



Premium Customer Service

Kelly Bennett 9:00 AM - 12:00 PM

AASP National

Premium Customer Service and Profitable selling looks at different angles of customer service and how we can make our customers feel like "guests". Areas that are highlighted in this program include the Automotive Bermuda Triangle as well as reviewing creative solutions in keeping existing clients and bring in the new.

Understanding and Using Fuel Trim

Vince Manship 9:00 AM - 12:00 PM

CARQUEST

Fuel Trim is the technician's best chance to find the right diagnostic path to solving most all driveability and engine performance problems. This course will dispel the myths about short and long term fuel trim and the instructor will introduce the concept of Total Fuel Trim. It is important that the PCM's total fuel modification be taken into consideration when diagnosing these problems. The effects of Rear Fuel Trim found on most all vehicles today, will also be explained. This is a must see class that will open your eyes to the power of Total Fuel Trim diagnosis.

Chubby's 4 Keys to Lasting Success and Profit

John Bishop 9:00 AM - 12:00 PM

ATI

Learn the four essential keys that will transform your life and make your business exciting and fun again! Re-ignite your passion for running a top performing company! Increase personal productivity with focus and time management secrets. Build systems to increase performance and get more free time. This is a high-energy, funny and inspiring presentation with state of the art multi-media slides. The flow is: The Pain, The Problem, The Solution, The Benefit. Approved for 6 AMI credits.

Airtex Fuel Delivery System Training

Richard Young 8:45 AM - 10:15 AM

Auto Zone

"Utilizing electrical pump circuit stress testing to improve diagnosis, shop efficiency and customer satisfaction" "New testing issues for duty cycled and pulse width modulated fuel pumps" "Current ramping that easily and accurately identifies intermittent fuel pump faults" "A look at new generation of gasoline direct injection (GDI) and how it will affect the automotive service industry."

Preventing A/C Comebacks

David Cadden 10:30 AM - 12:00 PM

Auto Zone

The Hottest Tips for diagnosing and repairing A/C failures. Includes the Maximum Heat Load & Temperature Testing Techniques.

FRIDAY

Maximizing Profits by Increasing Proficiency

Kelly Bennett 1:00 PM - 4:00 PM

AASP National

Maximizing profits by increasing proficiency reviews; how much time does it take to repair a vehicle? How long should one particular job take? What is the nature of the job? How do I compensate my technician? How do I keep my technician motivated. This excellent program reviews how productivity and efficiency are different and how each technician can improve their time management skills. Information acquired is the value of a technicians' time per minute and over all value of time to the business and how this can affect the business on a daily basis. This course will aid in how each shop will benchmark time and how to compensate your technician accordingly.

Electronic Power Steering

Shaun Forgac 1:00 PM - 4:00 PM

NAPA

Expand your diagnostic abilities. Use your scan tool and lab scope to communicate with EPS for quick testing. Find out about common failures you may be seeing right now in your shop. How does suspension repairs affect EPS. Prevent damage to the system and avoid comebacks. What really needs to be done when you align a vehicle with EPS (special adjustment procedures). Why does something as minor as tire pressure effect EPS. Tips for tracking down elusive steering noises in EPS. Class includes real world case studies.

OSHA Basics

Sherry Robertson 1:00 PM - 4:00 PM

Answers4HR

- 1) Introducing a Hazard Communication Program - Review of MSD sheets, chemicals and gases in the shop, fire safety, and, waste disposal, and precautions and controls. Includes handouts of sample program and actual MSD sheet.
- 2) Decreasing Your Worker's Comp Liability - Covering of ergonomics (lifting, bending, reaching, etc), good housekeeping, and personal protective equipment. Accident reporting procedures will be discussed. Includes ergonomic instruction handout, NC Form 19, and sample Incident Report.
- 3) Lock Out/Tag Out - Covering of basic procedure and tool safety (hand tools, power tools, ladders, jacks, and hoists). Hand samples will be given out.

Variable Cam Timing

John Thorton 1:00 PM - 4:00 PM

AASP National

This class will discuss VCT systems used by Ford, GM and Chrysler. System Operation and diagnostics will be covered. Using documented case studies, the information provided will be put to use by applying it in the diagnostic process.

Casino Night

IGO Hospitality Suite

7:30PM - 10:30 PM

10:30 PM

SCHEDULE OF EVENTS

SATURDAY

Profitable Selling

Kelly Bennett 8:30 - 11:00 AM

AASP National

The second component of this program involves not just keeping the customer happy but keeping the business profitable. Our goal is to provide you with the tools to grow your business to good financial standing

Driveability Case Studies

John Thornton 8:30 AM - 11:00 AM

AASP National

Driveability technicians use a tremendous amount of data to make diagnostic decisions. Scan data, scope data, gas analyzer data and service information data need to be quickly sorted and analyzed for significance related to the driveability problem at hand. Using a wide variety of documented case studies, the instructor will discuss how to manage and interpret diagnostic data in an efficient manner.

