



NO
EXCUSES.

JUST
TRAIN.

VISION
Hi-Tech Training & Expo

MAR 4-7, 2027
Kansas City

'27 REGISTRATION BROCHURE

**THE AGENDA THAT LEAVES
NO ROOM FOR EXCUSES.**

MANAGEMENT & TECHNICAL TRAINING | LIVE CAR & HANDS-ON
TRAINING | TRADESHOW & NETWORKING

REGISTER NOW!

WWW.VISIONKC.COM

The **Event** for **Automotive Service Professionals**

SCHEDULE OF EVENTS

THURSDAY, MARCH 4

6AM to 7PM	Registration open
6:30AM to 7AM	Conference Breakfast
7AM to 8:30AM	Opening General Session Keynote
8:45AM to 5PM	Management & Technical Training
4PM to 7PM	Hi-Tech Tool Expo
7PM to 8PM	Educator Reception

FRIDAY, MARCH 5

7AM to 8:30PM	Registration open
7AM to 7:45AM	Coffee & Donuts
7:30AM to 8:50AM	Educator Think Tank Breakfast, Panel & Awards
8AM to 5:15PM	Management & Technical Training
11:30AM to 1:30PM	Power Summit Management Lunch & Keynote
5PM to 8:30PM	VISION Expo

SATURDAY, MARCH 6

6:30AM to 6PM	Registration open
6:45AM to 8:30AM	"Celebration of Independents" Awards Breakfast
8:30AM to 6PM	Management & Technical Training
9AM to 2:30PM	VISION Expo
11:30AM to 12:30PM	Conference Lunch
6PM to 7PM	Industry Professionals Reception
7PM to 9PM	Dinner & Comedy Night
9PM to 11PM	After Hours Party

SUNDAY, MARCH 7

7AM to 7:30AM	Nondenominational Prayer Service
7AM to 9AM	Registration Open
7AM to 7:45AM	Coffee & Donuts
8AM to 11AM	Management & Technical Training

SPECIAL EVENTS

THURSDAY, MARCH 4 7AM to 8:30AM

Opening General Session Keynote

COMING
SOON!!

SPEAKER NAME

Start VISION with fresh perspective and motivation to make training a priority. Join fellow automotive service professionals for a keynote that sets the tone for the days ahead.

FRIDAY, MARCH 5 11:30AM to 1:30PM

Power Summit Management Lunch & Keynote

Connect with shop owners and management professionals over lunch. Gain a fresh perspective from the keynote and take ideas back to your team.

SATURDAY, MARCH 6 6:45AM to 8:30AM

"Celebration of Independents" Awards Breakfast

Celebrate the people and businesses moving our industry forward. Join us for breakfast as we recognize outstanding achievements across the independent automotive service community.

SATURDAY, MARCH 6 7PM

Dinner, Comedy Night & After Hours Party

Wrap up Saturday with dinner, laughter and a night with your VISION community. Keep the celebration going at the After Hours Party featuring a relaxing setting with bars and a band for entertainment.

ATTENDEE KEY

O Owners

M Managers

SA Service Advisors

OP Office Personnel

SF Shop Foreman

A A-Tech

B B-Tech

C C-Tech

ED Educator

MANAGEMENT TRAINING

ALL-DAY

8:45AM to 5PM

**M1-AB Everything You Need to Know About Numbers and Profit
 "Automotive Business Financial Intelligence"**

Cecil Bullard | Sponsored by The Institute
Financial

O M SA OP E

M2-AB Fuel Your Growth with the Raw Power of AI

Dan Vance
AI & Technology

O M

M3-AB Leadership Power Skills "Fix Your Identity on Success"

Dan Taylor | Sponsored by Limitless Leadership
Leadership

O M SA OP SF A B C

M4-AB Mastering Shop Production

Matthew Lachowitz | Sponsored by Hammer Consulting, INC.
Operations

O M SA SF

M5-AB Service Advisor Workshop: Building Customer Relationships

Paul Marquardt | Sponsored by NAPA Autotech
Sales / Customer Experience

SA

**M6-AB Unlocking Growth with Custom ChatGPT Agents and Vibe
 Coding for Your Repair Shop**

Seth Thorson | Sponsored by Worldpac
AI & Technology

O M

TECHNICAL TRAINING

MORNING

8:45AM to 12PM

T12-A R&R BootCamp - Automatic Transmissions

Aaron Golas | Sponsored by Moveras
Driveability / Transmissions / Diagnostic

SA SF A B C ED

T13-A Techniques for Maximizing Scan Tool Efficiency

Vince Manship | Sponsored by Dorman Training Center
Driveability / Diagnostic

B C ED

AFTERNOON

1PM to 5PM

T14-B Advanced Driver Assistance Systems

Brian Bay | Sponsored by ACDelco
ADAS

SF A B

T15-B HVAC Series - AC Systems Operation and Diagnosis

Robert Descalzo | Sponsored by NAPA Autotech
HVAC / C-Level Course

SF A B C

TECHNICAL TRAINING

ALL-DAY

8:45AM to 5PM

T1-ABCD GSTA - General Service Technician Academy - Day 1

Instructor TBD
GSTA

C

T2-AB 6.7L Powerstroke Engine Performance

David Finch | Sponsored by Tech Fix
Diesel / Diagnostic

A B

T3-AB Accelerated Electrical & Electronic System Diagnostics

Dieter Lorentz | Sponsored by Bosch
Electrical & Wiring

A B

T4-AB Advanced PicoScope Functionality

Adam Robertson | Sponsored by CTI
Scan Tools

A

T5-AB Duramax L5P Diesel Diagnostics

Wally Mouradian | Sponsored by Tech Fix
Diesel / Diagnostic

A B

**T6-AB Essential/Logic Diagnostic Steps for Driveability and Electrical
 Issues**

Eric Ziegler | Sponsored by Worldpac
Driveability / Diagnostic

SF A B C ED

T7-AB EV/Hybrid Phase 2 - Technology & Repair

Tom Rayk | Sponsored by Bosch
Alternative Fuels

SF A B C ED

**T8-AB Oscilloscopes - Engine Mechanical Testing Foundations -
 Hands-on Version**

Haakan Light & Mike Blacconiere | Sponsored by Topdon USA and 710 Diagnostics
Driveability / Diagnostic / Electrical & Wiring

SF A B C ED

T9-AB Pressure Waveform Analysis-LIVE, and From the Trenches

Brandon Steckler
Diagnostic

SF A B C

T10-AB The Diagnostic Playbook: Building a Diagnostic Process

Andrew Fischer | Sponsored by Tech Fix
Driveability / Diagnostic

A B C

T11-AB Trace It, Test It, Fix It: Automotive Circuit Diagnosis

Jim Wilson | Sponsored by ATech Training
Electrical & Wiring

SF A B C ED

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MANAGEMENT TRAINING

ALL-DAY

8AM to 5:15PM

M7-CD Aiming for Talent: Attract Stronger, Ask Better, Listen Closer, and Hire Smarter

Sara Fraser | Sponsored by Worldpac

HR

O M

MORNING

8AM to 11:30AM

M8-C Fixes for Mistakes Every Shop Owner Makes

Matthew Winslow

Leadership / Operations

O M SA

M9-C Protecting Profit: Avoid Costly Mistakes That Eat Your Bottom Line

Hunt Demarest | Sponsored by Paar Melis

Financial

O

M10-C Shop Owner Mastermind: Turn Blind Spots Into Breakthroughs

Carm Capriotto

Sales / Customer Experience

O

M11-C The "Say Yes" Sales Framework for Consistent Advisor Performance & Increased Sales

Matt Curry

Sales

O M SA

M12-C Trust at Every Turn: Mastering the Customer Journey

Kim Walker | Sponsored by Shop Marketing Pros

Marketing / Customer Experience

O M

M13-C Unlocking Growth with Custom ChatGPT Agents

Seth Thorson | Sponsored by Worldpac

AI & Technology

O M SA OP

POWER SUMMIT MANAGEMENT LUNCH & KEYNOTE

AFTERNOON

1:45PM to 5:15PM

M14-D Coaching and Counseling for Success

Rick White | Sponsored by 180BIZ

Leadership / HR

O M SF

M15-D Lawsuit Protection & Tax Reduction Strategies for Independent Auto Repair Shop Owners

Larry Oxenham | Sponsored by American Society for Asset Protection

Financial / Risk Management

O

M16-D Profit by Design: How Your Shop's Environment Influences Sales, Trust, Productivity & Profit

Kim Auernheimer | Sponsored by Worldpac

Sales / Operations

O M SA OP

MANAGEMENT TRAINING / CONT.

AFTERNOON

1:45PM to 5:15PM

M17-D The Power of Process: Turning Consistency Into Customer Loyalty

Mike Delacruz | Sponsored by Overdryve.ai

Operations / Customer Experience

O M

M18-D Understanding Modern Maintenance - What Every Automotive Professional Needs to Know About Today's Vehicle Maintenance

Nick Peyton | Sponsored by BG Products

Maintenance

O M SA OP SF A B C

M19-D Vibe Coding for Repair Shops: Building Practical AI Tools for Your Business

Seth Thorson | Sponsored by Worldpac

Sales / Customer Experience

O M

TECHNICAL TRAINING

ALL-DAY

8AM to 5PM

T1-ABCD GSTA - General Service Technician Academy - Day 2

Instructor TBD

GSTA

C

T16-CD Beyond the Waveform: Uncovering Engine Mechanical Failures

Chris Hamann | Sponsored by Pico Technology

Driveability / Diesel / Diagnostic

SF A B ED

T17-CD BMW, Audi, ZF 8HP Plug-In Hybrid Transmission: Advanced Diagnostics & Operations

Francisco Moreno | Sponsored by ZF Aftermarket

Driveability / Transmissions / European / Diagnostic

O M SA SF A B ED

T18-CD Bosch ADAS in Action: Diagnostics & Calibration

Karl Schneider | Sponsored by Bosch

ADAS

A B C

T19-CD Cummins 5.9L & 6.7L Common Rail Diesel

David Finch & Wally Mouradian | Sponsored by Tech Fix

Diesel / Diagnostic

A B

T20-CD Diagnosing Mass Air Flow/ Volumetric Efficiency Issues, including Fuel Trims

Eric Ziegler | Sponsored by Worldpac

Driveability / Diagnostic

SA SF B C

T21-CD Diagnostics101

Jim Wilson | Sponsored by Delphi

Diagnostic

B C

T22-CD LabScope Essentials for the Ball Joint Guy

Timothy Iezzi & Ira Waldman | Sponsored by Worldpac

Diagnostic

A B

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TECHNICAL TRAINING / CONT.

ALL-DAY

8AM to 5PM

T23-CD Mechanical & Variable Timing & Valvetrain Diagnostics

Eric Walker | Sponsored by Tech Fix

[Diagnostic / Imports](#)

A B

T24-CD Network Nightmares, Solving the Diagnostic Distress

Adam Robertson & Gary Smith | Sponsored by Worldpac

[Diagnostic](#)

A B

MORNING

8AM to 12PM

T25-C ADAS: Successful Calibrations & Troubleshooting

Liz Perkins & Keith Perkins | Sponsored by Worldpac

[ADAS](#)

O M SA OP S A B C

T26-C Diagnostic Application of Wiring Schematics

Scott Hicks | Sponsored by CTI

[Diagnostic](#)

B C

T27-C Hands-on Lab Scope Component Testing

Jason Gabrenas | Sponsored by Snap-on Diagnostics

[Diagnostic](#)

SF A B

T28-C Hybrid and Electric Vehicle Operation, Diagnosis, and Repair

Brian Bay | Sponsored by ACDelco

[Alternative Fuels](#)

SF A B

AFTERNOON

1PM to 5PM

T29-D Brake Technologies

Chris Ellington | Sponsored by AutoZone

[Brakes](#)

A B

T30-D "Going Through Phases" - Diagnosing 3-Phase Low Voltage and High Voltage Motors

Dave Hobbs | Sponsored by Delphi

[Driveability / Diagnostic](#)

A ED

T27-D Hands-on Lab Scope Component Testing

Jason Gabrenas | Sponsored by Snap-on Diagnostics

[Diagnostic](#)

SF A B

T31-D Starting and Charging System Diagnosis

Jon Ross | Sponsored by ACDelco

[Electrical & Wiring](#)

B C

EDUCATOR THINK TANK

EDUCATOR BREAKFAST / GENERAL SESSION

E1-C1 | Friday, March 5 | 7:30AM to 8:50AM

MORNING

9AM to 12PM

E2-C1 Getting Students Involved: Motivating Reluctant Learners in the Lab

Sam Houston | Sponsored by ATech Training

[Educator Think Tank](#)

ED

E2-C2 Systematic Approach to Teaching Ignition Systems

Rick Escalambre | Sponsored by Delphi

[Educator Think Tank](#)

ED

E2-C3 Why Students and Techs Don't Know Electrical

Cardell Webster | Sponsored by DYVO

[Educator Think Tank](#)

ED

AFTERNOON

1PM to 5PM

E3-D1 Diagnostics as a Teaching Tool

Dave Giles | Sponsored by Consulab

[Educator Think Tank](#)

ED

E3-D2 Future Technology: Cybertruck - Technology Overview - Tesla Diagnostics and More!

Scott Brown | Sponsored by AESwave.com

[Educator Think Tank](#)

A ED

E3-D3 The 3C's of Education

Todd Fortier

[Educator Think Tank](#)

ED

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MANAGEMENT TRAINING

MORNING

8:45AM to 11:45AM

M20-E From Bottlenecks to Breakthroughs: A Shop Flow Mapping Workshop

Bill Haas | Sponsored by Auto Ignite Management

Operations

O M SA SF

M21-E Tax Strategy 101 - Keep More. Pay Less. Tax Strategies That Can Work For All Shops

Eric Joern & Tanner McCaw | Sponsored by Kaizen CPAs + Advisors

Sales / Customer Experience

O

M22-E The 2027 Shop Owner's Marketing Playbook

Brian Walker & Kim Walker | Sponsored by Shop Marketing Pros

Marketing

O M

M23-E The Unforgettable Customer Experience: The Competitive Advantage EveryShopCanBuild

Thomas Andrews | Sponsored by ShopFix Academy

Customer Experience

O M SA

M24-E The Visit Three Breakthrough.

Greg Bunch | Sponsored by Worldpac

Sales / Customer Experience

O

M25-E Use of AI to Increase Revenue and Profitability of Your Shop

Jim Fish | Sponsored by Diagnostic Network

AI & Technology / Financial

O M SA OP SF

AFTERNOON

3PM to 6PM

M26-F Crafting Dynamic Company Culture Guides: Inspiring and Igniting Organizational Excellence

Wayne Marshall | Sponsored by The Institute

HR / Leadership

O M SA OP SF ED

M27-F Ownership & Accountability

Bret Beitler | Sponsored by Limitless Leadership, LLC

Leadership

O M SA OP SF ED

M28-F Second Brain for Your Shop AI: 201

Jonathan Seitzer | Sponsored by The Institute

AI & Technology

O M OP

M29-F The Next Generation Service Advisor

Paul Ackerman | Sponsored by Auto Ignite Management

Sales

M SA

M30-F What Customers Really Hear - Turning Everyday Shop Communication Into Trust, Approvals, and Loyalty

Sara Fraser & Tracy Capriotto | Sponsored by Worldpac

Sales / Customer Experience

O M SA OP

MANAGEMENT TRAINING / CONT.

AFTERNOON

3PM to 6PM

M31-F Why Your Technicians Only Produce 3-5 Hours a Day (And How to Get Them to 10-12)

Rick White | Sponsored by 180BIZ

Operations / Productivity

O M

TECHNICAL TRAINING

MORNING

8:30AM to 11:30AM

T32-E Brake Systems and ABS/Traction Control

Ryne Thomason | Sponsored by NAPA Autotech

Diagnostic / C-Level Course / Electrical & Wiring

SF A B C

T33-E Combustion, Carbon and Carnage... Diagnosing Difficult Deposit Related Driveability Concerns

Gary Smith | Sponsored by Worldpac

Diagnostic

A B

T34-E Conquering Network Diagnostics

Keith Perkins | Sponsored by CTI

Diagnostic

B

T35-E Current Trends in Advanced Diagnostics for A/C Systems

Scott Norman | Sponsored by G-W Publisher

HVAC / Diagnostic

A B ED

T36-E Diesel Emissions Operation, Diagnosis, and Repair

Michael Gonzalez | Sponsored by ACDelco

Diesel

SF A B

T37-E Electronification of the Chassis (A Step into Autonomous Vehicles)

Francisco Moreno | Sponsored by ZF Aftermarket

Driveability / ADAS / European / Diagnostic / Steering & Suspension

O M SA SF A B C

T38-E EV & Hybrid Safety & Service

Eric Walker | Sponsored by Tech Fix

Diagnostic / Alternative Fuels

B C

T39-E Hybrid Vehicle Maintenance Procedures

Brian Bay | Sponsored by ACDelco

Alternative Fuels

SF A B C

T40-E Modern 12 Volt Systems Comprehensive Diagnostics - Batteries, Alternators/Charging Systems, & Starters

Haakan Light & Scott Hicks | Sponsored by Topdon USA

Driveability / Diagnostic / Electrical & Wiring

SF A B ED

T41-E OBDII MonitorSystems - EVAP Monitors - Diagnose and Repair

Rick Escalambre | Sponsored by Delphi

Diagnostic

A B C ED

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TECHNICAL TRAINING / CONT.

