to find a job at a good shop in this industry. My certifications have given me a great advantage in this regard and they have helped me advance quickly at the dealer.





*Gage Boisseranc continued ...*

**What ASE Certifications do you currently hold?**

I have ASE A1 through A8, plus L1, plus L3. I achieved them during my T-TEN program at Cypress College.

**What are some of the top challenges you do/did face as a service professional and how do/did you overcome them?**

Soon after graduating from T-TEN, I was given my first heavy line jobs at work. I had done some engine teardowns while in school, but these were the first ones I had done on my own. I felt a bit overwhelmed as these were engines I was not experienced with. I overcame this by thinking back on my time in T-TEN. We were taught that we would never know everything when working on cars, but what is important is to know how to use the resources available to you to research and learn how to move forward. I take that lesson and apply it to every challenge I face when working on a vehicle.

**Do you have any advice for today's students who might be thinking about entering the automotive industry or becoming a service professional?**

There are a lot of opportunities and potential for growth in this industry. The industry is fast-paced and ever changing. It can be hard to learn how vehicles work and the engineering behind them on the job. If you are interested in becoming a service professional I recommend taking your education seriously and really applying yourself in your training.

**What do you like most about being an automotive service professional?**

There is always more to learn and there are ways to better yourself in this industry. There will always be new technology to keep up with and I find that exciting.

# ASE LAUNCHES Team ASE Podcast



ASE has launched a new series of podcasts entitled “**Team ASE Podcast**” to increase awareness of the role ASE plays in the transportation service industry. Hosted by industry veteran Tony Molla, the podcast focuses on what’s new, what’s now and what’s next in the industry and provides timely updates on the happenings at ASE.

The first episode features an interview with incoming ASE President and CEO Dave Johnson and ASE Education Foundation Assistant Vice President Donna Wagner, who will assume a new position at ASE as vice president of industry and media relations on Jan. 1. In the podcast, Johnson and Wagner discuss their careers as well as their visions for the future of ASE. The episode can be found at [www.ase.com/podcast](http://www.ase.com/podcast).

Molla is the former vice president, industry relations for the Automotive Service Association (ASA) and has over 40 years of experience in the automotive service industry. He has held positions at all levels, including technician, service manager, parts store manager and automotive technical editor, writing service manuals for the Chilton Book Company. Molla has authored more than a dozen technical and car care manuals for both professional technicians and consumers. Prior to joining ASA in May 2015, Molla spent 15 years as vice president, communications for ASE.

*“We are proud to introduce the ‘Team ASE Podcast’ series as a platform to share the important initiatives we have in the works at ASE. The podcast will also feature industry leaders and cover timely topics important to the transportation industry,” said Tim Zilke, ASE president and CEO. “Having Tony host is an added bonus. As an industry veteran, he is well informed about trends, technology and ASE endeavors. We encourage everyone to tune in and check back for new episodes.”*

**For more information about the Team ASE Podcast series and other ASE-related podcasts, visit [www.ase.com/podcast](http://www.ase.com/podcast).**

# Looking to Hire Entry-Level Service Professionals?

## THE ASE EDUCATION FOUNDATION HAS THE ANSWER.

### Grow your own!

Yes, that takes time, but it enables you to choose and nurture the technicians who will grow with you and are more likely to stay long-term. There are students right now who are taking automotive training classes at your local high school or college. And the good news is that the school provides them with the fundamental training they need to get started.

But this needs to be a two-way street. Schools want to provide well-trained entry-level technicians, but they need your help and input to be successful and meet your employment needs. Schools need partners from industry to provide advice and guidance, demonstrate career opportunities for their students, and help those students get the hands-on experience that will grow their skills and encourage them to stick with an automotive career.

The Adopt-A-School program is powered by the ASE Education Foundation, whose mission is to bridge the gap between businesses in the transportation industry and the schools in their local communities. This mutually beneficial program enables businesses to provide support to their local schools, while simultaneously providing those businesses with access to up-and-coming automotive service professionals entering the work force. Start by getting the free ASE Adopt-A-School toolkit today at <https://aseeducationfoundation.org/adoptaschool>.

Also, businesses looking to hire entry-level vehicle service employees should ask if potential hires have earned ASE Entry-Level certification. By earning this first-step certification, prospective employees are indicating to employers that they have a substantial level of practical, knowledge-based readiness for the workforce.