Hybrid Technology and Service

Joe Knight 8:30 AM - 11:00 AM

ACDelco

This course will introduce technicians with past, current, and future advances in Hybrid technology. The instructor will guide technicians through information regarding: Hybrid History Safety considerations while servicing Hybrid vehicles systems The disable procedure for the high voltage system Various Hybrid system designs and types -- Hybrid components

NC Used Car Dealer Certification

**Kat Messenger 8:00 AM - 11:00 AM
2:00 PM - 5:00 PM**

**IGO Insurance
6 Hour Class**

Overview from the NC Motor Vehicle Dealers and Manufacturers Regulations Guide. Topics include licensing requirements, vehicle inspections, titling and registration information, dealer disclosures, frequently used forms, record keeping, laws and acts governing dealers and dealer ownership.

Steering Angle Sensors

Hillary Parrish 8:30 AM - 9:30 AM

**Professional Maintenance &
Hunter Engineering**

Steering angle sensors and how it relates to today's alignment service. This informative seminar is an hour long.

Refrigerant Recovery

9:45 AM - 10:15 AM

**Professional Maintenance
& SPX/ROBINAIR**

Dave Gessner with SPX/ROBINAIR will be using a Robinair model 34788 to show proper refrigerant recovery, vacuum & recharge procedures. Questions on service will be also addressed by Dave & Professional Maintenance

Monroe Ride & Drive Seminar

Sidney Gay 8:00 AM - 9:15 AM

Tenneco

Tenneco's certified suspension instructor Sidney Gay help participants learn how to explain to consumers the value of ride control replacement.

Lift it Right

Ronnie Hedgepeth 10:30 AM - 11:00 AM

**Professional
Maintenance**

Ronnie Hedgepeth with Professional Maintenance has over 25 Years of experience installing and servicing automotive lifts. He will demonstrate spotting techniques and proper lifting procedures. Register for free

Ignite the Internet!

Internet Marketing for Auto Repair

Danny Sanchez 2:00 PM - 5:00 PM

Autoshop Solutions

Ignite your online marketing and put more cars in the bays by joining this powerful internet marketing course! Danny Sanchez, President of Autoshop Solutions and AMI Accredited Instructor has 13 years of internet marketing experience, 23 years automotive experience and has 3 years consecutive top ten wins for automotive websites "best of the web." This class discusses the principles of internet marketing for the automotive industry including innovative website design, Search Engine Marketing (SEM) and Search Engine Optimization (SEO) and Analytics. Shop owners will take with them the fundamentals of a successful strategy, the benchmarks to watch and the tools needed to help manage and grow their website marketing.

New Oil & Lubrication Technology

Vince Manship 2:00 PM - 5:00 PM

CARQUEST

Engine lubricants are no longer universal, and choosing the wrong oil for your customer's vehicle can have catastrophic consequences. This course is the result of years of research by a leading industry expert in automotive fluids and lubricants. Did you know that a 0W30 oil can be thicker than a 10W40 oil? Did you know that some oils labeled as 100% synthetic oils are not actually synthetic? This course covers: The details of SAE viscosity ratings; API and ILSAC certification; ACEA certifications; OEM certifications; fluid additives and supplements; the solution to oil gelling and sludge formation as well as preventing premature camshaft wear in existing and rebuilt engines.

Monroe Ride & Drive Seminar

Sidney Gay 2:00 PM - 3:15 PM

Tenneco

Tenneco's certified suspension instructor Sidney Gay help participants learn how to explain to consumers the value of ride control replacement

Monroe Ride & Drive

Roger Johnson 3:15 PM - 4:30 PM

**Outside
Tenneco**

The Technology Tour and Ride and Drive program enables technicians to experience the ride and handling differences in popular late-model vehicles equipped with new ride control components and identical vehicles fitted with worn shocks and struts. This interactive experience includes the fleet of test vehicles, a specially designed test track, a training area for detailed diagnostic instruction, and a broad range of technical displays

Presented By





SCHEDULE OF EVENTS CONT.

SATURDAY CONT.

Monroe Ride & Drive Roger Johnson 9:30 AM - 11:00 AM

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TEVA EV Smart Challenge 9:00 AM - 3:00 PM

TEVA

High schools from across North Carolina will compete in the EV Smart Challenge. Students will bring their vehicles which have been converted from gasoline to battery power to ASTE. The vehicles will be on display and will be judged on performance and reliability. Learn how to complete an electric vehicle conversion. The SMART Challenge is the education program of the Carolina Electric Vehicle Coalition, Inc., a nonprofit organization based in Wake County that is devoted to raising awareness about the use of alternative fuels. Learn how to do electric vehicle conversions.