MORNING

8:30AM to 11:30AM

T42-E Power Steering Technology

Eric Nielsen | Sponsored by ACDelco

Steering & Suspension

B C

T43-E Smart Diagnostics:Critical Thinking for Modern Vehicles

G Jerry Truglia | Sponsored by Dorman Training Center

Driveability

A B C ED

T44-E Tire Pressure Monitoring Systems

Jon Ross | Sponsored by ACDelco

Steering & Suspension

B C

MORNING

8:45AM to 11:45AM

T45-E Intro to Alignment Confidence

Max Arjona | Sponsored by Hunter Engineering

Tire & Wheel Issues / Steering & Suspension

A B C ED

T46-E Understanding Automotive Electrical Components and Diagrams

Andy Tirado | Sponsored by NAPA Autotech

Electrical & Wiring

SF A B C

AFTERNOON

2:30PM to 5:30PM

T47-F 8L90 Transmission Control & Diagnostics: System Integration, Programming & Repair

Jimmy Taylor | Sponsored by ATRA

Driveability / Transmissions / Diagnostic

A B C ED

T48-F A Logical Approach to GDI Driveability Concerns

Brandon Steckler

Driveability

SF A B C

T49-F Advanced Alignment Seminar

Max Arjona | Sponsored by Hunter Engineering

Steering & Suspension

A B C

T50-F AreyouReadyfortheWorldwide Harmonized Diagnostic System?

Rick Escalambre | Sponsored by Delphi

Driveability / Diagnostic / C-Level Course

O M SA SF A B C ED

T29-F Brake Technologies

Chris Ellington | Sponsored by AutoZone

Brakes

A B

T51-F Camshaft Control Diagnostics

Jose Vazquez Zuniga | Sponsored by O'Reilly Auto Parts

Diagnostic

O SF A B C

T52-F Decoding Factory Wiring Diagrams

Mich Heyman | Sponsored by ACDelco

Electrical & Wiring

SF A B C

TECHNICAL TRAINING / CONT.

AFTERNOON

2:30PM to 5:30PM

T53-F GM Diesel Engines

Eric Nielsen | Sponsored by ACDelco

Diesel

SF A B C

T54-F Integrating AI into Automotive Diagnostics, Personal Development, and Daily Shop Operations

Scott Brown | Sponsored by Diagnostic Network

Driveability / Diagnostic

O M SA SF A B C ED

T55-F Introduction to Module Programming

Timothy Iezzi & Ira Waldman | Sponsored by Worldpac

Diagnostic

A

T56-F Modern AC Diag and Repair

John Dixon | Sponsored by Standard Motor Products

HVAC

A B

T57-F Modern Dual Fuel Injection

David Patrick | Sponsored by Dorman Training Center

Diagnostic

SF A B C

T58-F Tactical Diagnostic Series - The Day in the Electrified Bay - EV and Hybrid Vehicle Repairs

Bill Weaver | Sponsored by NAPA Autotech

Diagnostic / Alternative Fuels / Electrical & Wiring

O M SA SF A B C

T59-F TechTalks

Matt Fanslow | Sponsored by MWACA

Category TBD

A B C

T60-F Topdon Introduction to Oscilloscopes

Haakan Light | Sponsored by Topdon USA

Driveability / European / Diagnostic / Imports / Electrical & Wiring

SF A B ED

T61-F Waveform Comparison Techniques with PicoScope

Trevor Schlientz | Sponsored by Autonerdz

Electrical & Wiring

A B ED

T62-F Wicked Diagnostic Routines: Chopping Down the Trouble Tree Chart with Diagnostic Routines Outside the Box

Adam Robertson | Sponsored by Worldpac

Diagnostic

A B

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MANAGEMENT TRAINING

MORNING

8AM to 11AM

M32-G AI Powered Selling for Service Advisors: Work Smarter, Sell More, Stress Less

Greg Marchand

AI & Technology / Sales

O M SA SF

M33-G Fix Your Hiring System: How Shops Are Winning Talent in 2027

Samantha Freeman | Sponsored by Promotive

HR

O M

M34-G Lead from Context, Not Control - How Burned-Out Owners Can Create a Championship Company

Michael H Smith | Sponsored by The Institute

Leadership

O M SA OP SF ED

M35-G SOPs & Symptom Sheets

Jim Metzger | Sponsored by Repair Shop of Tomorrow

Operations

O M SA OP SF

M36-G Stop Selling Repairs. Start Solving Problems: Helping Clients Make Confident Repair Decisions Through Discovery, Diagnosis, and Professional Communication

Doris Barnes | Sponsored by Worldpac

Sales / Customer Experience

O M SA

TECHNICAL TRAINING

MORNING

8AM to 11AM

T63-G Battery Drains and Charging Pains for EVs and I.C.E.

Dave Hobbs | Sponsored by Delphi

Alternative Fuels

A B ED

T64-G Braking System Diagnosis and Repair

Jon Ross | Sponsored by ACDelco

Brakes

B C

T65-G Common Rail Diesel

Chris Ellington | Sponsored by AutoZone

Diesel

B C

T66-G Driveability Dilemmas - Logical Diagnostic Decisions

Eric Ziegler | Sponsored by Worldpac

Driveability / Diagnostic

SF A B C

T67-G Electrical Wizardworks-Demystifying the Approach of the Successful Diagnostician

Brandon Steckler

Diagnostic / Electrical & Wiring

SF A B C ED

T68-G European Transmissions

Wes Dickens | Sponsored by MEYLE North America

Transmissions / European

B C

TECHNICAL TRAINING / CONT.

MORNING

8AM to 11AM

T69-G EV and HybridHVAC Systems

Andrew Fischer | Sponsored by CTI

HVAC

A B

T70-G From Capture to Confidence Developing the Skills to Diagnose with a PicoScope

Trevor Schlientz | Sponsored by Autonerdz

Scan Tools

B ED

T71-G Hidden Implications of GDI

Josh Whiteman | Sponsored by O'Reilly Auto Parts

Diagnostic

A B C ED

T72-G HVAC Air Management and System Controls

Stephen Lemnah | Sponsored by ACDelco

HVAC

SF A B C

T73-G Modern Transmission Fundamentals

Bill Weaver | Sponsored by NAPA Autotech

Transmissions

SF A B C

T74-G Network Communications

Lowell Smith | Sponsored by NAPA Autotech

Diagnostic

A

T75-G Scoping for Solutions:Techniques for the Real World

Ken Zanders | Sponsored by Dorman Training Center

Driveability / Diagnostic

A B C ED

T76-G SIGINT and MASINT - Measurement and Signature Intelligence Analysis: What's Going On Inside the Box? A Study of Advanced Diagnostics Throughthe Understanding of Fundamentals

Gary Smith | Sponsored by Worldpac

Diagnostic

A B

T77-G Timing Chain Advanced Diagnostics Using Scopes, Transducers and ScanTools

Curt Eigenberger | Sponsored by NAPA Autotech

Driveability / Diagnostic

A

T78-G What's All The Noise?!

Justin Morgan | Sponsored by Pico Technology

Diagnostic

A B C

2027 REGISTRATION PRICING

CHOOSE YOUR TRAINING PACKAGE

THURSDAY PACKAGE

EARLY BIRD
Ends 12/17/2026

\$260



REGULAR
On or after 12/17/2026

\$275

Thursday courses, general session and breakfast, lunch, refreshment breaks and expo registration.

FRIDAY PACKAGE

EARLY BIRD
Ends 12/17/2026

\$260



REGULAR
On or after 12/17/2026

\$275

Friday courses, coffee and donuts, lunch, refreshment breaks and expo registration.

WEEKEND PACKAGE

EARLY BIRD
Ends 12/17/2026

\$450



REGULAR
On or after 12/17/2026

\$495

Saturday and Sunday courses, Saturday awards breakfast and lunch, Sunday coffee and donuts, refreshment breaks and expo registration.

4-DAY POWER PASS

EARLY BIRD
Ends 12/17/2026

\$775



REGULAR
On or after 12/17/2026

\$815

Four days of management and/or technical courses, refreshment breaks, Thursday general session and breakfast, Thursday lunch, Friday coffee and donuts and lunch, Saturday awards breakfast and lunch, Sunday coffee and donuts, and expo registration.

COMEDY NIGHT DINNER

Includes buffet dinner, comedy night, and After Hours Party.
Optional add-on. Separate ticket required. Tickets are limited!

Add-on for Power Pass Packages

\$70 Discounted add-on price

Ala Carte

\$85

ACT FAST. CLASSES FILL FAST.

Visit www.visionkc.com to register today



REGISTER FIRST. RESERVE YOUR ROOM NEXT.

Confirm your registration and receive a link to make your hotel reservations.

REGISTRATION DETAILS & POLICIES

COURSE SELECTION

Choose courses in advance. Selections are first-come, first-served and subject to availability. Individual-course registration opening date: **February 2, 2027**

INDIVIDUAL COURSES & MEALS

The cost for each 3- or 4-hour session is \$155. Tickets for Thursday breakfast, Saturday breakfast and Sunday breakfast may be purchased for \$40 each.

REGISTRATION & PAYMENT

Register online at visionkc.com. Availability cannot be guaranteed for late or on-site registration. Confirmation and conference details are emailed before the event.

PHOTOGRAPHY / AUDIO / VIDEO

By registering, attendees agree to the event photography, audio and video recording policy. See the website for the full policy.

MEMBER DISCOUNTS

MWACA members receive \$75 off a 4-Day Power Pass or \$25 off a Weekend Package per registration when registered by the qualifying deadline.

COMEDY NIGHT DINNER

Weekend Package and Power Pass attendees have the option to add this event to their package for only \$70. Non-package attendees may purchase tickets for \$85 each. Tickets are limited so early registration is encouraged.

CANCELLATIONS & REFUNDS

Full refunds will be granted, less a \$50 processing fee, if cancellation is received in writing by February 1, 2027. No refunds will be granted after February 1, 2027. Name substitutions will be accepted.

TRAINING CERTIFICATES

Certificates available upon completion.

MANAGEMENT

AI Powered Selling for Service Advisors: Work Smarter, Sell More, Stress Less (M32-G)

Greg Marchand

O M SA SF

AI is no longer the future-it's the competitive advantage being used by today's best service advisors. This session teaches advisors how to use practical, shop-ready AI tools to increase sales, speed up workflow, improve communication, and deliver a better customer experience. Advisors will learn how to use AI to create value-based word tracks, generate clearer digital inspection explanations, create customer-friendly analogies, and overcome common objections. Participants will leave with ready-to-use AI prompts, a repeatable sales workflow, and the confidence to use AI as their personal performance multiplier.

Aiming for Talent: Attract Stronger, Ask Better, Listen Closer, and Hire Smarter (M7-CD)

Sara Fraser *Sponsored by Worldpac*

O M

Most hiring problems do not begin in the interview. They begin before the job ad is ever written, when the need is unclear, the message sounds like every other shop, and the process depends more on hope and urgency than intention. Aiming for Talent is an interactive look at what it really takes to build the right team. Participants will work through the entire hiring journey, from defining who the shop actually needs and creating an opportunity worth noticing to interviewing with greater insight, making better-informed decisions, welcoming new employees, and giving good people meaningful reasons to stay. This class is not built on hiring theory. It is built on the work Sara Fraser and her team do every day at Auto Ignite Management. They write and manage job ads, review applicants, interview technicians and advisors, evaluate candidate alignment, and help independent repair shops make better hiring decisions. They have seen the red flags, the strange answers, the resume fiction, the great candidates who interview poorly, and the promising applicants shops might have overlooked. That real-world experience will drive a day filled with candid conversations, hands-on practice, and the hiring lessons shops usually learn the hard way. Participants will work through actual hiring scenarios, evaluate candidate responses, practice asking better follow-up questions, critique job ads, and apply what they learn to a real position in their own shop. This will not be sitting through slides. It will be a practical look at what works, what does not, and how to build a stronger process from beginning to end. The first part of the day focuses on building the foundation. It begins with defining the position, separating true requirements from preferences, exploring what today's workforce is looking for, and learning how to turn what makes a shop different into a job ad that gets the right candidates to stop and pay attention. From there, the class will examine where and how to find talent, how to reach beyond the usual pool of applicants, and how the shop's communication and hiring process influence whether strong candidates remain interested. The next part of the day moves into the conversations where hiring decisions are really made: the interviews. Participants will learn how to move beyond recycled questions and polished answers to understand who is actually sitting across from them. They will practice listening for the details that deserve a closer look, recognizing when an answer does not quite add up, and asking follow-up questions that reveal how a candidate thinks, works, communicates, and responds when things do not go as planned. The class will also explore how to separate a strong interview from a strong candidate, compare what was said with what the position truly requires, and make decisions based on evidence instead of urgency, instinct, or a good first impression. The final part of the day begins where most hiring classes end: after the candidate says yes. Participants will explore the moments that determine whether a new hire feels confident about the decision or begins second-guessing it before the first day. They will look at how to create a welcome that feels intentional, introduce

expectations and responsibilities without overwhelming someone, and build early momentum as the new employee learns the people, processes, and rhythm of the shop. The day will close by connecting the promises made during hiring to the experience that follows, because getting someone through the door is only a win if the shop creates reasons for them to stay. Participants will leave with a sharper picture of who their shop needs, a stronger way to tell their story, better questions for uncovering what candidates are really bringing to the table, and a process they can put to work the next time a position opens. The perfect candidate may not exist, but a better hiring process certainly does. It is time to stop taking shots in the dark and start approaching every stage of hiring with greater clarity, confidence, and intention. When you know what you are aiming for, you are far more likely to build a team that is right on target and built to stay.

Coaching and Counseling for Success (M14-D)

Rick White *Sponsored by 180BIZ*

O M SF

Every employee you have - including your best - can perform at a higher level. What's usually missing isn't effort. It's a manager who knows how to coach.

This half-day session covers the two performance conversations most shop owners and managers were never taught: the one that raises a strong performer's ceiling, and the harder one when someone has dropped below standard. It's built around practice rather than lecture. You'll work on technique directly, including the open-ended questioning that draws out an employee's own thinking instead of handing them your answer.

WHAT YOU'LL LEARN

Apply a structured approach to one-on-one coaching conversations Ask open-ended questions that draw out an employee's thinking rather than supplying the answer Close the gap between the performance you're getting and the performance you want Challenge your best performers instead of leaving them alone because they're already good Conduct a counseling conversation that names a problem directly, sets a clear standard, and establishes follow-up Fold coaching into daily interactions instead of saving it for an annual review

COURSE OUTLINE

1. Managing vs. coaching: why performance gaps persist in shops that are otherwise well run
2. The coaching conversation - how to open it, structure it, and close it with a commitment
3. Open-ended questioning: hands-on practice
4. Coaching your best performers - why top talent gets neglected, and what to do instead
5. When coaching isn't enough: the counseling conversation. Naming the gap, setting the standard, establishing follow-up
6. Building coaching into daily operations - each attendee leaves with a written plan

WHAT YOU'LL TAKE WITH YOU

- A written coaching conversation framework - Open-ended question examples for common shop situations - A one-page reference on the counseling conversation - Course handouts

WHO SHOULD ATTEND

Shop owners and managers who supervise at least one person and want better performance from the team they already have. No prior management training required.

