

## 2019 Schedule of Events

### Wednesday, February 27

5:00 P M – 7:00 PM Registration Open

### Thursday, February 28

6:00 AM – 7:00 PM Registration Open

8:00 AM – 5:00 PM Technical Training

8:00 AM – 5:00 PM Management Training

4:00 PM – 7:00 PM Hi-Tech Tool Expo

### Friday, March 1

7:00 AM – 9:30 PM Registration Open

8:30 AM – 5:00 PM Management Training

8:00 AM – 5:30 PM VISION Educator Think Tank

8:00 AM – 5:00 PM Technical Training

5:00 PM – 9:00 PM VISION Expo

### Saturday, March 2

6:00 AM – 6:00 PM Registration Open

6:30 AM – 7:00 AM Conference Breakfast\*

7:00 AM – 8:15 AM Opening General Session

8:30 AM – 12:00 PM Management & Technical Training

9:00 AM – 3:30 PM VISION Expo

11:30 AM – 1:00 PM Conference Lunch\*

2:45 PM – 6:00 PM Management & Technical Training

6:00 PM – 7:00 PM Industry Professional's Reception

7:00 PM – 10:00 PM Awards Dinner & Comedy Night Party\*\*

### Sunday, March 3

6:00 AM – 6:30 AM Nondenominational Prayer Service

6:30 AM – 10:00 AM Registration Open

6:30 AM – 7:00 AM Conference Breakfast\*

7:00 AM – 8:15 AM Closing General Session

8:30 AM – 12:00 PM Management & Technical Training

\* Meal functions are open to those purchasing training packages.

\*\* Awards Dinner & Comedy Night Party tickets may be purchased individually.

Attendees registered for a weekend training package or VISION Power Pass may purchase a ticket at a discounted rate.

Schedule is subject to change. Please consult the on-site Schedule of Events for the latest information.

## THURSDAY, FEBRUARY 28, 2019

### Technical Training

Code	Course Title		Begins	Ends	Instructor
T1-AB	Chrysler Driveability / Code Diagnostics	<b>GOING FAST!</b>	8:00am	5:00pm	Eric Walker
T2-AB	Electronics 101 (hands-on) <i>Sponsored by CTI / WTI*</i>	<b>SOLD OUT!</b>	8:00am	5:00pm	Bernie Thompson, G Truglia
T3-AB	General Motors Duramax Diesel <i>Sponsored by ATG</i>	<b>GOING FAST!</b>	8:00am	5:00pm	Wally Mouradian
T4-A	6.7 Power Stroke Diesel Problems and Solutions <i>Sponsored by O'Reilly Auto Parts</i>		8:00am	12:00pm	Luis Ruiz
T5-A	ADAS Problems and Solutions Live <i>Sponsored by CTI / WTI*</i>	<b>SOLD OUT!</b>	8:00am	12:00pm	Randy Briggs
T6-A	Engine Mechanical Diagnosis with Electronic Equipment	<b>SOLD OUT!</b>	8:00am	12:00pm	Scott Shotton
T7-A	Euro Evaporative Emission Diagnostics <i>Sponsored by BOSCH</i>		8:00am	12:00pm	Bob Pattengale
T8-A	J2534 Update 2018 <i>Sponsored by CTI / WTI*</i>		8:00am	12:00pm	Kevin Leiby
T5-B	ADAS Problems and Solutions Live <i>Sponsored by CTI / WTI*</i>	<b>SOLD OUT!</b>	1:00pm	5:00pm	Randy Briggs
T9-B	Advanced Tech Vehicles: Diagnosing Hybrid Battery Pack Systems <i>Sponsored by CTI / WTI*</i>	<b>GOING FAST!</b>	1:00pm	5:00pm	Kevin Leiby
T10-B	Chassis, Steering and Suspension: Alignment Diagnostic Angles <i>Sponsored by CTI / WTI*</i>	<b>GOING FAST!</b>	1:00pm	5:00pm	Lonnie Horn
T11-B	Cummins Diesel Diagnostic and Repair Solutions <i>Sponsored by O'Reilly Auto Parts</i>	<b>GOING FAST!</b>	1:00pm	5:00pm	Luiz Ruiz
T12-B	Triage Diagnostics	<b>GOING FAST!</b>	1:00pm	5:00pm	Jim Wilson
T13-B	Unlock The Power of Global OBD2 for European Vehicles <i>Sponsored by BOSCH</i>		1:00pm	5:00pm	Bob Pattengale