New Technologies in Transportation Meeting a 35.5 MPG CAFE by 2016 Rich Cregar 1:00 PM - 4:00 PM

Wake Tech

At the Direction of the President, the National Highway Traffic Safety Administration will require light duty fleets to average 35.5 MPG by 2016, an increase of almost 10 MPG from the present level. Concurrently, the EPA will also require fleet CO2 tailpipe emissions to meet increasingly lower levels to reduce our national CO2 output 17% by 2020.

Attend this presentation to learn what technologies the automakers are adopting to meet these requirements. We will examine Gasoline Direct Injection (GDI), Common Rail Diesel (CRD), turbo systems, valve control, idle stop (for both hybrid and conventional vehicles) and other fuel economy/idle reduction technologies that you will want to welcome into your repair bay

You will also learn about new curriculum and continuing education programs being adopted by the NC Community College System to provide you and your technicians with training in these new technologies.

Love at First Bite (Culinary Demonstration) Chef Brian 2:00 PM

IGO

Chef Brian Adornetto was taught the basics of cooking by his mother and grandfather at the landmark P.N.K. Tavern in Jersey City, NJ which has been in his family for 80 years. Brian ultimately chose to attend culinary school following his graduation from Saint Peter's College.

After graduating from the Institute of Culinary Education in New York City, Brian honed his skills at high profile New Jersey restaurants as Puccini's, Sonoma Grill, the Hilton at Short Hills' Four-Diamond, Three-Star Terrace Restaurant and the Five-Diamond, Four-Star Dining Room. Eventually, he rejoined the Hilton Hotel Corporation and served as Banquet Sous Chef and later as Chef de Cuisine in the Hilton at East Brunswick. He then became an Executive Chef for Morrison Management Specialists, a division of Compass Group and Chef Consultant for Rao's Specialty Foods.

Brian can now be found on the adjunct culinary faculty of Wake Technical Community College in NC, writing about food and dining in the Raleigh Downtowner Magazine as well as other publications and websites, and teaching at A Southern Season's Cooking Studio in Chapel Hill, NC. He also offers private cooking lessons, demonstrations, and culinary workshops.

Diagnosing Catalytic Converters Joe Barcarella 9:30 AM - 11:00 AM

Outside
Tenneco

Most experienced techs realize that a failed converter is a symptom of a larger problem. Tenneco trainers take you through the fundamentals of how converters work, why they fail, what "low efficiency" really means, and 5 simple steps to make sure the vehicle is not coming back with the same problem.

Diagnosing Catalytic Converters Joe Barcarella 3:30 PM - 5:00 PM

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SUNDAY

Jump-start Your Training Using Registered Apprenticeship

NC Dept of Labor

Tony McKnight - Dale Yarborough 8:30 AM - 10:30 AM

Successful companies realize that their employees are one of their most valuable assets. If your business and North Carolina's economy are going to grow, it is important to develop a skilled workforce. Organizations with strong training programs thrive even in the face of strong competition. An apprenticeship program is a resource you can utilize to ensure that employees perform at peak efficiency. Use registered apprenticeship to jump-start training your employees to industry-accepted standards.

Many employers are using apprenticeship programs to recruit new employees, especially veterans recently discharged from the military. Participation in a registered apprenticeship or OJL program allows eligible veterans to receive GI Bill education benefits while adjusting to civilian life. The money received from their GI Bill benefit is tax-free and helps veterans, their families and our economy. Join in and support the veterans in your community.

Gasoline Direct Injection Vince Manship 8:30 AM - 11:30 AM

CARQUEST

Gasoline Direct Injection (GDI) systems are becoming common place on late model cars and light trucks. This variation of fuel injection delivers the fuel charge directly into the combustion chamber much like a diesel using a common rail system. The potential benefits of GDI are increased fuel efficiency and power.

Vehicle Reprogramming Strategies George Lesniak 8:30 AM - 11:30 AM

CARQUEST

One of the most critical decisions a shop makes deals with reprogramming the PCM on today's vehicles. While it is necessary many times to reprogram a PCM, the shop must make the decision whether to purchase the tooling necessary to do the job in house or to farm it out to the dealer. In many cases the J-2534 reprogramming standard which was meant to make it easy to reprogram vehicles, has led to much confusion in the field. This course focuses on delivering the truth about reprogramming including both OE and J-2534 methods. You will come away with specific J-2534 procedures to make this strategy successful. You will also understand the limitations of J-2534 and the advantages of using the OE scan tool to reprogram. At the end of the day you will be able to make the best decision for your shop.

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INDEPENDENT GARAGE OWNERS OF NORTH CAROLINA