Crafting Dynamic Company Culture Guides: Inspiring and Igniting Organizational Excellence (M26-F)

Wayne Marshall *Sponsored by The Institute*

O M SA OP SF ED

Turn your "employee handbook" into a living Culture Guide that people actually use. Led by The Institute's CEO, Wayne Marshall, this hands-on workshop helps owners and managers transform values into daily behaviors, rituals, and decision filters. You'll co-create clear standards for communication, accountability, and customer experience-then build a rollout plan so the Culture Guide doesn't sit on a shelf. Expect practical

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frameworks, real examples, and templates you can implement immediately. Key Takeaways: - Define core values as observable behaviors-so hiring, coaching, and promotion are consistent and fair. - Design a practical Culture Guide structure (mission, values?behaviors, communication standards, meeting rhythms, service principles, escalation paths). - Establish communication and handoff standards across the front desk, back office, and bays to reduce friction and rework. - Create simple rituals and recognition that reinforce culture daily (stand-ups, wins, shout-outs). - Craft customer-facing culture cues (greetings, status updates, approvals language) that build trust and consistency. - Build a rollout & adoption plan with owners, timelines, metrics, and feedback loops to keep the guide alive. Materials & Downloads: - Participant Workbook: worksheets, examples, prompts - Downloadable Toolkit: Culture Guide TOC template, Behavior Definition Worksheet, Cross-Role Handoff Checklist, Rituals Library, 90-Day Adoption Roadmap - Optional Add-Ons: review of your draft guide, office-hours Q&A, team survey templates Outcomes You Can Expect - A first-draft Culture Guide your team helped create - Clearer communication standards and smoother handoffs - Faster onboarding and more consistent coaching - Stronger alignment to service principles and customer experience

Everything You Need to Know About Numbers and Profit "Automotive Business Financial Intelligence" (M1-AB)

Cecil Bullard *Sponsored by The Institute*

O M SA DP ED

Step into a realm where automotive businesses transcend mere survival and soar to unprecedented heights of profitability! In this course, we unravel the tales of two contrasting shops: one clinging to the edge of profitability, its owners toiling away for over 50 grueling hours per week, and another basking in the glow of success, where owners leisurely clock in under 40 hours. Prepare to unlock the vault of secrets to skyrocketing profits and discover the art of working smarter, not harder. We'll guide you through the labyrinth of financial balance, unveiling the six sacred keys to financial triumph. Calling all Automotive Service and Repair Business owners: this isn't just a class-it's your golden ticket to prosperity. Learn how to revolutionize your business without burning yourself out or leaving your clients in the dust. Are you ready to transform your destiny and drive your profits to unprecedented heights? The journey starts here. Takeaways: * Know your true numbers * Learn how to read and interpret your P&L, balance sheet, and key shop KPIs so you always know exactly where your profit is coming from-and where it's leaking out. Calculate your real hourly rate * Discover how to properly set labor rates and parts margins based on your true costs and profit goals, not guesswork or what the shop down the street is charging. Build your break-even and profit targets * Determine your break-even point and create clear monthly profit targets so you can make proactive decisions instead of hoping it all works out. Design a profitable business model * Compare "50-hour grind" and "40-hour freedom" shop models, then map out the staffing, car count, ARO, and productivity numbers required to hit your income goals. Control expenses without starving the business * Identify which expenses are investments and which are waste, and create a simple budget and review rhythm to keep costs in line while still growing. Install a weekly numbers review rhythm * Walk away with a one-page financial scorecard and a weekly routine to review key metrics, course-correct quickly, and keep the whole team focused on profit. Create your 90-day profit improvement plan * Leave with a concrete, step-by-step plan to improve gross profit, net profit, and owner hours over the next 90 days-so you can work less and earn more.

Fix Your Hiring System: How Shops Are Winning Talent in 2027

Samantha Freeman *Sponsored by Promotive*

O M

This is a practical session that helps independent repair shops find, attract and hire great technicians. It includes a live walkthrough of real local labor

market data.

Topics of discussion - The hiring problem: growth is limited by staffing, not customer demand. What happens if your top tech quits tomorrow? - The mindset shift: from "post and wait" to always recruiting and keeping a candidate pipeline. - Where great techs come from: active vs. passive candidates, and why you need several recruiting channels. - Know your market: using hiring intelligence to recruit with data instead of guesswork (featured below). - Job ads that attract: a posting says "we have an opening," recruiting says "here's why you should make a change." - Candidate experience: respond fast and sell your shop, because techs are interviewing you too. - Interviewing for fit: technical, culture and retention questions, plus red flags to watch for. - Don't lose the "no": turning a declined offer into a future hire. - Build a repeatable hiring system: Attract, Source, Engage, Screen, Interview, Hire, Maintain Pipeline. Featured: the Hiring Intelligence Report, live Every shop owner asks, "Why aren't we getting applicants?" The better question is, "Should we even expect applicants, and does the talent near us know we exist?" This segment answers both on screen, using a real Hiring Intelligence Report for a sample market.

What the report analyzes - Technician density by geography and ZIP code - Technician supply vs. employer demand - Local compensation benchmarks - Commute patterns - Competing employers - Experience and certification concentration - Job posting saturation - Population and workforce trends

The walkthrough: from data to visibility The presenter goes through the report one section at a time. Each stop answers one market question and ends with a specific way the shop can get seen by the right technicians. 1. Is this a recruiting problem or a market problem? - The data: supply vs. demand, and workforce trends. - What it means: if demand far outpaces supply, more job posts won't fix it. Timelines and budget need to reflect reality. 2. Where do the technicians actually live? - The data: tech density by ZIP and commute patterns. - Getting visible: focus ads, social targeting and outreach on the highest-density ZIPs within a realistic commute, instead of blanketing the whole metro. 3. Is our pay competitive? - The data: local compensation benchmarks. - Getting visible: pay is the first filter techs use. A competitive range in every ad gets the shop considered instead of scrolled past. 4. Who are we competing against? - The data: competing employers and job posting saturation. - Getting visible: where boards are crowded, stand out on culture, tools and growth. Where they're quiet, move first and own the space. 5. What talent is realistic to hire here? - The data: experience and certification concentration. - Getting visible: match the role to local talent, or promote training and a career path to attract techs who want to grow. 6. So where and how do we recruit? - The data: the report's recommended recruiting approach. - Getting visible: a channel mix built for that market. That can include targeted job ads, employee referrals, passive outreach to employed techs, and ties with local trade schools.

What attendees take away A shop can't become visible to techs it hasn't located. With the report, the conversation changes from "let's post another job" to "here's where the talent lives, what it takes to compete, and how we reach them." That's the difference between posting and praying and recruiting with data.

Fixes for Mistakes Every Shop Owner Makes (M8-C)

Matthew Winslow

O M SA

Virtually every shop owner makes several critical mistakes that keeps them frustrated and cash poor. Finding quality technicians isn't hard. I do it continually for shop owners. In this exciting session you'll learn my secrets to finding, empowering, retaining the best people, while discovering how to terminate employees when necessary without pain or drama. You'll discover why your Shop Management system doesn't match your Quickbooks and how to fix it specifically for Mitchell and Tekmetric users. You'll discover why many shop owners struggle in retirement and how to

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fix the nearly fatal financial mistake that will keep you poor in your golden years. This session isn't theory nor fluff. Matt will be sharing real solutions he's used with many owners to improve their lives. Don't miss it.

From Bottlenecks to Breakthroughs: A Shop Flow Mapping Workshop (M20-E)

Bill Haas *Sponsored by Auto Ignite Management*

O M SA SF

Most shop owners know when their workflow is not working, but few take the time to formally map out how work actually moves through their facility. This hands-on workshop is designed to help owners and managers step out of the daily chaos and take a practical look at their shop's process from start to finish. During this interactive session, attendees will learn key principles of effective shop flow, identify common bottlenecks and breakdowns, and then begin mapping their own shop's workflow in class. Rather than simply listening to ideas, participants will work on their business in real time and leave with a clearer picture of what is happening in their shop, where improvements are needed, and what conversations to take back to their team. This workshop is ideal for shop owners and managers who want to improve efficiency, communication, accountability, and consistency throughout the repair process. Attendees will leave with a practical workflow blueprint and a list of issues, opportunities, and action items they can begin addressing when they return to the shop.

Fuel Your Growth with the Raw Power of AI (M2-AB)

Dan Vance

O M

Stop using AI as a chatbot and start building an intelligent business system. In this hands-on workshop, you'll learn how to create your own AI Marketing Manager-a personalized AI assistant that helps you understand your marketing, measure performance, identify opportunities, and make smarter business decisions. You'll leave with practical AI tools you can begin using immediately and a framework that grows alongside your business. What You'll Learn Build your own AI Marketing Manager from the ground up using step-by-step guidance. Design custom AI tools for marketing analysis, business intelligence, and daily decision-making. Build dashboards that track the KPIs that actually matter to shop owners. Create AI-powered ROI calculators to evaluate marketing investments with confidence. Monitor competitors, identify market opportunities, and uncover competitive advantages. Turn complex marketing reports and agency terminology into clear, actionable business insights. Build AI assistants that analyze websites, reviews, Google Business Profiles, SEO, advertising, and customer trends. Create repeatable AI workflows that save hours every week and improve consistency. Learn advanced prompting techniques that produce reliable, high-quality business results. Explore emerging AI technologies and discover practical ways to apply them in an independent auto repair business. Develop AI systems that evolve with your shop as revenue, staff, locations, and marketing complexity increase. Leave with a library of proven prompts, templates, and AI tools ready to customize for your own business. Includes a detailed resource book

Lawsuit Protection & Tax Reduction Strategies for Independent Auto Repair Shop Owners (M15-D)

Larry Oxenham *Sponsored by American Society for Asset Protection*
Is your repair shop protected from the legal, financial, and tax challenges facing today's automotive service businesses? Independent auto repair shop owners face unique risks, including customer injury claims, employee disputes, vehicle damage allegations, regulatory compliance issues, and increasing operational costs. This course provides practical strategies to help shop owners safeguard their businesses, protect personal assets, reduce tax burdens, and prepare for long-term success. Attendees will learn how to strengthen their legal protections, implement tax-saving strategies that can potentially save thousands of dollars

annually, reduce exposure to costly lawsuits, and develop a plan for transferring ownership to family members, key employees, or future buyers. Participants will leave with actionable tools and a step-by-step framework for protecting and perpetuating their business while building greater financial security.

Lead from Context, Not Control - How Burned-Out Owners Can Create a Championship Company (M34-G)

Michael H Smith *Sponsored by The Institute*

O M SA DP SF EF

The independent automotive service industry doesn't suffer from a lack of effort - it suffers from chronic leadership fatigue. Too many owners carry the weight of every problem, decision and outcome. The unfortunate result is slow growth, high stress and teams that never fully mature into their potential. Introducing a powerful leadership shift: moving from control-based management to context-driven leadership. You will learn how elite operators build clarity of purpose, character and culture - creating environments where people grow, performance accelerates, and the owner's role evolves from operator to strategic leader. Who This Session Is For - Owners feeling trapped in daily operations - Key leaders preparing to scale responsibility - Multi-location operators building leadership depth - Teams seeking high-performance alignment What You'll Walk Away With - A practical framework for leading through purpose and character - A model for aligning culture with performance expectations - Techniques for reducing decision bottlenecks - A new leadership lens designed specifically for NAICS 811111 - Why This Session Is Different Rather than leadership theory, this session connects psychology, identity, and execution into a system designed for real-world automotive service teams. Session Experience: Strategic storytelling, interactive reflection and immediately usable leadership frameworks. Presented by Michael Herzberg Smith Strategist, educator and industry futurist - helping independent automotive service companies evolve into high-performance, investment-ready enterprises. Michael leads the Institute for Automotive Business Excellence's acclaimed, industry-transforming Legacy Program.

Leadership Power Skills "Fix Your Identity on Success" (M3-AB)

Dan Taylor *Sponsored by Limitless Leadership*

O M SA DP SF A B C ED

Leadership Power Skills - "Fix Your Identity on Success" Research shows that 58% of your success in the workplace is directly related to what you'll learn in this class. This is not theory, it's a toolkit for real change you can use at work to lead with clarity, confidence, and consistent results. Join a transformative workshop that turns emotional intelligence and cognitive skills into a measurable advantage. Leadership Power Skills equips you with self-awareness, empathy, and practical communication habits that create stronger relationships, build and maintain higher-performing teams, and greater resilience in the face of challenge. Key takeaways to optimize leadership performance and influence:

- Practice self-awareness: Understand and check in with your emotions regularly; use journaling or mindfulness to track how feelings shape choices.
- Cultivate empathy: Deepen connections by actively listening and seeking to understand others' perspectives.
- Communicate effectively: Make every conversation two-way - share your truth while validating others'.
- Embrace growth: Treat emotional intelligence as a lifelong pursuit; pursue feedback and stretch opportunities.
- Make change permanent: Anchor goals with vivid emotion, write affirmations, visualize the "new" you, and rehearse until it's second nature. Apply these skills daily and watch small shifts compound into big wins. You'll improve trust with your colleagues, accomplish smarter collaboration, faster conflict resolution, and sustain personal growth. Fix your identity on success: commit to the practice and process of growth, measure your progress, and transform intention into lasting impact.

Mastering Shop Production (M4-AB)

Matthew Lachowitz *Sponsored by Hammer Consulting, INC.* O M SA SF

A Leadership System for High-Performing Automotive Shops. Effective production management is about far more than dispatching repair orders-it is about making sound decisions, managing capacity, leading through constant change, and creating a production culture that consistently delivers results. In this interactive course, participants will learn a comprehensive production management system built around seven core principles that improve shop flow, strengthen communication, increase technician productivity, and enhance the customer experience. Rather than teaching attendees what to think, this course develops how to think by providing practical decision-making frameworks that can be applied in any automotive service operation. Through real-world scenarios, group discussions, hands-on exercises, and production planning activities, attendees will learn how to:

- Understand the complete repair order journey and identify where production stalls.
- Make informed production decisions using capacity, repair status, and available information.
- Build realistic production plans and customer commitments.
- Execute production plans while adapting to changing shop conditions.
- Develop effective dispatch and follow-up strategies.
- Restore stability when disruptions occur.
- Create a production culture built on ownership, communication, and continuous improvement. Participants will leave with practical leadership tools that improve workflow, reduce production bottlenecks, increase shop efficiency, and build a more predictable, profitable operation.

Ownership & Accountability (M27-F)

Bret Beitter *Sponsored by Limitless Leadership, LLC* O M SA DP SF ED

Learn how to create a sense of ownership for your team to execute what's been promised, as well as exercising accountability to be answerable for actions and outcomes, guaranteeing action to help your team drive the mission of your vision!

Profit by Design: How Your Shop's Environment Influences Sales, Trust, Productivity & Profit (M16-D)

Kim Auernheimer *Sponsored by Worldpac* O M SA OP

Your shop's environment is communicating long before anyone answers the phone. From the parking lot to the front counter, the waiting room to the shop floor, every detail influences how customers perceive your business, how employees perform, and how efficiently work gets done. This interactive workshop teaches shop owners and managers how intentional facility design, workflow, visual management, and customer experience can directly impact profitability. Participants will learn how to identify hidden inefficiencies, reduce wasted movement, improve team productivity, and create an environment that builds trust and encourages customers to confidently approve needed repairs. Whether you're working with a small budget or planning a major renovation, you'll leave with practical ideas that can immediately improve your shop's performance and customer experience. Participants will learn how to: ? Evaluate how their facility influences customer trust and buying decisions ? Identify layout and workflow inefficiencies that reduce productivity ? Improve technician and advisor efficiency by reducing wasted movement ? Design customer spaces that increase comfort, confidence, and loyalty ? Apply visual management techniques to improve organization and communication ? Prioritize facility improvements that provide the greatest return on investment ? Develop a 90-day action plan to improve the appearance, function, and profitability of their shop

Protecting Profit: Avoid Costly Mistakes That Eat Your Bottom

Hunt Demarest *Sponsored by Paar Melis* O

Making a profit is one thing. Keeping it is another. Every year, profitable auto repair shops lose thousands of dollars to preventable problems-unnecessary taxes, fraud, poor cash flow, operational mistakes, and economic challenges that quietly erode the bottom line. In this practical, no-fluff masterclass, CPA Hunt Demarest will show you where profits are most commonly lost and, more importantly, how to protect them. You'll learn the warning signs to watch for, the systems successful shops use to safeguard their finances, and the proactive steps you can take to preserve more of the money your business works so hard to earn. Whether you're preparing for economic uncertainty or simply looking to build a stronger, more resilient business, you'll leave with practical strategies you can put into action immediately.

Second Brain for Your Shop AI: 201 (M28-F)

Jonathan Seitzer *Sponsored by The Institute* O M OP

You've heard all of the talk about AI being a huge productivity unlock, and you've tried the websites and maybe even downloaded some of the apps, but you're just not seeing it. This course shows you how to set up a shop Second Brain. A "Second Brain" is a specialized digital repository where you offload everything your shop knows - SOPs, vendor info, setup decisions, training notes, policies - into one organized place before giving your agent one instruction for everything that they're going to do for you in the future: write everything down. This session will show how a shop second brain synced across every machine with an AI agent on top of it gives you get a tool that can instantly search, retrieve, reason over, and act on your shop's knowledge. It solves the most frustrating limitation of everyday AI: that tools like ChatGPT forget everything between sessions. In this hands-on session, attendees learn the concept, watch a live build where a chaotic Google Drive folder becomes an organized Obsidian vault, see the AI agent run real shop work straight out of it - advancing projects, building software tools for the shop, and managing live Google Ads - and leave with a concrete 30-day plan to start their own shop's Second Brain. By the end of this session, attendees will be able to:

- Explain what a "Second Brain" is and why a shop needs one.
 - Describe why standard AI tools "forget," and how a repository-plus-agent setup fixes that.
 - Recognize the core architecture: a knowledge repository + an AI agent layer + a daily-use workflow.
 - Identify the highest-value knowledge in their own shop to capture first.
 - Follow a 30-day rollout plan to stand up a working Second Brain.
- Attendees should bring their laptops to get the most out of this session.