### Management Training

Code	Course Title		Begins	Ends	Instructor
M1-AB	Creating a More Profitable Business Without Giving Up Your Life <i>*Sponsored by CTI / WTI</i>		8:00am	5:00pm	Cecil Bullard
M2-A	Creating VALUE in Everything You Say, Do, and Sell		8:00am	12:00pm	Bill Haas
M3-A	Managing Employees When Turnover Is Not An Option <i>*Sponsored by CTI / WTI</i>		8:00am	12:00pm	Greg Marchand
M4-B	Hello to Goodbye <i>Sponsored by Spirit One Group, LLC</i>		1:00pm	5:00pm	David Eschbach
M5-B	How to Use the StoryBrand Framework to Clarify Your Message <i>Sponsored by Shop Marketing Pros</i>		1:00pm	5:00pm	Kim Walker

\*CTI / WTI = CARQUEST Technical Institute & WORLDPAK Technical Institute

**BACK BY POPULAR DEMAND!!** Get the most out of your investment. Attend the exclusive Hi-Tech Tool Expo to provide you additional time with diagnostic and scan tool vendors.

**HI-TECH TOOL EXPO**  
featuring today's top scan tools & diag equip

**Thursday, Feb. 28, 2019 · 4-7pm**  
Convention Center Upper Level

## FRIDAY, MARCH 1, 2019

### Technical Training

Code	Course Title	Begins	Ends	Instructor
T14-CD	Advanced Circuit & Electrical Testing <i>Sponsored by Denso</i> <b>SOLD OUT!</b>	8:00am	5:00pm	Kris Lewis
T15-CD	Advanced Lab Scope Diagnostics (Live Car) <i>Sponsored by CTI / WTI*</i> <b>GOING FAST!</b>	8:00am	5:00pm	Scott Manna, Matt Fanslow
T16-CD	Comprehensive Fuel Trim Analysis: Do You Understand the Value?	8:00am	5:00pm	Scott Shotton, Eric Ziegler
T17-CD	Diagnostics 101	8:00am	5:00pm	Jim Wilson
T18-CD	Ford 6.0L, 6.4L, 6.7L, Power Stroke Engine Performance	8:00am	5:00pm	Wally Mouradian
T19-CD	Gasoline Engine Fuel System Testing from A to Z <i>Sponsored by NAPA Autotech Training</i>	8:00am	5:00pm	Vince Manship, Jeff Bly
T20-CD	Pressure Waveform Acquisition & Analysis From the Inside Out <i>Sponsored by CTI / WTI*</i> <b>GOING FAST!</b>	8:00am	5:00pm	Brandon Steckler
T21-CD	Toyota & Ford Hybrid Diagnostics <i>Sponsored by ATG</i>	8:00am	5:00pm	Rick Kelley
T22-CD	Toyota Platforms: Operation and Diagnosis <i>Sponsored by CTI / WTI*</i>	8:00am	5:00pm	Jim Cokonis
T23-CD	Vibration Correction (hands-on) <i>Sponsored by CTI / WTI*</i> <b>GOING FAST!</b>	8:00am	5:00pm	Gary Machiros
T24-CD	Volkswagen / Audi DSG Transmission (hands-on) <i>Sponsored by ZF</i> <b>GOING FAST!</b>	8:00am	5:00pm	Niel Speetjens


### Heavy Duty Training

Code	Course Title	Begins	Ends	Instructor
H1-CD	Business Management for HD Shop Owners and Service Advisors (MANAGEMENT CLASS)	8:00am	5:00pm	Bob Greenwood
H2-CD	Diesel Emission Controls (Aftertreatment) <b>GOING FAST!</b> 	8:00am	5:00pm	Kevin Looney
H3-CD	Hands-on Heavy Duty Air Brakes <i>Sponsored by NAPA Autotech Training</i> <b>GOING FAST!</b> 	8:00 am	5:00 pm	Tom Rayk / Matt Buca
H4-CD	Hands-on Heavy Duty Hydraulic Systems Safety & Diagnosis <i>Sponsored by Gates</i> 	8:00am	5:00pm	Bobby Bassett & Team