“For students, ASE Entry-Level certification is a gateway to a career as a service professional, demonstrating to employers their potential to become a high-performing employee. Employers can be confident they are hiring someone who is knowledgeable and can hit the ground running as an entry-level employee,” said Tim Zilke, ASE president and CEO. “Hiring ASE Entry-Level certified employees also shows customers a commitment to service excellence, giving repair facilities an advantage in the marketplace.”

ASE Entry-Level certification tests are available for the automobile, collision repair/refinish and medium/heavy duty truck segments. ASE Entry-level certification is the first step in building career credentials as a service professional. The tests are intended for students in career and technical programs and are a predictable gauge for future success with ASE professional-level certifications.

“Students who are committed to earning ASE Entry-Level certification are career candidates who are showing their future employers that they are committed to careers in the transportation industry,” said Zilke. “These employees are also more likely to continue to take ASE certification tests to expand their areas of expertise, making them more valuable workers to a business.”

For more information about ASE Entry-Level certifications, visit [www.ase.com/entry-level](http://www.ase.com/entry-level).



# The Spotlight's on you: Tell us your story!



Are you interested in being featured on the ASE website and social media channels for an ASE Spotlight? We are incredibly proud of our ASE Certified professionals, and we have created a webpage to help tell their stories. Interested in sharing your story with us? Complete our **Spotlight Form**.



[Facebook.com/ASEtests](https://www.facebook.com/ASEtests)



[Instagram.com/ASEtests](https://www.instagram.com/ASEtests)



[Youtube.com/ASEtests](https://www.youtube.com/ASEtests)



[Twitter.com/ASEtests](https://twitter.com/ASEtests)





# Remote Testing ProProctor Fact Sheet



## Helpful Tips

ProProctor is available 24/7. Review AM versus PM carefully when selecting an appointment start time. Once an appointment is scheduled, review the selected date, time, and test(s) on the Registration Ticket in your myASE account Scheduled Tests tab to confirm accuracy.

Consider selecting a test date more than 4 days before your first remote testing appointment to allow time to download the Chrome browser and ProProctor application; complete the system readiness check to confirm that your computer or laptop meets system and resolution requirements; check your audio/microphone settings; connect a movable web camera if you do not already have one; verify that the web camera is working properly; and ensure that the room you intend to use for testing meets requirements.

You cannot change or cancel an appointment or test within 3 days of a scheduled test date.

If using a laptop, plug it in prior to launching ProProctor on test day.

An open concept area in your home or business, a room with window walls and/or window doors, a poorly lit or cluttered room, or a school classroom does not meet testing environment requirements.

Information about ProProctor, including a short What to Expect video, can be found on the ASE website at [www.ASE.com/proproctor](http://www.ASE.com/proproctor).



## Must do and know before taking a test

Read the appointment confirmation email or Registration Ticket upon scheduling an appointment for important need-to-know information.

Review the Remote Testing User Guide before the day of your scheduled appointment. The guide link is included on the appointment confirmation email and Registration Ticket.

Download and install the ProProctor application and perform a system readiness check on the computer being used for testing before the day of your scheduled appointment. The application link is included on the appointment confirmation email, Registration Ticket, and the ASE website.

Prepare your home or business setting to meet requirements before the day of your scheduled appointment. Read the Remote Testing Regulations to adjust the testing environment accordingly. The room you choose to use for your remote testing appointment must be well-lit with solid walls (no window walls or window doors) and a solid door that can be closed. If the room includes a sidelight window by the door, it must be covered before launching the ProProctor application on test day. The room and workstation must be clutter-free.

Close all doors (entry, closet, visible bathrooms) in the testing room. Consider locking entry doors to prevent a person or pet from disrupting and ending your testing appointment by opening the door or entering the room.

Use an undocked computer.

A movable web camera is required.

Google Chrome is required.

Internet Connection Speed of 1.0 Mbps or greater is required with no additional load on the Wi-Fi connection from other users.

Your laptop or computer must meet the minimum resolution requirements (refer to the Remote Testing User Guide for details).

Use an Ethernet cable to connect directly to the router.

Working speakers and microphone are required. A wired headphone and microphone are allowed.

**Not Supported:** VPNs, Chromebooks, iPads, MacOS Ventura, and virtual machines

It is recommended to have a large bedsheet or linen available if asked to cover any area of clutter.

All tests are continuously monitored by video and audio recording in real time. ASE practice policies shall supersede the regulations outlined under the Prohibited Items and Testing Conduct in the Remote Test Center section on the appointment confirmation email and Registration Ticket.