Service Advisor Workshop: Building Customer Relationships

(M5-AB)

Paul Marquardt *Sponsored by NAPA Autotech* SA

Our industry has changed drastically, and what we did in the past does not work today. Our clients are looking for more transparency and better communication through digital platforms. By properly communicating their needs in-person, on the telephone, or through digital media (such as text, email, and digital vehicle inspections), we are building trusting client relationships. Don't give your customers a reason to use Google to get information about their vehicle; YOU are the expert! Seminar Takeaways:

- Build a relationship with your customers
- Speak and write like a consumer instead of a technician
- Enhance your telephone and face-to-face skills
- Use six steps to build the foundation of a trusting relationship
- Learn how to convert the price-shopper And...NEW for 2026... Learn how to properly write a repair order using the 4 C's
- Checking the Gross Profit BEFORE selling the job
- Using recommended services or declined services to presell work

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Introduction to selling ADAS

- ADAS is NOT just for body shops
- ADAS calibrations may be needed during an alignment
- ADAS calibrations may be needed when removing any ADAS sensor during repairs

Shop Owner Mastermind: Turn Blind Spots Into Breakthroughs

(M10-C)

Carm Capriotto

Are you so busy running your shop that you rarely have time to step back and see the entire business? Join facilitator Carm Capriotto for this exclusive shop owner mastermind and discover what's possible when you step away from the day-to-day and start seeing it from above. Every shop owner knows their business has strengths, weaknesses, opportunities, and challenges. But when was the last time you took an honest, big-picture look at all four? More importantly, would your team feel comfortable telling you where your business needs improvement? This interactive, shop owner-only mastermind will introduce you to a powerful yet simple business analysis process called SWOT (Strengths, Weaknesses, Opportunities, and Threats). You'll learn how to use this proven approach to evaluate your business, identify blind spots, recognize opportunities, and make more informed decisions about your shop's future. The real value is learning how to conduct a complete SWOT business analysis your own way, with your own team, back at your shop. What You'll Learn * See your business from 30,000 feet. Step away from the daily fires and examine your shop as a whole. Are you working on the right priorities, or simply responding to what's urgent? * Discover what your team may not be telling you. Does your team feel safe discussing weaknesses, inefficiencies, or concerns with you? Learn how to create an environment where honest conversations lead to real improvement. * Identify your shop's true strengths. What does your business do exceptionally well? Are you fully leveraging those strengths to build your competitive advantage? * Turn weaknesses into opportunities. Explore how to recognize operational gaps, leadership challenges, and areas of your business that deserve attention without creating blame or defensiveness. * Look beyond your four walls. Consider industry trends, changing customer expectations, emerging technologies, workforce challenges, and competitive pressures that could influence your future. * Create your own business analysis process. Learn how to bring this exercise home, involve your people, encourage meaningful participation, and turn their perspectives into actionable priorities. * Decide what matters most. Not every challenge needs to be solved tomorrow. Discover how to prioritize initiatives so you and your team can focus on what will make the greatest difference. You'll hear perspectives from fellow owners, challenge assumptions, exchange ideas, and discover that some of your biggest business challenges may be shared by others.

SOPs & Symptom Sheets (M35-G)

Jim Metzger *Sponsored by RepairShop of Tomorrow*

Successful shops are built on systems, not guesswork. SOPs & Symptom Sheets teaches attendees how to create clear, repeatable processes that improve consistency, accountability, efficiency, and profitability throughout the entire operation.

This course walks shop owners and managers through the process of developing Standard Operating Procedures (SOPs) for key roles, workflows, and customer interactions while also implementing symptom sheets that improve communication, documentation, and diagnostic accuracy. Attendees will discover how involving team members in the development process increases engagement, reduces resistance to change, and creates stronger long-term adoption.

The result is a business that runs smoother, scales easier, and becomes less dependent on the owner's daily involvement.

Stop Selling Repairs. Start Solving Problems: Helping Clients Make Confident Repair Decisions Through Discovery, Diagnosis, and Professional Communication (M36-G)

Doris Barnes *Sponsored by Worldpac*

O M SA

Many service advisors unintentionally approach repair recommendations as sales presentations rather than professional conversations. As a result, clients often feel pressured, overwhelmed, or uncertain-not because they doubt the advisor's integrity, but because they struggle to understand the problem, the available options, and the consequences of delaying repairs. The most trusted professionals rarely begin by trying to persuade. They begin by understanding the problem, gathering information, explaining their findings, and helping people make informed decisions. Automotive service advisors should approach client conversations the same way. This workshop introduces a practical communication framework built around discovery, diagnostic thinking, technical translation, recommendation prioritization, and shared decision-making. Participants will learn how to move beyond simply presenting repair estimates and instead guide clients through a process that builds understanding, confidence, and trust. Participants will learn how to ask more effective discovery questions, explain diagnostic testing in ways clients understand, translate technical findings into meaningful benefits, organize recommendations according to risk and priority, and respond to client concerns without relying on pressure or scripted rebuttals. The objective is not to help advisors become better salespeople. It is to help them become trusted professionals who communicate with clarity, credibility, and confidence. Attendees will leave with practical conversation frameworks, diagnostic communication models, technical translation tools, prioritization guides, and implementation resources that can immediately improve both the client experience and advisor effectiveness.

Tax Strategy 101 - Keep More. Pay Less. Tax Strategies that can work for all shops (M21-E)

Eric Joern & Tanner McCaw *Sponsored by Kaizen CPAs + Advisors*

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Effective tax planning starts well before the year ends. Too many shop owners meet with their CPA only after opportunities to reduce their tax bill have passed. Designed for single-location shop owners, this course covers practical tax planning fundamentals, including business structure, evaluating an S corporation election, owner compensation, depreciation, equipment purchases, vehicle deductions, retirement plans, and health-related tax benefits. Learn how accountable plans address reimbursement for eligible home office, mileage, and business expenses, and explore the requirements for strategies such as the Augusta rule and employing family members. You'll leave better prepared to avoid common tax mistakes, make informed decisions, and work with your CPA throughout the year to keep more of what your shop earns.

The 2027 Shop Owner's Marketing Playbook (M22-E)

Brian Walker & Kim Walker *Sponsored by Shop Marketing Pros*

O M

In today's world, there seems to always be a new strategy, tool, or tactic to magically and exponentially increase your car count. If you feel overwhelmed by the options, distracted by the coolest new trend, or feel it's just complicated, you're not alone. In this interactive session, you'll learn the foundational strategies critical to marketing your repair shop for today's customers. No bells & whistles, just real-world, traditional and digital marketing strategies that you can build upon as you grow. The class will close with time dedicated to developing your next steps & preparing you for what to do when you get back to the shop. A snapshot of some of the questions that will be answered is: What should my website really have on it? How important is networking? Why is branding such a big deal? What marketing should I really be doing? Brian and Kim Walker will teach this engaging class to help you leave feeling confident in your next steps.

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The Next Generation Service Advisor (M29-F)

Paul Ackerman *Sponsored by Auto Ignite Management*

M SA

This is a fast-moving, high-impact training experience built for the realities of the modern automotive service environment. The advisors of the future must master communication across multiple channels, integrate AI as a performance tool, manage both internal and external relationships, protect their energy to prevent burnout, and create "Customers for Life" in an increasingly competitive market. This workshop blends modern communication techniques, applied psychology, AI-supported workflow, and real-world scenario practice to develop advisors who operate with clarity, confidence, and consistency. Participants learn how to deliver a superior customer experience while adapting to the expectations, behaviors, and communication styles of the next generation of customers. This class will prepare advisors to perform at a high level in a demanding service environment by communicating with precision, thinking proactively, and executing with the professionalism required in the modern automotive industry.

The Power of Process: Turning Consistency Into Customer Loyalty (M17-D)

Mike Delacruz *Sponsored by Overdryve.ai*

O M

new description coming

The Unforgettable Customer Experience: The Competitive Advantage Every Shop Can Build (M23-E)

Thomas Andrews *Sponsored by ShopFix Academy*

O M SA

In today's automotive industry, repairing vehicles is no longer enough. The shops that consistently outperform their competition create experiences customers can't stop talking about. In this energetic, real-world session, Thomas Andrews shares the proven systems, leadership principles, and customer experience strategies that transform ordinary service visits into extraordinary moments. From the first phone call to post-service follow-up, learn how to intentionally design an experience that builds trust, creates raving fans, increases customer loyalty, and drives referrals without relying solely on marketing. This session isn't just about fixing cars-it's about creating an experience that customers remember, recommend, and return for year after year. Topics Covered: Why customer experience-not price-is the ultimate competitive advantage The psychology behind creating loyal, lifelong customers Designing every customer touchpoint from the first phone call to vehicle pickup Creating consistency so every team member delivers a world-class experience Building trust through communication, transparency, and education Creating unforgettable "wow" moments customers actually remember Empowering service advisors and technicians to own the customer experience Recovering from mistakes in ways that build even stronger customer loyalty Turning satisfied customers into enthusiastic promoters through referrals and five-star reviews Building a culture where exceptional customer experience becomes everyone's responsibility

Walk away with a practical customer experience framework for building trust, creating loyal customers, increasing referrals, and delivering an experience that sets your shop apart from the competition.

The Visit Three Breakthrough. (M24-E)

Greg Bunch *Sponsored by Worldpac*

O

What 20 Top Shop Owners Discovered When We Measured Lifetime Visits Instead of Just Car Count As the owner of six automotive repair shops, I could see the same numbers most owners watch every day: sales, car count, ARO, gross profit, and reviews. Then we began studying a different scoreboard: new clients, first visits, second visits, and customers who reached the third visit and beyond. The data changed the conversation. In one six location analysis, the store with the highest new customer ARO had the weakest first to second visit conversion, while another store with stronger first to second and second to third visit

conversion still had a meaningful ARO opportunity. Across the same portfolio, more than \$1.9 million in deferred work appeared over six months, with over \$500,000 tied to single-visit customers at high risk of never returning. The lesson was clear: car count can make a shop look busy, ARO can make it look profitable, and reviews can make it look healthy, while lifetime visits reveal whether the customer base is actually getting stronger. I brought this analysis into my private mastermind of approximately 20 high-performing multi-shop owners, and we began comparing what our data was really telling us. How many customers actually visit three? What do they spend once trust is established? Where do they disappear after visiting one or two? What are the operational moments that either move a customer toward loyalty or quietly push them back into the market? This class shares the best strategies from that working project, including how to request and read lifetime visit data, identify first visit and second visit leaks, eliminate the Neutral Experience, strengthen the eight customer journey touchpoints, recover declined work, schedule the next appointment, reactivate inactive customers, and build a 30 day retention plan that turns hard won first time repair orders into long term customers who approve needed work, return consistently, and refer the people who trust them.

The "Say Yes" Sales Framework for Consistent Advisor Performance & Increased Sales (M11-C)

Matt Curry

O M SA

The "Say Yes" Framework gives service advisors a practical, repeatable process for helping customers make confident, informed decisions. Learn how to turn digital inspection findings into clear, customer-friendly recommendations, communicate value effectively, and handle objections without pressure, gimmicks, or constant discounting. This course focuses on building trust, reducing confusion and hesitation, and creating greater consistency in approval rates, average repair order (ARO), and overall sales performance. Attendees will leave with a sales process they can confidently apply to help customers say "yes" with a clear understanding of the recommended work and its value.

Trust at Every Turn: Mastering the Customer Journey (M12-C)

Kim Walker *Sponsored by Shop Marketing Pros*

O M

In today's competitive market, trust is your superpower and your differentiator. This class takes a deep dive into the entire customer journey from the first Google search to the final invoice, showing shop owners where trust can be built, strengthened, and protected. Come walk through the full customer journey and discover how to turn ordinary touchpoints into trust-building moments that make customers feel confident, cared for, and loyal. Leave having learned to: Identify every trust-building opportunity from awareness to aftercare Improve consistency across marketing, service, and operations Optimize first impressions: online, curbside, and in-person Create post-visit touchpoints that drive retention Build a shop culture that delivers trust at every level Trust isn't built in one moment. It's built in every moment. This class will show you how to master the full journey so customers stay with you for years, not just one visit. Sign up and start upgrading your customer experience from start to finish.

Understanding Modern Maintenance - What Every Automotive Professional Needs to Know About Today's Vehicle Maintenance (M18-D)

Nick Peyton *Sponsored by BG Products*

O M SA DP SF A B C ED

Understanding Modern Maintenance What Every Automotive Professional Needs to Know About Today's Vehicle Maintenance Interactive Workshop The rules of vehicle maintenance have changed. Today's vehicles are more advanced than ever. Turbochargers, GDI engines, and start-stop systems have created new challenges for both drivers and automotive professionals. Meanwhile, stricter fuel economy requirements and longer

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service intervals have transformed maintenance recommendations and customer expectations. In this interactive workshop, technicians, service advisors, shop owners, and other industry professionals will explore how modern vehicles operate, why maintenance recommendations have evolved, how to test and perform maintenance services, and how to clearly and transparently communicate with customers. Industry expert Nick Peyton guides attendees through role-play activities, immersive VR experiences, and hands-on activities with vehicle systems. Participants will leave with skills they can apply right away.

Unlocking Growth with Custom ChatGPT Agents (M13-C)

Seth Thorson *Sponsored by Worldpac*



Ready to put AI to work in your shop? This hands-on course shows you how to create custom ChatGPT plugins that help your team handle everyday work with less repetition and more consistency. You'll explore automotive examples drawn from Eurotech, including service writer tools for customer communication and maintenance planning, internal assistants that answer questions using your SOPs and HR policies, and technician tools that organize diagnostic information and improve repair documentation.

You'll learn how to turn your shop's instructions, documents, and examples into reusable skills within a plugin, then test and refine the results before sharing them with your team. Already using custom GPTs? We'll cover how to carry those workflows forward and identify connections that need additional setup. You'll leave with practical experience, starter templates, and a roadmap for using shop data from Tekmetric, Google Drive, and other tools. No coding experience required-bring your shop knowledge and a task you want to improve.

Unlocking Growth with Custom ChatGPT Agents and Vibe Coding for Your Repair Shop (M6-AB)

Seth Thorson *Sponsored by Worldpac*



Part 1 - Custom ChatGPT: Ready to put AI to work in your shop? This hands-on course shows you how to create custom ChatGPT plugins that help your team handle everyday work with less repetition and more consistency. You'll explore automotive examples drawn from Eurotech, including service writer tools for customer communication and maintenance planning, internal assistants that answer questions using your SOPs and HR policies, and technician tools that organize diagnostic information and improve repair documentation.

You'll learn how to turn your shop's instructions, documents, and examples into reusable skills within a plugin, then test and refine the results before sharing them with your team. Already using custom GPTs? We'll cover how to carry those workflows forward and identify connections that need additional setup. You'll leave with practical experience, starter templates, and a roadmap for using shop data from Tekmetric, Google Drive, and other tools. No coding experience required-bring your shop knowledge and a task you want to improve. Part 2 - Vibe Coding: Building on the foundation of custom ChatGPT agents, this continued course will show how repair shops can use AI-assisted coding to prototype and build tools for daily operations, customer communication, internal processes, reporting, training, and more. Attendees will learn how to think through a shop problem, communicate the desired outcome to AI, test and refine the results, and develop tools that can improve consistency, save time, and reduce friction in the business. Attendees will leave with a better understanding of what vibe coding is, how it applies to automotive repair shops, where it can create immediate value, and how to begin safely experimenting with AI-assisted tool building in their own business.

Use of AI to Increase Revenue and Profitability of your shop

(M25-F) **Jim Fish** *Sponsored by Diagnostic Network*



Artificial intelligence is transforming the automotive aftermarket-and the biggest opportunities are available today. Join University of Michigan professor and Diagnostic Network leader Jim Fish for a hands-on, three-hour workshop packed with practical AI tools, real shop examples, and proven strategies to increase revenue, improve efficiency, reduce costs, and boost profitability.