### Educator Think Tank (Train the Trainer)

Code	Course Title	Beings	Ends	Instructor
E1-C1	Digital Tools - Documentation & Communication in the Workshop <i>Sponsored by Diagnostic Network</i>	8:00am	9:45am	Scott Brown
E2-C1	Using Analogies to Teach High Tech Information	8:00am	9:45am	Jim Morton
E3-C2	Alexa! Hey Siri! Ok Google! - The Connected Classroom <i>Sponsored by AutoUpkeep.com</i>	10:00am	11:45am	Michael Gray
E4-C2	Preparing Your Student for ADAS <i>Sponsored by CTI / WTI *</i>	10:00am	11:45am	Randy Briggs
VISION eXchange Lunch & Panel Discussion <i>(all ETT attendees will be automatically req'd for this session)</i>		12:00pm	2:00pm	
E5-D	DSO Diagnostics for Educators	2:15pm	5:15pm	Matthew Shanahan
E6-D	Teaching CAN Bus Diagnosis with Info "Mostly" Available at the DLC <i>Sponsored by ConsuLab</i> <b>GOING FAST!</b>	2:15pm	5:15pm	Al Santini

### Management Training

Code	Course Title	Begins	Ends	Instructor
H1-CD	Business Management for HD Shop Owners and Service Advisors 	8:00am	5:00pm	Bob Greenwood
M6-C	Advanced Financial Strategies to Make a Difference	8:30am	12:00pm	Bill Haas
M7-C	Creating Employee Loyalty <i>Sponsored by Shop Fix Academy</i>	8:30am	12:00pm	Aaron Stokes
M8-C	Increasing Average Repair Orders <i>Sponsored by CTI / WTI*</i>	8:30am	12:00pm	Cecil Bullard
M9-C	The Art of Creating Engaging Facebook Ads <i>Sponsored by Shop Marketing Pros</i>	8:30am	12:00pm	Brian Walker
Lunch & Power Panel Discussion <i>(all management attendees will be automatically req'd for this session)</i>		12:00pm	2:00pm	
M10-D	Business Succession & Valuation	2:00pm	5:00pm	Ron Haugen
M11-D	Coaching & Counseling for Employee Success <i>Sponsored by 180BIZ</i>	2:00pm	5:00pm	Rick White
M12-D	Customize your Sales Process with Digital Vehicle Inspections <i>Sponsored by The ACT Group</i>	2:00pm	5:00pm	Rena Rennebohm
M13-D	Don't "Trust Me" - Empower Customers to Understand and Value Your Service <i>Sponsored by Shop-Ware Inc.</i>	2:00pm	5:00pm	Carolyn Coquillette