Vibe Coding for Repair Shops: Building Practical AI Tools for Your Business (M19-D)

Seth Thorson *Sponsored by Worldpac*



This advanced, hands-on course is designed for shop owners and managers who are ready to move beyond using AI assistants and start building practical tools that solve real problems inside their repair business. In this 3-hour workshop, attendees will explore how "vibe coding" can be used to create simple, useful applications, workflows, and automations without needing to be a professional programmer. Building on the foundation of custom ChatGPT agents, this course will show how repair shops can use AI-assisted coding to prototype and build tools for daily operations, customer communication, internal processes, reporting, training, and more. Attendees will learn how to think through a shop problem, communicate the desired outcome to AI, test and refine the results, and develop tools that can improve consistency, save time, and reduce friction in the business. Attendees will leave with a better understanding of what vibe coding is, how it applies to automotive repair shops, where it can create immediate value, and how to begin safely experimenting with AI-assisted tool building in their own business. This course is intended for attendees who participated in last year's Custom ChatGPT Agents course and are actively using agents in their shop. Those who have not taken the foundational course or are not currently using agents should complete Unlocking Growth with Custom ChatGPT Agents in Your Auto Shop before attending this advanced session.

What Customers Really Hear - Turning Everyday Shop Communication Into Trust, Approvals, and Loyalty (M30-F)

Sara Fraser & Tracy Capriotto *Sponsored by Worldpac*



What if the message you think you're sending isn't the message your customer is hearing? Sara Fraser and Tracy Capriotto will challenge you to step out from behind the service counter and experience your shop's communication from the customer's side.

Every day, your shop sends messages through texts, repair orders, estimates, and conversations. But what do customers really hear? And what happens when they don't understand? This session dives into how your words shape trust, approval, and return visits. You'll explore real examples and unpack what's being said, how it's being interpreted, and where small shifts can transform the customer experience. Some customers want every detail. Others just want the bottom line. Some need to feel heard before they'll hear you. This class shows you how to flex your communication to meet all of them without losing your voice. You'll learn how to: Communicate value with clarity and confidence Break down complex info without oversimplifying Spot phrases that create confusion or mistrust Adjust your message based on how people listen and process Balance facts and feelings to build stronger connections Use repair orders to support your message instead of sabotaging it Participate in breakout conversations where real repair orders and shop stories spark new ideas.

Let's turn everyday communication into stronger customer connections, greater trust, more confident approvals, and lasting loyalty.

Why Your Technicians Only Produce 3-5 Hours a Day (And How to Get Them to 10-12) (M31-F)

Rick White *Sponsored by 180BIZ*

O M

You pay your technicians for 8 to 10 hours a day. Your billed hours say you're getting 3 to 5. The national average is about 5.2, and most owners have quietly accepted that as normal.

It isn't. A well-run shop averages 10 to 12 billed hours per technician per day - and no, that isn't a typo. A technician working eight hours can bill more than eight, because a job with a flat-rate time of 1.5 hours completed in 60 minutes bills 1.5. That's efficiency, and it's available to any shop whose systems aren't fighting the technician.

Here's the part most owners don't want to hear: 80 to 85 percent of low production traces back to operational bottlenecks, not technician effort. Broken systems, missing systems, inconsistent systems. Which means the pushing, the motivational speeches, and the incentive programs were never going to work - and your technicians are usually as frustrated as you are.

This session starts by making the loss real. You'll calculate your own annual profit leak in actual dollars, then map one real technician's day in fifteen-minute blocks and mark every one green, yellow, or red. Owners are routinely shocked by that exercise, not because anything new is happening, but because they can finally see it.

From there you'll score your shop against ten production limiter categories - workflow, parts, front-to-back communication, estimating, inspections, tooling, technical information, scheduling, technician-specific delays, and billing practices - and find the one constraint costing you the most billed hours. You'll learn Recognize, Identify, Remove: a repeatable process for separating a shop problem from a people problem, getting your team's help without handing over the decision, and taking out one bottleneck at a time.

You'll also get the 15 percent - how to tell when the technician genuinely is the constraint, and what to do about mindset, skillset, and toolset when they are.

You'll leave with a removal plan for your single biggest constraint and a 30-day sprint to execute it.

WHAT YOU'LL LEARN - Distinguish available hours, actual hours, and billed hours - and see exactly where the gap lives - Calculate what low production is costing your shop every year in real dollars - Map a technician's day and identify every non-billable block and its cause - Score your shop across the ten production limiter categories - Track the four numbers that matter: productivity, efficiency, proficiency, and effective labor rate - Apply Recognize, Identify, Remove to find and eliminate your core constraint - Involve your team in diagnosis without giving up the decision - Tell the difference between a system problem and a technician problem, and handle each correctly - Build a 30-day sprint that moves one constraint permanently

COURSE OUTLINE 1. The real cost - the gap between time and money, and why 10-12 is the target 2. Your profit leak, calculated with your own numbers 3. What a full day actually looks like: mapping a technician's day in fifteen-minute blocks 4. The four metrics - productivity, efficiency, proficiency, and effective labor rate, with targets for each 5. The ten production limiter categories, and scoring your own shop against them 6. Standards, stories, and the 15% - when the technician really is the constraint: mindset, skillset, toolset 7. Recognize, Identify, Remove 8. Getting your team into the diagnosis - one-on-one first, then together, and why they get a voice without a vote 9. The constraint deep dive: finding the one bottleneck worth fixing first 10. Building your removal plan, and the Morning Setup System 11. Your 30-day sprint and public commitment

WHAT YOU'LL TAKE WITH YOU - Complete participant workbook with seven exercises - Your shop's calculated annual profit leak - A completed fifteen-minute day map for one of your technicians - Your scored limiter scorecard across all ten categories - A full written constraint inventory - A

removal plan for your single largest constraint - A week-by-week 30-day sprint planner

TECHNICAL

6.7L Powerstroke Engine Performance (T2-AB)

David Finch *Sponsored by Tech Fix*

A B

Our 6.7L Powerstroke seminar is part of our Domestic Diesel series and brings together best practices and diagnostic tips from high-volume specialists around the nation. We've combined this research with our "High Level Indicator" philosophy to develop simple tests that rule out entire categories of faults, narrow the cause list, and establish a plan for quickly eliminating what remains. This approach is especially valuable for diesels, where testing often requires more disassembly and an incorrect diagnosis can be costly.

Emissions system coverage focuses on common diagnostic challenges, including DPF loading and regeneration issues, EGT sensor faults, non-sequential EGT numbering on some models, and fuel system failures that cause false DPF codes. The seminar also examines the role of VGT in EGR flow, methods for finding clogs in the unmonitored DOC, and DEF injector, heater, and related GPCM faults.

Engine mechanical diagnosis can be time-consuming, particularly when testing requires teardown and serious faults lead to long block replacement rather than component repair. Topics include collapsed lifters, exhaust valve failures and glow plug-related damage in early applications, injector seal faults that mimic engine damage, and common oil and coolant leaks.

Low and high pressure fuel system coverage emphasizes an efficient diagnostic approach despite limited access points for testing. Learn how to determine the extent of damage caused by DEF or water contamination, quickly identify high pressure system mechanical damage, disable injectors for relative compression testing, and disable fuel injector balance rates to reveal weak cylinders. The seminar also covers how to distinguish actual high pressure faults from low pressure fuel starvation of the high pressure pump.

8L90 Transmission Control & Diagnostics: System Integration, Programming & Repair (T47-F)

Jimmy Taylor *Sponsored by ATRA*

A B C ED

This class is designed as an in-depth look into the operation, diagnostics, and repair of the 8L90 series transmissions. Starting with the design and theory of operation, we will explore how the components interact with computer systems to create best-case scenario shifting in all driving conditions. Also included are unit variants, component and programming updates, and special procedures that will lead you to a near problem-free diagnosis-to-delivery experience. The material presented is necessary for advanced diagnostic technicians to develop strategic test procedures to isolate and resolve 8L90 transmission-related drivability issues. It is also recommended for technicians, students, and instructors who are looking to work on these units.

A Logical Approach to GDI Driveability Concerns (T48-F)

Brandon Steckler

SF A B C

The course objective is to first develop a solid understanding of the Gasoline direct Injection systems' components, and how they work together to accomplish the goals of desired fuel rail pressure, balancing adequate torque/horsepower output, decent gas mileage, and staying within the ever-tightening noose of emissions standards.

Attendees will learn not only the theory and operation of the system/components, and how they differ from the port injection systems (we have all grown accustomed to), but how to develop a diagnostic game plan, beginning with OBD2 global scan data, right from the driver's seat! You will leave the class with the confidence of determining what NOT to

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waste time testing and streamline your hands-on testing to only the components that make sense.
This fun and highly-interactive class is great for all ages...novices and talented driveability techs as well!

Accelerated Electrical & Electronic System Diagnostics (T3-AB)

Dieter Lorentz *Sponsored by Bosch*



This 1-day hands on course provides technicians with a foundational understanding of electrical and electronic principles as they apply to modern vehicles. The course begins with electrical theory and testing fundamentals, then advances into semi-conductor components and sensor diagnostics. Technicians will build and troubleshoot circuits using ATech training simulators, gaining real world diagnostic skills along the way.

ADAS: Successful Calibrations & Troubleshooting (T25-C)

Liz Perkins & Keith Perkins *Sponsored by Worldpac*



This course helps technicians build effective processes for successfully calibrating both static and dynamic ADAS systems. Designed for those new to ADAS as well as experienced techs, it covers sensor types and operation to establish a solid foundation. The class also dives into troubleshooting techniques, best practices, and common pitfalls to avoid during calibration procedures. Key takeaways:

- Static and dynamic calibration processes
- Overview of ADAS sensors and operation
- Troubleshooting techniques
- Common calibration pitfalls
- Practical setup tips and workflows

Advanced Alignment Seminar (T49-F)

Max Arjona *Sponsored by Hunter Engineering*



Alignment is easy when everything is straight, undamaged, free of corrosion and in all around good working order, but this is the real world! We run into vehicles in all conditions! This seminar details how we leverage the aligner's ability to measure advanced, secondary alignment angles and additional measurements to diagnose damage, and "mystery wear" on tires.

Advanced Driver Assistance Systems (T14-B)

Brian Bay *Sponsored by ACDelco*



This instructor-led training seminar focuses on Advanced Driver Assistance Systems installed on various vehicles. Systems including: Forward Collision Warning, Automatic Emergency Braking, Lane Keep Assist, Lane Departure Warning, Adaptive Cruise Control, Park Assist and others will be covered in detail. Various Original Equipment Manufacturers (OEMs) will be highlighted, including an overview of the operation, diagnosis, and servicing of the systems and their components.

Advanced PicoScope Functionality (T4-AB)

Adam Robertson *Sponsored by CTI*



Many technicians in our industry lean on PicoScope 6 as their oscilloscope software of choice. PicoScope 7 is now the current version of the tool and shares the advanced features of PicoScope 6 software that we have come to depend on. In this class, we will improve your comfort level using PicoScope 7 and show how to manage essential settings. From there, we will expand and explore more advanced functions such as use of masks and creation of math channels. Bring your laptops with PicoScope 7 installed for a hands-on experience using this software interface. Topics include:

- Software and viewing options
- Interfaces
- Measurements, rulers and coupling

- Advanced triggers
- Math channels
- Reference waveforms
- Deep measure
- Masks and alarms
- Persistence mode
- Serial decoding
- Filters and resolution enhancements
- Custom probes
- PicoScope diagnostics

Are you Ready for the Worldwide Harmonized Diagnostic System? (T50-F)

Rick Escalambre *Sponsored by Delphi*



This workshop will cover the new Worldwide Harmonized Diagnostic System, SAE 1979-2, which is also referred to as On-Board Diagnostic on Unified Diagnostic Services (OBDOnUDS). It will apply to all light-duty, medium-duty, heavy-duty, hybrid, spark, and compression engines starting in 2027. Its main impact will be through the scan tool's generic side, but it will communicate with all modules that contain emission-related data. The system will switch from technicians randomly selecting generic OBDII MODES to OBDOnUDS Services that group related diagnostic information under each DTC. The workshop will include scan data collected from a variety of OBDOnUDS vehicles.

Be prepared, not surprised, when these vehicles appear in your service bay. Know why your current scan tool software will not communicate with these vehicles.

Battery Drains and Charging Pains for EVs and I.C.E. (T63-G)

Dave Hobbs *Sponsored by Delphi*



Rapid Clicks - Single Click - No Crank. Is there a phantom parasitic battery drain? Defective starter? Maybe it's a faulty alternator or just time for a new battery? Electrified vehicle - HEV, PHEV, or BEV - maybe it's the BIG (HV) battery, motor generator or HV main contactors? No crank scenarios have been around since 'Boss' Kettering invented the first electric starter leading to the formation of Delphi's DNA - the Dayton Engineering Laboratory Co. (DELCO) over 100 years ago. With today's confusing mix of I.C.E. only (with & w/o auto stop), MHEV, Full HEV, PHEV and BEV vehicles all sharing the road today, the problems, diagnostic methods, and the repair solutions have evolved. Delphi's senior trainer Dave Hobbs will update you on using the latest tools (meters, scopes, thermal imagers, shunt resistors, etc.) and techniques to diagnose battery drains and charging system problems. Don't let evolving technology run you down - keep your training skills charged up with this in-depth real-world class! L

Beyond the Waveform: Uncovering Engine Mechanical Failures (T16-CD)

Chris Hamann *Sponsored by Pico Technology*



Advanced Automotive & Marine Engine Diagnostics Using PicoScope 7 What if you could pinpoint an internal engine mechanical failure without removing a single component?

Designed for experienced technicians already familiar with PicoScope, this advanced 8-hour course goes beyond capturing waveforms and focuses on interpreting the mechanical events taking place inside a running or cranking engine.

Using PicoScope 7 and real-world diagnostic case studies from both automotive and marine applications, attendees will learn how to identify and isolate engine mechanical failures through non-intrusive testing techniques.

We'll explore advanced diagnostic strategies involving relative compression testing, crankshaft speed analysis, intake pressure

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pulsations, crankcase pressure analysis, waveform correlation, and in-cylinder pressure analysis to uncover problems such as valve sealing failures, incorrect camshaft timing, restricted exhaust systems, and other mechanical abnormalities.

Rather than simply identifying an unusual waveform, we'll examine WHY the waveform looks the way it does, WHAT mechanical event caused it, and HOW to use that information to pinpoint the failure.

Real-world case studies will demonstrate how these techniques can dramatically reduce diagnostic time, eliminate unnecessary disassembly, and provide measurable evidence to support an accurate diagnosis. Although some case studies involve marine engines, the diagnostic principles and testing strategies apply equally to automotive applications. The goal: Diagnose the failure BEFORE reaching for the wrenches!

BMW, Audi, ZF 8HP Plug-In Hybrid Transmission: Advanced Diagnostics & Operations (T17-CD)

Francisco Moreno *Sponsored by ZF Aftermarket*

O M SA SF A B ED

Misfire? a term widely used but what happens when it is not repaired, this session is heavily focus on diagnostics and understanding of what is damaging transmissions Building on the foundation of ZF's 8HP family, technicians will explore the advanced architecture, safety systems, and torque flow unique to the 8P75/8P75H transmissions used in BMW, Audi, Land Rover, and other PHEV applications. The class emphasizes oil change procedure, operational theory, and heavy focus on diagnostics Attendees will learn how to properly read codes, adaption values, inverter interfaces, 2-speed electric motor, clutch sets, and how mechatronic controls interact. After completing this session, the attendee will be able to:

- Identify hybrid transmission variants
- Classify high-voltage system components and understand built-in safety features
- Describe how to verify zero-potential and perform proper HV disconnect procedures on BMW and Audi PHEV systems
- Describe torque flow and internal
- Diagnose common failures using real-world case examples, test plans, and live data interpretation
- Understand common failures and its root cause

Bosch ADAS in Action: Diagnostics & Calibration (T18-CD)

Karl Schneider *Sponsored by Bosch*

A B C

Gain an in-depth understanding of fault diagnosis, repair strategies, and calibration methodologies for modern ADAS-equipped vehicles. Learn both static and dynamic calibration procedures while exploring the operation and alignment of ultrasonic sensors and radar systems. Technicians will also identify common causes of calibration failures and implement best practices to achieve precise and repeatable calibration results.

Brake Systems and ABS/Traction Control (T32-E)

Ryne Thomason *Sponsored by NAPA Autotech*

SF A B C

This course goes beyond pads and rotors to explore the electronic architecture behind modern braking and collision avoidance systems. Technicians will examine the evolution of Electronic Brake Control Modules (EBCMs) and the shift in booster technology, gaining insight into how these components interact with ABS and traction control systems. The class covers interpreting relative scan data, comparing DVOM and oscilloscope testing methods, and performing accurate wheel and vehicle speed sensor testing. Attendees will leave with a deeper understanding of how electronic braking systems function and how to diagnose them with precision. Recommended for all levels of Technicians. o Evolution of Electronic Brake Control Modules (EBCMs) o Booster technology: hydraulic vs. electronic systems o ABS and traction control system architecture o Collision avoidance integration with braking systems o

Relative scan data interpretation for brake diagnostics o DVOM vs. oscilloscope testing: strengths and limitations o Wheel and vehicle speed sensor testing techniques o Common failure patterns and diagnostic strategies o Real-world case studies and system behavior analysis o Are you diagnosing brake faults with the right tools or just guessing? o How does booster technology affect pedal feel and system response? o Can you interpret scan data to pinpoint ABS or traction control issues? o What's the difference between a good speed sensor signal and a misleading one? o Are you ready to diagnose electronic braking systems with precision?

Brake Technologies (T29-D / T29-F)

Chris Ellington *Sponsored by AutoZone*

A B

This course improves the participant's knowledge of the complete braking system and provides tips to properly diagnosis and service braking components to reduce comebacks. During the course, participants will: Learn recommended practices and tips for a successful brake service Understand how hydraulic brake systems function and how to properly diagnoses brake related issues Learn how to diagnosis and service Anti - Lock Brake Systems (ABS) Understand how wheel and braking forces affect traction control systems Learn how wheel speed, lateral acceleration, yaw rate and steering angle sensors affect a vehicle's performance and Electronic Stability Control (ESP)

Braking System Diagnosis and Repair (T64-G)

Jon Ross *Sponsored by ACDelco*

B C

This instructor-led training seminar focuses on braking system diagnosis, and covers components, operation, and proper service practices. This course highlights real world case studies to address brake noise, pulsation, pad wear, fluid leaks, and concerns with power assist systems. Enhanced braking system designs and features by various manufacturers will also be covered.

Camshaft Control Diagnostics

(T51-F)

Jose Vazquez Zuniga *Sponsored by O'Reilly Auto Parts*

O SF A B C

This clinic focuses on the Variable Valve Timing (VVT) and Variable Valve Lift (VVL) systems used in modern engine design. These technologies improve engine performance, fuel economy, and emissions by optimizing valve timing and lift under varying operating conditions, allowing increased power and torque while maintaining efficiency. The course explains how manufacturers apply different camshaft control strategies and how faults within these systems can trigger Diagnostic Trouble Codes (DTCs). Common failures include oil contamination, low oil pressure, faulty cam phasers, failed oil control solenoids, sensor faults, and mechanical timing issues. Students will learn diagnostic procedures using scan tools, lab scopes, and other test equipment to accurately diagnose VVT and VVL system faults before unnecessary and labor-intensive engine disassembly. After completing this clinic, the student will have the knowledge to:

- Principles of Variable Valve Timing (VVT) and Variable Valve Lift (VVL) operation
- Camshaft and crankshaft timing relationships
- Oil pressure's role in camshaft control system performance
- Operation of cam phasers, actuators, and oil control solenoids
- Common manufacturer-specific VVT and VVL strategies
- Diagnostic Trouble Code (DTC) analysis and fault isolation
- Scan tool data interpretation and bidirectional controls
- Oscilloscope testing of camshaft and crankshaft sensor signals
- Electrical and hydraulic testing procedures
- Identifying mechanical versus electronic timing faults.

Combustion, Carbon and Carnage... Diagnosing Difficult Deposit Related Driveability Concerns (T33-E)

Gary Smith *Sponsored by Worldpac*

Fuel and oil deposits play a major role in accurately diagnosing today's close-tolerance GDI vehicles with fast-acting fuel control systems. This class explores how and why deposit fouling occurs and how to interpret its effects in scan tool and scope data using the BASELINE diagnostic approach. Designed for technicians, service advisors, and shop owners, this eye-opening session covers critical diagnostic knowledge often missing from OEM training. Learn how incorporating this strategy into your diagnostic process can save time, prevent unnecessary parts replacement, and reduce drivability comebacks.

Common Rail Diesel (T65-G)

Chris Ellington *Sponsored by AutoZone*

This course provides a high-level overview of CRD systems with a focus on the various low- and high-pressure fuel delivery methods. Course includes a review of common diesel emission components, including the DeNox SCR system. During the course, participants will: Learn how to accurately diagnose no start and drivability conditions Review CRD theory and operation, fuel delivery methods, low and high pressure Discuss Piezo and solenoid injectors Discuss typical sensors and actuators Understand diesel after-treatment system

Conquering Network Diagnostics (T34-E)

Keith Perkins *Sponsored by CTI*

This class covers modern vehicle network operation and how to efficiently diagnose them using common tooling. The overwhelming majority of network related issues do not require decoding of individual packets of data. It is important to understand how a network exchanges information, but a deep dive into the bits, bytes, nibbles and ticks of each network is not needed to repair the vehicle. Knowledge of the network type, the expected voltage levels, and the layout of the network wiring to the modules can provide us with enough information to gain diagnostic direction. At that point, we can use our available tooling to determine the root cause of the problem. Topics Include:

- Understanding common automotive networks and where to get help if we don't understand them
- Discuss OE and aftermarket scan tool communication benefits and challenges
- Developing a logical diagnostic approach using service information and our own tooling
- Understanding diagnosis through communication related case studies

Cummins 5.9L & 6.7L Common Rail Diesel (T19-CD)

David Finch & Wally Mouradian *Sponsored by Tech Fix*

Bosch fuel systems and Cummins engines come together to create some confusing (and often invisible) Dodge/Ram repair information. Cummins designed the engines, but Dodge wrote the repair information. See the problem? Very little practical diagnostic information was ever published, and what there is lacks any explanation of the purpose of each test, or a clear direction to go with the results. But we have a solution! This manual and class were designed specifically to give technicians a clear diagnostic path for engine management and emissions concerns. We spent months collecting and comparing technical information to fill in the holes, and then diagnosed and repaired these vehicles to validate everything we found. This manual is the only place you'll find explanations that not only tell you which tests to run in what order and what the test results should be, but why, and what your options are when a test fails. Cummins Low Power Example The capture below shows a test drive for a low power complaint on a Cummins 5.9L. At low loads and speeds, the fuel pressure regulator (FCA solenoid) is almost normal at 32%, and the rail pressure is close to the desired ('SET') pressure. However, at higher speeds and loads

(cursor), the high pressure was 10,000 PSI less than the set point! The FCA solenoid command dropped to 0% to increase fuel flow to the high pressure pump pistons, but it wasn't enough. Low Fuel Pressure @ Speed & Load That's a simple enough example - it's obvious that there's a high pressure problem, but now what? It could be caused by any of the faults below. Which fault gets tested first? There's no OEM flow chart for 'low power'.

- Low pressure pump or in-tank restriction
- Clogged fuel filter
- High pressure CP3 transfer pump
- Cascade overflow valve
- FCA solenoid failure
- Physical CP3 pump damage/wear
- Leaking injector(s) balls (high return rate)
- Loose injector transfer tube nuts

Blown pressure limiting valve However, the list above is not the point of this manual and seminar. The value is in gaining the ability to navigate all of these possible causes in the least amount of time. We've provided decision-making indicators for each step so you don't miss anything, and our primary focus is on tests that don't require much, if any, disassembly. The manual and seminar include real-world examples like this to prove that many different faults create the same symptoms. The trick is to avoid starting the diagnostic process at the beginning, like in a traditional flow chart. This example shows how we start in the middle! We could have tested anything on that list, but until we had the pressure PIDs graphed (which proved that this was a fuel fault), the low power could just as well be a stuck turbo wastegate, a clogged DPF, or a dozen other things. Not starting here is just 'guessing'. Key Point: Our 'first test' defined the problem category. It's even more valuable when the test passes, because then you know that nothing in the category is at fault. One test drive, and you know that you don't have to test ANYTHING on that list! Other Engine Management & Emissions Systems This diagnostic philosophy works great for other systems as well, and for many newer systems, these skills are mission-critical. System coverage includes:

- No-starts, hard-starts and stalling
- Surging, hesitation, slow idle return and racing engines
- Misfire diagnostics
- Turbocharger mechanical & closed loop controls
- Fuel: High, low, and return systems
- EGR flow management, cooling, throttling, and bypassing
- DPF regeneration & issues
- Practical DOC & NAC diagnostics
- SCR/DEF message clearing issues Come to this class to skip the hours of trying to find tests or system descriptions in repair information. Technicians new to diesels will avoid the painful lessons, and experienced diesel technicians will be saying, "Wow, that's a lot easier!"

Current Trends in Advanced Diagnostics for A/C systems (T35-E)

Scott Norman *Sponsored by G-W Publisher*

This high-energy class will cover Advanced Diagnostics on mobile refrigerant systems in late-model vehicles. Items discussed include equalization testing, TXV testing, compressor testing, single-hose recovery testing, and case studies. Basic A/C operation will not be covered in this class. This class will also discuss any new trends in A/C diagnostics. After this class, you will be ready for A/C season to diagnose any A/C problem that comes into the shop.

Decoding Factory Wiring Diagrams (T52-F)

Mich Heyman *Sponsored by ACDelco*

This course is intended to help technicians interpret and understand the differences between OEM electrical schematics and how to diagnose a

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no-start, no-crank condition using an OEM electrical schematic. The specific manufacturer wiring diagrams that we'll be looking at include Ford, Toyota, BMW, and Volkswagen.

Diagnosing Mass Air Flow/ Volumetric Efficiency Issues, including Fuel Trims (T20-CD)

Eric Ziegler *Sponsored by Worldpac*

SA SF B C

The Internal Combustion Engine (ICE) is basically no more than a glorified air pump that generates kinetic energy to propel a vehicle. The more ICE design/developments have changed- the air pump analogy remains somewhat of a constant. The ICE has to be able inhale/exhale properly and make accurate measurements of the air coming in and exhaust gases going out are still a crucial part of it. This class will examine different types of air measure systems for fuel calculations, their failures and how to go about accurately diagnosing them. Vacuum leaks, "pirate air" leaks, as well as, intake and exhaust restrictions issues will be discussed. Moreover, a common sense/logical approach to diagnosing them backed up by real world case studies will be presented. Learn how to leverage technology that will aid techs in diagnosing VE issues.

Diagnostic Application of Wiring Schematics (T26-C)

Scott Hicks *Sponsored by CTI*

B C

This class covers modern vehicle network operation and how to efficiently diagnose them using common tooling. The overwhelming majority of network related issues do not require decoding of individual packets of data. It is important to understand how a network exchanges information, but a deep dive into the bits, bytes, nibbles and ticks of each network is not needed to repair the vehicle. Knowledge of the network type, the expected voltage levels, and the layout of the network wiring to the modules can provide us with enough information to gain diagnostic direction. At that point, we can use our available tooling to determine the root cause of the problem. Topics Include:

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Diagnostics 101 (T21-CD)

Jim Wilson *Sponsored by Delphi*

B C

This class uses the Quick Things First testing procedures to check for proper system testing. Using tools that most shops already have will form a diagnostic foundational procedure. Test procedures will baseline the vehicle for repair or point in a direction for more testing. Systems tested:

- Battery/Charging/Starting
- Compression/Engine Condition
- Fuel Pump/Fuel Injectors
- Ignition

• Computer. Tools used are a scan tool, a compression gauge, a vacuum gauge, and Lab scope. This procedure helps us identify any issues with the vehicle's basic functions. The process can be done with big box analyzers or the use of hand-held testers. We need to establish a baseline for the engine's compression condition, Fuel pressure and volume, Electrical system, and computer functions.

Diesel Emissions Operation, Diagnosis, and Repair (T36-E)

Michael Gonzalez *Sponsored by ACDelco*

SF A B

This instructor-led training seminar will increase your awareness and understanding of the operation, diagnosis, and repair of diesel engine emission and exhaust aftertreatment systems found in modern passenger cars and light trucks. The course also covers the importance of service

programming, and best practices for reset and learn functions during aftertreatment diagnosis and service.

Driveability Dilemmas - Logical Diagnostic Decisions (T66-G)

Eric Ziegler *Sponsored by Worldpac*

SF A B C

This is a critical thinking or logical approach class to address many of the issues that face techs every day; working on systems that are new to them or that they have little or no experience diagnosing. The course is a mix of critical thinking, theory, diagnostic testing methods, tooling and real-world case studies. Four areas will be addressed: mechanical testing, fuel trim diagnostics, ignition testing and network communication issues. Graphing scan data, archiving data and other useful diagnostic software will be discussed.

- Lots of real world, not so forward case studies will be used to illustrate these processes and techniques.
- See how you can diagnose each type of problem with basic tools and high-tech tools.
- Learn how to figure out what to do next in your diagnostic process.
- See what your results should be and where to go next.
- Examine a quick review of the "Flatrater" test drive and how to gather information.

Duramax L5P Diesel Diagnostics (T5-AB)

Wally Mouradian *Sponsored by Tech Fix*

A B

Our L5P (and related L5D) Duramax seminar is a popular part of our Domestic Diesel series, and it continues the tradition of collecting best practices and diagnostics tips from high volume specialists around the nation. As always, we've combined this research with our 'High Level Indicator' philosophy to develop simple tests to rule out entire categories of faults, resulting in the shortest possible cause list and a plan for quickly eliminating what remains. This is effective in our gasoline engine seminars but is even more important for diesels because most procedures require more disassembly, and incorrectly diagnosed diesel faults can get expensive.

THE PROBLEMS The changes introduced with the L5P really worked and we have found this to be a very reliable combination of engine, fuel, air induction and emissions systems. Still, it's a lot of new stuff we haven't see on Duramax applications before, and service information is not very good at giving you a direction. There are crazy PID names, Scan Tool functions that don't really do anything, and a complete lack of explanation as to how components are used and interact in systems. And as with all modern diesel engines, there are buckets of parts in there, so having some common explanations and common failure points would be very useful!

THE SOLUTIONS This seminar wasn't built using service information, but rather in-shop research on known good and faulty vehicles. This gives you a list of great PIDs to focus your diagnostic path, but also permission to skip the majority of PIDs. Our usual 'High Level Indicator' approach is applied to the following systems (in addition to some of the more common problems mentioned in the Brochure for this seminar):

- Low, high & return fuel circuits
- Sorting out MAP, MAF, IAT & Humidity locations & functions
- Electronic variable turbo, boost controls & boosted intake issues
- New 3-phase DC low pressure pump & common control faults
- New DENSO injectors & connector issues
- EGR & throttle controls
- Glow plugs
- Aftertreatment systems: DOC, DPF, SCR & DEF
- Generational changes: to/from 2020

COMPREHENSIVE SYSTEMS MODELING As an example of how we use each seminar as an excuse to backfill missing information, we've included a few of our low pressure, high pressure, and fuel return systems graphics. We certainly didn't get these from service information!

Whenever we find that the OEM hasn't included enough information for us to make our own diagnostic decisions, we fix that! We have similar graphics for the even more elusive emissions systems, correctly locating the 2 EGTs, 2 NOx sensors, the Particulate Matter sensor, DPF Pressure sensor, and aftertreatment components such as the DEF injector, 2 DOCs, SCR and DPF. Whew! Basically, it's everything you'd want to document for yourself but don't have the time.

Electrical Wizardworks-Demystifying the Approach of the Successful Diagnostician (T67-G)

Brandon Steckler

SF A B C ED

Do you ever wonder why diagnostics come so easy to some, yet so difficult for others? Success in diagnosis of virtually any automotive system today requires fluency in electrical and electronic diagnostics. However, this tends to be a sticking point for many technicians worldwide, especially for the technicians new to diagnostics and driveability. This class will systematically break-down how and why successfully diagnosticians make "diagnostics" look easy! This highly interactive class will first uncover the sticking points many techs struggle with before approaching learning from a perspective that instills fun and confidence for all that will attend. True to form, Brandon will simplify the physical laws that govern electrical circuit and component operation, making them easily practical in the work bay, where it truly counts. This will allow technicians to anticipate test results, using the tools they already own! As with every class Brandon conducts real-life, interactive case studies will be presented in class, creating a learning environment for attendees to confidently share their thoughts on what tests to conduct, where to conduct the tests, what results to anticipate, and where to test next. Leveraging the easy-to-grab information will eliminate the need for techs to waste time on disassembly or unnecessary testing. Most importantly, technicians will learn to draw an accurate diagnosis, the first time, every time, with little time invested! This class caters to all but is geared toward the novice. Fun and confidence for all is the ultimate goal! A quick class bio below:

- Establishing the components of a dependable/repeatable diagnostic approach
- Ohm's law in the trenches- The relationships of voltage, current, and resistance
- The Basic 4- The only few ways circuits can fail
- System description/operation- Understanding the goal of any system
- Color-Coding wiring diagrams- The roadmap to successful analysis
- Splitting the circuit- Eliminating unnecessary testing with one single, simple test
- The time is "now!"- Making use of the tools you already own
- Establishing tool limitations- What each tool CANNOT show you!
- The digital storage oscilloscope- A visual interpretation of circuit activity
- Customer interrogation- Extracting pertinent information from the client
- Automotive triage- a 1st step to determine what area to invest time in
- The Wiggle Test- Flushing intermittent gremlins to the surface
- The Bypass test- Proving the successful repair before implementing it!
- Interactive case studies- real application of tools and testing/analytical techniques

Electronification of the Chassis (A Step into Autonomous Vehicles) (T37-E)

Francisco Moreno *Sponsored by ZF Aftermarket*

O M SA SF A B C

With the electronification of the chassis, understanding of the OE design across multiple systems has become even more important in daily shop repairs. This class presents the correlation between those systems and electro-mechanical parts. ADAS, electronic shock, Smart chassis, electronic steering are all new terms that shops need to be aware of and be able to properly diagnose. 4-wheel steer, another new but old term that is not introduced in the market once again. What makes this class

important for a technician is the ability to leave with an understanding of how these changes influence the design of parts and knowledge of fault codes to properly diagnose daily needed repairs. After completing this training, the participant will be able to:

- Describe common failures related to the electric steering system.
- Explain correlation between fault codes.
- Describe collaboration between steering and transmission issues.
- List proper equipment for alignment and diagnostics.
- Describe Smart Chassis
- Have a working knowledge of how to properly install software systems.
- Identify different driver assist functions and their operations.
- Understand active steering systems.