**VISION EXPO**  
featuring today's top scan tools & diag equip  
60,000 square feet of exhibits!

Friday 5-9pm  
Saturday 9am-3:30pm

\*CTI / WTI = CARQUEST Technical Institute & WORLDPAAC Technical Institute

**SATURDAY, MARCH 2, 2019**

**Technical Training**

Code	Course Title	Begins	Ends	Instructor
T25-E	Advanced Domestic Driveability Case Studies <i>Sponsored by CTI / WTI*</i> <b>GOING FAST!</b>	8:30am	11:30am	Scot Manna
T26-E	Analyzing Fuel Trims and Essential Scan Data for Driveability Diagnosis <i>Sponsored by Urban Air</i> <b>SOLD OUT!</b>	8:30am	11:30am	Eric Ziegler <b>GOING FAST!</b>
T27-E	Basic Electrical Principles for the Advanced Diagnostician <i>Sponsored by CTI / WTI*</i> <b>GOING FAST!</b>	8:30am	11:30am	Gary Smith
T28-E	BMW Diesel SCR	8:30am	11:30am	Seth Thorson
T29-E	Brake Technology Update <i>Sponsored by BOSCH</i>	8:30am	11:30am	Karl Schneider
T30-E	Decoding Control Area Network (CAN) <i>Sponsored by CTI / WTI*</i>	8:30am	11:30am	Bernie Thompson
T31-E	Decoding Pulse Waveforms <i>Sponsored by NAPA Autotech Training</i>	8:30am	11:30am	Vince Manship, Jeff Bly
T32-E	Introduction to Lab Scopes for Diagnostic Purposes	8:30am	11:30am	John Forro
T33-E	Light Duty Diesel: 6.7 Ford Power Stroke <i>Sponsored by CTI / WTI*</i>	8:30am	11:30am	Jerry Stewart
T34-E	Primary Alignment Angle Interpretation <i>Sponsored by Hunter Engineering</i> <b>GOING FAST!</b>	8:30am	11:30am	Scott Long
T35-E	Robots Loose on the Streets <i>Sponsored by NASTF</i>	8:30am	11:30am	Donny Seyfer
T36-E	Transmission Diagnostics for Non-Trans Techs <b>SOLD OUT!</b>	8:30am	11:30am	Scott Shotton
T37-E	ZF Hybrid Technology in BMW and Audi <i>Sponsored by ZF</i>	8:30am	11:30am	Dirk Fuchs
H5-E	Advanced Heavy Duty Diagnostic Techniques <i>Sponsored by CTI / WTI*</i> <b>GOING FAST!</b> <b>HD</b>	8:30am	11:30am	Brent Delfel
H6-EF	Cummins Case Studies (part 1 of 2) <b>HD</b>	8:30am	5:45pm	Michael Eilbracht
H8-E	Navistar (International Truck) Diagnostic Software <b>HD</b>	8:30am	11:30am	Kevin Looney
T38-F	Big Bang Diagnostics	2:45pm	5:45pm	John Forro
T39-F	BMW Common Issues and Case Studies	2:45pm	5:45pm	Seth Thorson
T40-F	Diagnosing Modern Valve Actuation Systems <i>Sponsored by O'Reilly Auto Parts</i>	2:45pm	5:45pm	Calvin Higgins
T41-F	Diagnosing Turbocharged Applications Using Fuel Trim and Volumetric Efficiency <b>SOLD OUT!</b>	2:45pm	5:45pm	Scott Shotton
T42-F	Essential Skills for Sensor and Actuator Diagnosis <i>Sponsored by BOSCH</i> <b>GOING FAST!</b>	2:45pm	5:45pm	Karl Schneider
T43-F	Gasoline Direct Injection Operation and Diagnostics <i>Sponsored by CTI / WTI*</i> <b>SOLD OUT!</b>	2:45pm	5:45pm	John Thornton
T44-F	General Motors Engine Performance <i>Sponsored by CTI / WTI*</i>	2:45pm	5:45pm	Gary Machiros
T45-F	Introduction to Exhaust Pressure Waveforms	2:45pm	5:45pm	Ken Zanders
T46-F	Introduction to Hybrid and Electric Vehicles, Theory, Service, Safety <i>Sponsored by CTI / WTI*</i>	2:45pm	5:45pm	Gary Smith
T47-F	Modern Chassis Technology <i>Sponsored by ZF</i> <b>SOLD OUT!</b>	2:45pm	5:45pm	Dirk Fuchs
T48-F	Reprogramming with J2534	2:45pm	5:45pm	G Truglia
T49-F	Small Truck Diesel Diagnostic Update <i>Sponsored by NAPA Autotech Training</i> <b>SOLD OUT!</b>	2:45pm	5:45pm	Tom Rayk
T50-F	Systematic Approach to Computerized Engine Controls	2:45pm	5:45pm	Rick Escalambre
H6-EF	Cummins Case Studies (part 2 of 2) <b>HD</b>	2:45pm	5:45pm	Michael Eilbracht
H9-F	Heavy Duty Fuel System Testing <i>Sponsored by NAPA Autotech Training</i> <b>GOING FAST!</b> <b>HD</b>	2:45pm	5:45pm	Tom Rayk / Matt Buca
H11-F	Truck DSO Diagnostics <b>HD</b>	2:45pm	5:45pm	Matthew Shanahan