Essential/Logic Diagnostic Steps for Driveability and Electrical

Issues (T6-AB)

Eric Ziegler *Sponsored by Worldpac*

SF A B C ED

This is a critical thinking or logical approach class to address many of the issues that face techs every day; working on systems that are new to them or that they have little or no experience diagnosing. The course is a mix of critical thinking, theory, diagnostic testing methods, tooling and real-world case studies. Three areas will be addressed: mechanical testing, fuel trim diagnostics, ignition testing. Graphing scan data, archiving data and other useful diagnostic software will be discussed. Lots of real world, not so forward case studies will be used to illustrate these processes and techniques.

- See how you can diagnose each type of problem with basic tools and high-tech tools.
- Learn how to figure out what to do next in your diagnostic process.
- See what your results should be and where to go next.
- See a quick review of the "Flatrater" test drive and how to gather information. . The same "logic based" diagnostic decision-making process will be followed but with more advanced testing techniques. Introduction to vacuum transducer testing and waveform analysis techniques are covered. Fuel trim diagnostics are expanded to cover bank to bank airflow imbalance issues. A fuel trim "cheat sheet" will be presented and discussed how to avoid diagnostic fuel trim pitfalls. The Flatrate Test Drive is enhanced by using Volumetric Efficiency. VE calculations and the means to do so are discussed. A Flatrate Test Drive "cheat sheet" will also be introduced and how to glean the most information with the least amount of effort. Network diagnostic fundamentals and testing techniques will also be discussed. A network diagnostic "cheat sheet" and self-study techniques will be presented as well. This class encourages a logic approach to many common problems that tend to stymie techs. It is a common sense approach to eliminating the possible causes of a problem and directing techs to the appropriate area to test. It is a balance of theory, discussion, and real-world case studies.

European Transmissions (T68-G)

Wes Dickens *Sponsored by MEYLE North America*

B C

Modern European transmissions can seem intimidating, but they don't have to be. Gaining a clear understanding of how they operate, the common issues they face, and proper service techniques can make them much more approachable. This opens the door to additional revenue streams your shop may not have tapped into before. This training course will offer a look into three of the most common transmissions currently in use today from Audi/VW, BMW, and Mercedes Benz.

After this course, a technician will be able to:

- Identify a transmission in need of an oil change
- Detect signs that a transmission may be vulnerable to damage during an oil change
- Explain the properties and importance of using the correct oils and filtering media
- Understand the basics of transmission operation
- Understand the function and operation of planetary gear sets to achieve different gear ratios
- Explain the operation of shift solenoids and valves
- Outline how adaptation values

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are determined and what factors they are accounting for. - Avoid adaptation resets that will harm a transmission - Describe the steps to changing the transmission oil in a DSG (Audi/VW), ZF 8HP (BMW), and 9G Tronic (Mercedes Benz)

EV & Hybrid Safety & Service (T38-E)

Eric Walker *Sponsored by Tech Fix*

B C

DIFFERENT JUST TO BE DIFFERENT? Manufacturers haven't just swapped engines for electric motors; they've changed everything about the vehicle experience. Some changes seem to be just for staying on the futuristic theme, such as gesture controls. But most of the changes are byproducts of the design, and while usually simple enough, can be a real pain around the shop (try keeping some of them in neutral). Add in some inconsistent safety practices and unfamiliar maintenance requirements, and you'll be wishing there was a thorough seminar and manual available for those venturing into the EV-service world. But now there is! This course isn't about diagnosing the electric drivetrain, but rather how to deal with the simple tasks that have suddenly become difficult. YES, DRIVER TRAINING! We cover tasks that we all thought we knew how to perform, such as one-pedal driving and other user modes that change by model, and even by user settings. Electric drivetrains, funky transmissions, and electrically sorted braking result in an odd driving feel despite manufacturer's best efforts, so it's worth discussing some of the common ways that this new driving experience either causes confusion or is mistaken for a fault. This not only creates confidence in the normal operation of EVs, but also helps translate customer complaints, such as road or mechanical noises not audible in a conventional vehicle. Another helpful application is being able to put user settings on the possible cause list, since many customers change something and then assume that the resulting drivability change is a fault. As techs, features such as predictive and adaptive braking can be confusing, so imagine the disorienting experience your customers are having. IDENTIFYING SKILLS & RISKS EVs are dangerous, but then again, injuries and death are extremely rare. As in, they demand respect, but not fear. And it will stay that way as long as shops have proper protocols in place, so that every tech and employee know what they can and can't do, can easily identify vehicle states, and know the proper safety equipment and standard procedures that tasks at their level of training require. We'll cover that, too, and throw in lots of information about enabling, disabling, Verifying live/dead states, opening charge doors, and arguing with charge time/rate and other menus! LOT HANDLING & SIMPLE MAINTENANCE Even if you're not diagnosing and repairing EVs, simply moving them around a lot, charging them, or even washing them requires some familiarity with new procedures and some unexpected warnings, including:

- Tow modes (may also be used for pushing)
- Low voltage jump-starting
- Getting the vehicle to stay in neutral (seriously, they re-park themselves)
- Finding the auto-washing roll mode SAFETY EQUIPMENT, TOOLING & TESTS Again, it's not a diagnostic course, but that doesn't stop us from covering what you need to know as you transition to that sort of work, including the basic and optional safety clothing, work area best practices, and shop protocols. We also discuss test equipment, including when your typical voltmeter, leads and probes are safe to use, and when a more EV-specific tool may be required. BONUS CHARGING & DIAGNOSTIC INFO Even if you're not diagnosing EVs, charging faults are very common, and most issues are easily solved by understanding the few protocols, rates, and settings available. And if you choose to diagnose charging faults, we include strategies for the most common issues.

EV and Hybrid HVAC Systems (T69-G)

Andrew Fischer *Sponsored by CTI*

A B

The HVAC systems that are used on electrified vehicles is unique in purpose and function. It not only needs to keep the passenger cabin both

cooled and heated but is also responsible for thermal management of high voltage electronics on many vehicles. With these dual roles comes many variations of technology including electrically driven compressors, heat pumps, PTC heaters and many other dual loop systems that will be new ground to most automotive technicians. Topics in this class include: -Unique service procedures for High Voltage AC compressors -Heat pump system operation -Developing a diagnostic approach to heat pump systems -Analyze xEV HVAC scan data -HVAC performance testing using scan tool functions -Unique repair procedures on all modern systems -PTC heater system operation and diagnostics

EV/Hybrid Phase 2 - Technology & Repair (T7-AB)

Tom Rayk *Sponsored by Bosch*

SF A B C ED

Gain comprehensive knowledge and practical skills in electric vehicle technology, covering fundamentals, motor principles, power electronics, battery technology, safety systems, workplace safety, and maintenance and troubleshooting protocols.

From Capture to Confidence Developing the Skills to Diagnose with a PicoScope (T70-G)

Trevor Schlientz *Sponsored by Autonerdz*

B ED

Have a PicoScope sitting in your toolbox but aren't sure where to start? Maybe you've captured a few waveforms but struggle to know whether they're good, bad, or somewhere in between. This class is designed to build the foundation every technician needs to confidently use an oscilloscope in everyday diagnostics. We'll begin with the fundamentals-setting up the scope, selecting the right settings, connecting to a circuit, and capturing stable, repeatable waveforms. From there, we'll explore common automotive signals, discuss what creates the patterns you're seeing, and develop a logical approach to interpreting waveform data. Rather than memorizing waveforms, you'll learn the principles behind them so you can apply those concepts to vehicles and components you've never tested before. Along the way, we'll work through practical examples and real-world case studies that demonstrate how an oscilloscope can reduce diagnostic time and increase confidence. Whether you're brand new to PicoScope or looking to strengthen your fundamentals, this class will provide the knowledge and techniques needed to make the oscilloscope a practical part of your diagnostic routine.

GM Diesel Engines (T53-F)

Eric Nielsen *Sponsored by ACDelco*

SF A B C

This 3-hour Seminar prepares technicians to diagnose and service General Motors turbocharged diesel engines. The engines covered in this course are the 6.6L L5P, 3.0L LM2 and LZ0, and 2.8L LWN engines. The course includes an overview of the DENSO fuel system used on these diesel engines. The course also covers the components, operation, and diagnosis and service procedures for each diesel engine.

"Going Through Phases" - Diagnosing 3-Phase Low Voltage and High Voltage Motors (T30-D)

Dave Hobbs *Sponsored by Delphi*

A ED

3-phase electric motors are beginning to appear in all sorts of applications in the automotive & LD truck world. We're finding them running cooling fans, electric water pumps, GDI & diesel fuel / lift pumps (BLDC), as well as intermediate and high voltage electric A/C compressors and motor-generators / traction motors on HEVs, PHEVs and BEVs. Do you understand how they work and how to properly test them? In this seminar, Delphi's senior instructor Dave Hobbs will help you to answer those questions with a firm "YES!" Hands-on demonstrations featuring live single phase and 3-phase motors connected to;

- DVOM (multimeter)
- 4-Channel DSO (lab scope)

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- Milli-Ohmmeter
- Mega-Ohmmeter (Insulation Tester)
- Pico 3-Phase Motor Tester

GSTA - General Service Technician Academy - Day 1 (T1-ABCD)

Instructor TBD

C

Kick-start your career in automotive service with our intensive 2-day training course, designed specifically for entry-level and apprentice technicians. This hands-on program provides a solid foundation in key areas of automotive maintenance and repair, with a strong focus on safety, efficiency, and preventing costly mistakes. By the end of the course, participants will be equipped with practical skills that benefit both the technician and their shop, improving overall productivity and operational safety.

In addition to valuable training, participants will earn certifications from the Tire Industry Association (TIA), Automotive Lift Institute (ALI), and Mobile Air Conditioning Society (MACS). These certifications not only enhance your professional credentials but also demonstrate your commitment to quality and safety in the workplace.

Course Highlights:

- Day One: Focus on foundational safety and repair skills. Learn about OSHA regulations, lift safety, and proper handling of fluids and oils. Dive into tire safety, repair techniques, and TPMS (Tire Pressure Monitoring Systems), and basic alignment training. The day includes practical sessions, interactive discussions, and a wrap-up debrief to consolidate learning.
 - Day Two: Build on your knowledge with sessions on vehicle inspections, digital vehicle inspections (DVI), air conditioning systems, and basic electrical principles. The day concludes with a comprehensive review and a Q&A session to address any lingering questions.
- Don't miss the opportunity to enhance your skills, increase your value in the shop, and gain industry-recognized certifications.
- Class size is limited, so register early to secure your spot!
- Whether you're just starting out or looking to solidify your skills, this program is an essential step in building a successful career in the automotive industry.

GSTA - General Service Technician Academy - Day 2 (T1-ABCD)

Instructor TBD

C

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Hands-on Lab Scope Component Testing (T27-D / T27-C)

Jason Gabrenas *Sponsored by Snap-on Diagnostics*

SF A B

In this course, we will cover component operation and testing using a Snap-on lab scope. We will cover the fuel system (injectors and fuel pumps) data bus testing (single-wire and CAN), ignition testing, and more. Since this is a hands-on class, each individual will use a provided Snap-on scope, so seating is limited. Even though the class is taught on Snap-on equipment, the concepts used in the class can be translated to any automotive scope.

Hidden Implications of GDI (T71-G)

Josh Whiteman *Sponsored by O'Reilly Auto Parts*

A B C ED

This clinic provides a comprehensive overview of Gasoline Direct Injection (GDI) engine operation and fuel system design. Key operating modes, including start-up injection, late injection, and operating mode transitions, are explored along with mixture preparation and combustion strategies. The course reviews homogeneous and stratified charge fuel control, injector spray characteristics, and the unique challenges associated with direct fuel injection into the combustion chamber. Special emphasis is placed on carbon buildup, engine oil requirements, cylinder wall fuel wash concerns, injector servicing, and the long-term effects these conditions can have on engine performance and durability. Testing procedures for high-pressure fuel pumps, control valves, and GDI injectors are covered using scan tool PIDs and other diagnostic equipment. Recommended service procedures and diagnostic best practices are also discussed to help technicians accurately diagnose faults before unnecessary component replacement. After completing this seminar, students will have the knowledge to:

- Explain GDI engine operating strategies and combustion modes
- Identify components and operation of high-pressure fuel systems
- Interpret scan tool data related to fuel pressure and fuel control
- Test high-pressure fuel pumps and fuel control valves
- Diagnose common GDI drivability and performance concerns
- Understand injector spray patterns and mixture preparation
- Identify causes and effects of intake valve carbon buildup
- Recognize the importance of proper engine oil selection in GDI applications
- Understand cylinder wall fuel wash and its impact on engine wear
- Apply proper GDI injector servicing and handling procedures
- Differentiate between mechanical, electrical, and fuel delivery faults
- Perform accurate testing procedures prior to component replacement

HVAC Air Management and System Controls (T72-G)

Stephen Lemnah *Sponsored by AC Delco*

SF A B C

This instructor-led training Seminar focuses on the operation, diagnosis, and service of automotive HVAC air management and electronic control systems. Course topics include HVAC electronic control system types and components, and airflow management / distribution system types and components. Emphasis is placed on the proper diagnostics to identify the root cause of faults within these systems and the service procedures to resolve air management and control system failures. Proper programming, calibration, and setup procedures for all replacement control modules and system control components is reviewed.

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HVAC Series - AC Systems Operation and Diagnosis (T15-B)

Robert Descalzo *Sponsored by NAPA Autotech*

SF A B C

Understand the basics! In this course, you will learn essential functions, control and testing techniques for automotive air conditioning systems. The main components of a car's air conditioning system include the compressor, condenser, receiver/dryer, expansion device, and evaporator. The role of each component as well as the main principles of air conditioning (evaporation, condensation, compression, and expansion) will be explored. Refrigerant types, the latest retrofitting information and HVAC-specific safety procedures will also be discussed. Recommend for all levels of Technicians. - Pressure gauge diagnostics - Temperature diagnostics - Compressor control - Blend doors and condenser airflow - HVAC scan data o Why do I need a 609 certification? o Do I need new equipment for R1234yf? o How can I use scan tool data to improve my HVAC diagnostics? o How can restricted airflows cause system inefficiency?

Hybrid and Electric Vehicle Operation, Diagnosis, and Repair (T28-C)

Brian Bay *Sponsored by ACDelco*

SF A B

This Instructor-led training seminar provides an overview of hybrid and electric vehicle designs, operation, and servicing. Diagnosing and servicing Hybrid Electric Vehicles (HEV) and Battery Electric Vehicles (BEV) requires an in-depth understanding of their design and operation. This course covers the operation of HEV and BEV propulsion systems, driveline configurations, high voltage batteries, drive motors / generators, and charging systems. The course also covers HEV and BEV servicing procedures including high voltage safety, high voltage disabling / enabling, loss of isolation diagnosis, and range related conditions.

Hybrid Vehicle Maintenance Procedures (T39-E)

Brian Bay *Sponsored by ACDelco*

SF A B C

This seminar will focus on maintenance service procedures that aftermarket technicians can perform on hybrid electric vehicles. Participants will receive a high-level overview of the operation of hybrid components, related safety concerns, and serviceable systems. These include high voltage system operation, supporting systems such as HVAC and brake systems, and the internal combustion engine.

Integrating AI into Automotive Diagnostics, Personal Development, and Daily Shop Operations (T54-F)

Scott Brown *Sponsored by Diagnostic Network*

O M SA DP SF A B C ED

This focused 3-hour session shows automotive technicians, service advisors, and shop leaders how to practically incorporate AI into everyday work. Participants learn structured prompting techniques to accelerate diagnostic research and problem solving, leverage tools that speed up skill development and deepen understanding of complex systems, and apply AI to routine shop tasks such as repair documentation, parts research, customer communication, and process improvement-while keeping technical judgment, verification, and safety standards firmly in place. Hands-on exercises and ready-to-use prompt examples ensure attendees leave with tools they can apply immediately.