**Management Training**

Code	Course Title	Begins	Ends	Instructor
M14-E	Branding Your Business: It's Not Just a Logo	8:45am	12:00pm	Kim Auernheimer
M15-E	Getting Your Front and Back Working Together for MASSIVE Sales <i>Sponsored by Shop Fix Academy</i> <b>GOING FAST!</b>	8:45am	12:00pm	Aaron Stokes
M16-E	Succeed and Conquer with KPIs <i>Sponsored by 180BIZ</i>	8:45am	12:00pm	Rick White
H7-E	Elevating Service Excellence & 10 Measurements that Drive Results in Your HD Shop <b>HD</b>	8:45am	12:00pm	Bob Greenwood
M17-F	Fishing for Millennials: Attracting Them with SEO <i>Sponsored by CTI / WTI*</i>	3:00pm	6:00pm	Jennifer Filzen
M18-F	Lead Conversion: Master the Game <i>Sponsored by CTI / WTI*</i> <b>GOING FAST!</b>	3:00pm	6:00pm	Jeremy O'Neal
M19-F	Single Steps to Empower Your Shop's Production <i>Sponsored by DRIVE</i> <b>GOING FAST!</b>	3:00pm	6:00pm	Jim Saeli
H10-F	Marketing Tips to Supercharge Your Truck Shop <i>Sponsored by DRIVE</i> <b>HD</b>	3:00pm	6:00pm	David Saline

\*CTI / WTI = CARQUEST Technical Institute & WORLDPAK Technical Institute

Schedule subject to change. Check website for latest schedule and availability. as of 1/17/2019



**Awards Dinner & Comedy Night**

Saturday, March 2, 2019 · 7-10pm

Join us for a night of celebration, recognizing individuals achieving excellence, while enjoying a night of laughter!

[www.visionkc.com](http://www.visionkc.com)

**Spouse Program**

Saturday, March 2, 2019

BACK BY POPULAR DEMAND!!

Details coming soon!

**SUNDAY, MARCH 3, 2019**

**Technical Training**

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Code	Course Title	Begins	Ends	Instructor
T51-G	ADAS Fault Analysis <i>Sponsored by CTI / WTI*</i>	8:30am	11:30am	Randy Briggs
T52-G	Automotive Electrical from A to CAN <i>Sponsored by NAPA Autotech Training</i> <b>GOING FAST!</b>	8:30am	11:30am	Jeff Bly
T53-G	Diagnosing Engine Mechanical Issues with Traditional and Untraditional Tools <b>GOING FAST!</b>	8:30am	11:30am	Eric Ziegler
T54-G	Domestic Charging and Power Management Systems <i>Sponsored by CTI / WTI*</i> <b>GOING FAST!</b>	8:30am	11:30am	Peter Orlando
T55-G	Hybrid Vehicle DTCs	8:30am	11:30am	G Truglia
T56-G	Introduction to Vacuum Waveforms	8:30am	11:30am	Ken Zanders
T57-G	Keeping Quick Service "Quick" <i>Sponsored by Bartec USA</i> <b>GOING FAST!</b>	8:30am	11:30am	Michael Rose
T58-G	Next Generation GM Diesel Engines <i>Sponsored by ACDelco</i>	8:30am	11:30am	Jerry Mungle
T59-G	Push Button Start Systems <i>Sponsored by O'Reilly Auto Parts</i>	8:30am	11:30am	Jerry Wayne Bishop
T60-G	Registration Diagnostics and Service Procedures <i>Sponsored by ACDelco</i> <b>GOING FAST!</b>	8:30am	11:30am	Lee Hammler
T61-G	Sherlock Holmes Diagnostics <b>GOING FAST!</b>	8:30am	11:30am	Jim Morton
T62-G	Theory & Diagnosis of GDI Vehicles with Common Field Issues <i>Sponsored by CTI / WTI*</i>	8:30am	11:30am	Gary Smith
T63-G	VW/Audi Driveability Diagnostics <i>Sponsored by CTI / WTI*</i> <b>GOING FAST!</b>	8:30am	11:30am	John Thornton
H12-G	Heavy Duty Electrical Troubleshooting <i>Sponsored by NAPA Autotech Training</i> <b>HD</b>	8:30am	11:30am	Tom Rayk / Matt Buca
H13-G	Heavy Duty Scope Diagnostics <b>HD</b>	8:30am	11:30am	Michael Eilbracht

**Management Training**

Code	Course Title	Begins	Ends	Instructor
M20-G	Advanced Closing Strategies for Selling Diagnostic Services <i>Sponsored by CTI / WTI*</i>	8:45am	12:00pm	Jeremy O'Neal
M21-G	Must Have Video: A Powerful Way to Market, Educate, Explain, and Profit	8:45am	12:00pm	Greg Buckley
M22-G	The 3 P's to a Well Functioning System - Policies, Process and Procedures <b>GOING FAST!</b>	8:45am	12:00pm	Kim Auernheimer
H14-G	Increasing Profits: Building a Multi-Million Dollar Truck Shop <i>Sponsored by DRIVE</i> <b>HD</b>	8:45am	12:00pm	David Saline

Schedule subject to change. Check website for latest schedule and availability. as of 1/17/2019

**2019 Registration Package Pricing**

**Thursday All-Day Package**  
Thursday Registration, Refreshment Breaks, Lunch, and Expo Registration

<b>Early Bird</b>	<b>Regular</b>
\$190	\$200

**Friday All-Day Package**  
Friday Registration, Refreshment Breaks, Lunch, and Expo Registration

<b>Early Bird</b>	<b>Regular</b>
\$190	\$200



**Weekend Training Package**  
All Management and/or Technical Courses offered Sat. & Sun., Refreshment Breaks, Saturday General Session, Breakfast & Lunch, Sunday General Session & Breakfast, Expo Registration  
*BONUS...Add Awards Dinner/Comedy Night for only \$30*

<b>Early Bird</b>	<b>Regular</b>
\$375	\$395

**4-Day Power Pass**  
4 days of Management and/or Technical Courses (Thursday, Friday, Saturday and Sunday), Refreshment Breaks, Saturday General Session, Breakfast & Lunch, Sunday General Session & Breakfast, and Expo Registration  
*BONUS...Add Awards Dinner/Comedy Night for only \$30*

<b>Early Bird</b>	<b>Regular</b>
\$625	\$675

**TRAINING COURSE SELECTION:** Selections must be made in advance and are available on a first-come, first-served basis. Registration for individual courses is not available until February 15, 2019.

**MEALS:** Breakfast is served in conjunction with a general session and keynote address. See package details for meal information.

**INDIVIDUAL MEALS & COURSES:** Individual course registration opens Friday, February 15. The Cost for each 3 or 4 hour session is \$120. Tickets for Saturday breakfast, Saturday lunch, and Sunday breakfast may be purchased for \$30 each.

**MWACA Member & Educator Discounts:** MWACA Members registering by Thursday, January 10 receive a \$25 discount on Weekend and Power Pass Packages. Educators registering by Thursday, January 10 receive a \$50 discount on Power Pass Packages if they register for the Educator Think Tank.

**AWARDS DINNER & COMEDY NIGHT:** Weekend Package and Power Pass attendees have the option to add this event to their package for only \$30. Non-package attendees may purchase tickets for \$60 each. Tickets are limited so early registration is encouraged.

**REGISTRATION & PAYMENT:** To register, please complete the online registration form at [www.visionkc.com](http://www.visionkc.com). Registrations must be received no later than Feb. 22, 2019. Registrations accepted ON-SITE ONLY after Feb. 22, 2019. We cannot guarantee availability for late or on-site registrants. A confirmation letter and detailed conference information will be e-mailed in late-February.

**CANCELLATION AND REFUND POLICY:** Full refunds will be granted, less a \$30 processing fee, if cancellation is received in writing by February 1, 2019. No refunds will be granted after February 1, 2019. Name substitutions will be accepted.