Intro to Alignment Confidence (T45-E)

Max Arjona *Sponsored by Hunter Engineering*

A B C ED

The course will cover all alignment angles. With a thorough understanding of how camber, caster, and toe affect handling and tire wear. Proper adjustments, including factory and aftermarket components to solve handling issues will be covered. Diagnosing damaged, bent suspension and steering components with SAI, IA, Setback and Toe-Out-On-Turns will be covered. How to use the angles to pinpoint the damaged component that needs to be replaced. Understanding what causes bump steer and torque steer and how to fix the issue. There are times when a

vehicle comes into the shop with a handling complaint, that a quick turn of a cam will not fix the issue. Just because the numbers are green and within tolerance does not mean that the vehicle will handle properly. The shop manual may show that the angle is not adjustable, this does not mean that it is not able to be aligned. These are the times that a technician with full knowledge of alignments is needed. Recommended for all levels of technicians.

Introduction to Module Programming (T55-F)

Timothy Iezzi & Ira Waldman *Sponsored by Worldpac*

A

The class will cover how to program GM, Ford and Chrysler modules using both OEM and Aftermarket tools. . We will go over what you need to know to successfully program modules along with some additional methods when OE programming falls short or fails. If you want to expand into the world of module programming this class is for you.

Lab Scope Essentials for the Ball Joint Guy (T22-CD)

Timothy Iezzi & Ira Waldman *Sponsored by Worldpac*

A B

This course is designed to give a technician that is new to diagnostics the fundamental skills necessary to diagnose using a labscope. This course is also valuable for a more advanced technician that is not a regular labscope user. In this course we cover the essentials of lab scope setup and operation and waveform analysis as well as the most common tests that a technician can perform to diagnose more accurately and profitably.

Mechanical & Variable Timing & Valvetrain Diagnostics (T23-CD)

Eric Walker *Sponsored by Tech Fix*

A B

SYSTEM COVERAGE STRATEGY This system-specific is a great way of arranging information on these modern valvetrain systems because they are nearly identical across manufacturers, so it's much more efficient than covering all systems for a specific brand. It also allows us to dive much deeper into Variable Valve Timing (VVT) & Variable Valve Lift (VVL) systems in more depth than we ever could in our previous manufacturer-specific products. It has also made it possible to take a broader approach to the related issues of mechanical timing and valvetrain faults, so it's a complete resource that can be used in the shop on a regular basis. **A QUESTION OF FOCUS** For example, VVT diagnostics can be difficult because you don't always get a VVT code. A position sensor, intake vacuum, Fuel Trim, O2 Sensor, MAF, or even a misfire code could be a VVT fault. However, all of those codes can also be caused by a mechanical timing problem or any number of faults that have nothing to do with timing. And even when you get a VVT code, they don't often differentiate between timing that changes when it isn't commanded and timing that won't change when it is commanded. Add in variables like oil pressure, condition, and weight along with operating and ambient conditions, and you have a very complex diagnostic path. That's why we've focused so much on first looking at high level indicators to determine if there is a timing fault, at what time, and under what conditions. Those answers help you make a much shorter list of possible causes. Then you can build your own 'smart' flowchart using the many options discussed in this manual & seminar. As always, we use Scan Tools and Lab Scopes to get a lot of information very quickly, but we've also included some very simple tests using tools like jumper wires, vacuum gauges, oil pressure gauges, and even Mode \$06! The best tool & test combination is the one that rules out the most possible causes in the least amount of time. **SYSTEM COVERAGE** The manual & seminar specifically cover almost all Asian VVT systems and VW & Audi, but the technology is nearly universal. This is especially important for the wide range of European manufacturers, where it's not just the principles that are transferrable. In fact, many Asian & European applications literally share components. Volkswagen's early VVT system has found its way into many European engines, and one of Porsche's Variable Valve Lift systems is used by Mercedes and Subaru. Almost everyone uses a 3-5

vane actuator and a predictable 5-port solenoid/spool valve assembly. This all means that any information and testing techniques you learn can be used on Domestic & European systems not specifically covered. Most VVT & VVL systems are oil-based, so they are most efficiently tested as a complete system. But most flowcharts have you test components out of their normal operating conditions. Come to this class to learn a wide range of quick tests to see what's really going on as the system operates (or tries to). Sometimes PIDs aren't available, but there are controls. When controls don't work, there are jumper wires. You can also use oil, vacuum & compression gauges, Lab Scope CMP/CKP comparisons, and other simple tests you'll never see in a flowchart. But more important than all of these tests is to know that you should never perform all of them! We'll show which of them cross what possible causes off of your list so you can get it fixed and out of your bay.

Modern 12 Volt Systems Comprehensive Diagnostics - Batteries, Alternators/Charging Systems, & Starters (T40-E)

Haakan Light & Scott Hicks *Sponsored by Topdon USA* SF A B ED

Modern 12-volt systems are no longer simple - and guessing doesn't cut it anymore. If you've ever second-guessed a battery test, chased a phantom charging issue, or wondered why a new alternator still isn't charging, this course is for you. This comprehensive diagnostic training breaks down the entire 12V ecosystem - from battery chemistry to starter current draw, alternator control to scan data verification - and gives you the tools to diagnose confidently, not just replace parts. We'll start with the foundation: an in-depth look at battery types and chemistries - including AGM, EFB, flooded lead-acid, and lithium - and how their unique characteristics affect testing and behavior in modern vehicles. Learn how to properly evaluate state-of-charge, state-of-health, and reserve capacity using real-world techniques and modern tools. Next, we'll deep-dive into alternator systems, covering self-regulating vs. computer-controlled designs, how to verify control circuit function, and what scan data can (and can't) tell you. You'll learn how to use an oscilloscope to validate control signals, ripple patterns, and diode performance, helping you detect charging faults others miss. We'll also cover starter system diagnostics, including current ramping analysis, voltage drop testing, and scan tool support for starter control and system voltage monitoring - plus, how a healthy starter can still be part of a no-start or slow-crank complaint. And here's what really sets this course apart: You'll get a step-by-step diagnostic roadmap that helps you determine what's "OK" vs. what's failing - including manufacturer-required relearns, adaptations, and reset procedures after component replacement. Whether you're installing a battery on a smart charging system or replacing a LIN-controlled alternator, you'll know what to reset, how to verify it, and how to avoid repeat failures.

Modern AC Diag and Repair (T56-F)

John Dixon *Sponsored by Standard Motor Products* A B

Automotive HVAC systems continue to become more efficient and complex to meet stringent CAFE standards for fuel economy. As refrigerant charges get smaller the room for error becomes near zero. Passenger comfort is paramount and a costly job if not done correctly or has to be done again. Our HVAC class will help promote accurate diagnosis the first time with best practices and common failures. This class will help the technician know how different systems operate and use refrigeration principles to diagnose systems accurately the first time. HVAC systems now rely on complex electrical systems to operate. This class will cover R134a as well as R1234yf and their related system components. After completing this class, a technician will be able to: Identify and diagnose electrical components and their impact on HVAC operation Understand safe refrigerant handling and proper procedures Accurately diagnose and service both R-1234yf and R134a systems Properly replace HVAC components and related electronics Perform correct HVAC service per government regulations

Modern Dual Fuel Injection (T57-F)

David Patrick *Sponsored by Dorman Training Center* SF A B C

Many Auto manufacturers have adopted "Dual" fuel injection systems for their next generation Gasoline Direct Injection powered vehicles. These systems have been adopted by Toyota/Lexus (First to market), Ford, Nissan, VW/Audi and Kia/Hyundai to name a few. These systems have matured to offer cures for carbon buildup related power loss, high Nox and particulate matter which was common with 1st generation GDI vehicles. Please join us to learn more about working with these high tech systems!

Modern Transmission Fundamentals (T73-G)

Bill Weaver *Sponsored by NAPA Autotech* SF A B C

Today's transmission are smarter, sleeker, and far less forgiving of outdated service habits. Modern Transmission Fundamentals equips technicians with the essential knowledge and updated procedures needed to service contemporary automatic and CVT systems with confidence. This course dives into the evolution of transmission design and the critical changes in service protocols-from fluid specifications and fill procedures to interval adjustments and diagnostic strategies. Participants will learn how to identify manufacturer-specific requirements, avoid common service pitfalls, and apply best practices for inspection, fluid exchange, and basic diagnostics. Whether you're servicing a 10-speed automatic or a belt-driven CVT, this course delivers the foundational understanding needed to keep modern drivetrains performing at their peak. Recommended for all levels of technician and service advisors. - Fluid technology: understanding modern formulations and compatibility - Accurate fill procedures: level checks, temperature thresholds, and tool requirements - Updated service intervals: what's changed and why it matters - Diagnostics overview: basic scan tool strategies and symptom tracing - Common mistakes and how to avoid them

- o Are you confident in selecting the right fluid for modern transmissions?
- o Do you know how to accurately check fluid levels in modern transmissions?
- o Are you aware of the updated service intervals for modern transmissions?
- o Do you understand the importance of temperature thresholds during fluid checks?
- o Are you using scan tools effectively for diagnosing modern transmission issues?
- o Can you identify common mistakes when servicing modern transmissions?

Network Communications (T74-G)

Lowell Smith *Sponsored by NAPA Autotech* A

Modern vehicles are driven by data - and this class takes you deep into the world of automotive network communications. Explore the fundamentals of CAN, LIN, and other protocols, including network speeds, identification strategies, and topologies. You'll gain a working understanding of how modules communicate across platforms, with an introduction to serial protocols. Whether you're diagnosing communication faults or building your foundation in network architecture, this course equips you with the knowledge to navigate the digital landscape under the hood. Recommended for seasoned and aspiring diagnostic technicians. - Fundamentals of CAN (Controller Area Network) and LIN (Local Interconnect Network) - Network speeds, message prioritization, and data packet structure - Identification strategies: module IDs, arbitration, and addressing - Network topologies: star, bus, ring, and hybrid configurations - Introduction to modern serial protocols - Diagnosing communication faults: scan tool strategies and scope usage - Cross-platform communication: how modules interact across systems - Real-world examples of network failures and resolution techniques - Tips for interpreting U-codes and network-related DTCs

- o Can you tell the difference between a dead module and a broken network?
- o How does a CAN message get prioritized and why does it matter?
- o What's the role of CAN in modern communication?
- o Are you using your scan tool to its full potential for network diagnostics?
- o Want to understand the language your vehicle speaks?

Network Nightmares, Solving the Diagnostic Distress (T24-CD)

Adam Robertson & Gary Smith *Sponsored by Worldpac*



Bring Your Laptops, This Class Is Interactive! (See Below)

A real-world, hands-on approach to successful and productive network diagnostics

There is no doubt that data communications and network issues are amongst the most difficult, time-consuming and costly diagnostics that we encounter. Factory scan tools offer expanded testing techniques that are manufacturer specific, but even those dedicated software platforms are not enough to accurately diagnose these problems in many cases. Network problems fall into several categories: U-Codes and multiple communication DTCs, module errors, vehicle wiring and component faults, intermittent ugliness and more.

This NEWLY UPDATED CLASS for VISION 2027 is designed to provide the attendee with unique diagnostic strategy and new approaches toward network and communication issues. In this class, we share the road maps that we have learned and developed over many years of study and application. Topics will include:

Network Theory, Configuration and Components

Theory of operation of the various sections of CAN we analyze in the Physical Layer

- Single and dual wire, ethernet, fiber optic, wireless and the rules that make them work. - Network "wake-up" strategies and wakeup waveform analysis. - How the protocol language actually means something to us in the waveform. - Terminated network bus lines and diagnosing them quickly and accurately.

Learn the physical rules that make any network function, waveform interpretation and analysis:

Vehicle communications networks are simply radios, broadcasting and receiving via a balanced antenna (the twisted pair bus lines). Learn how viewing and testing communications faults by segregating the circuit into transceiver and antenna can help demystify the technology and help you target your next step accurately. Blend the theory parts (predictable and provable by physical laws) with actual waveform analysis and connect the dots in your approach and on-car strategy for network diagnostics.

- Waveform interpretation, serial decoding, math channels, XY views, masks, alarms and more. - Each topic will be backed up with real case studies to reinforce the strategies used. - Network topology designs and their operational strategies. - Learn unique application of scan tools and lab scope together, our diagnostic "tips 'n tricks."

If you want to UP your diagnostic game, ***DON'T MISS THIS CLASS!***

NOTE! Please bring a LAPTOP and your charger, loaded with free PICO Scope 7 software from the www.picoauto.com website. We will be distributing working waveforms that you will use to learn on, measure and diagnose during this class.

OBD II Monitor Systems - EVAP Monitors - Diagnose and Repair

Rick Escalambre *Sponsored by Delphi*



Gain confidence diagnosing and repairing OBD II evaporative emission control systems across domestic, Asian, and European platforms. Learn component operation, leak detection strategies, and proper use of diagnostic tools to resolve EVAP codes and monitor failures accurately.

Oscilloscopes - Engine Mechanical Testing Foundations - Hands on version (T8-AB)

Haakan Light&MikeBlacconiere *Sponsored by TopdonUSA and 710 Diagnostics*



This class provides a clear process and methodology for performing engine mechanical analysis. Rather than focusing on broken cars, this class instead takes technicians through the "how" to perform a wide variety of valuable tests for the purpose of engine mechanical analysis. If we don't understand the possibilities for what a "known good" vehicle

looks like, why would we collect the data? The class focuses on providing a clear, replicable process for each type of test enabling technicians with a clear protocol to follow when back in the bay. The class also facilitates practicing these tests back in the shop with a clear step by step guide of how to perform each test consistently. All tests will be discussed through a critical thinking focused viewpoint. Multiple oscilloscopes will be used in the class including Autel, Topdon, Pico, Martin Loren MS512max, and more (Snap-on will not be covered). Tests that are covered in this class -> Relative Compression Testing Engine Cranking Current Intake Pulse Waveform Captures Exhaust Pulse Waveform Captures In-Cylinder Pressure Testing Secondary Ignition Testing Cam and Crank Correlation For each test, attendees can expect to take away a clear formula on each test accounting for -> How/where to place your scope probes on the vehicle What sample rate is necessary for clear analysis on each test How to use channel noise filtering and compensating for lack of supported filtering present on lower cost oscilloscopes Scaling each channel on the oscilloscope to optimize the analysis of the waveform both in the moment and after the capture Understanding of probe selection and the impact this may have on the capture Scenarios that can lead to incomplete, inaccurate, or misleading data collection Hardware and accessories that can be used to optimize the quality and accuracy of each test

Power Steering Technology (T42-E)

Eric Nielsen *Sponsored by ACDelco*



This seminar will cover the electric power steering systems found on vehicles today, including the components and operation, diagnostics and service of these systems. Even though electric power steering technology is expanding into more vehicles, let us not forget that many vehicles on the road still have hydraulic power steering. Additionally, some unique features of new technology found in electronically enhanced hydraulic systems, as well as diagnostic and service tips will be discussed.

Pressure Waveform Analysis-LIVE, and From the Trenches

(T9-AB)
Brandon Steckler



This class is a highly-anticipated follow-up to the very popular 8hr course, "Pressure Waveform Acquisition and Analysis, From the Inside Out." Gathering the pressure/vacuum waveforms properly is only one piece of the puzzle. Being able to properly view them is another. Analysis means possessing both skills. This class will be a "LIVE ANALYSIS" class, featuring previously captured waveform files from various real-world cases! Join Brandon in this highly exclusive class for an in-depth view from over his shoulder as he applies the analytical skillset required to make diagnostic decisions without engine disassembly. Bring your PCs and tether to one of the handful of monitors set-up so you can mimic his movements and learn the art of pressure waveform analysis. Scopes to be featured in this training course are the Pico scope and ATS eScopeELITE. Pressure transducers leveraged in the captures will include the ATS 300 psi, 30"HG, and 25"H2O and the Pico WPS500. This class will also include a piezoelectric pulse sensor data. Although the above-referenced "Pressure Waveform Acquisition and Analysis, From the Inside Out" is not a pre-requisite, it is highly recommended that some level of practical experience is required to get the most out of this class. Bring your PCs, relax, and let's have a great time learning together! Be willing to download the following programs to your PC:

- Pico- https://www.picoauto.com/download/software/sr/PicoScope_7_Automotive_7.1.50.5596.exe
- eScope-https://automotivetestsolutions.com/SoftwareDistribution/Setup_eSCOPEELITE_1.1.3.exe
- Snap-on ShopStream Connect-https://sduupdates.com/Content/SSC/Application/Customr/Files/US/WebDownload/ShopStream_Connect_US.exe

R&R Boot Camp - Automatic Transmissions (T12-A)

Aaron Golas *Sponsored by Moveras*

SA SF A B C ED

A hands-on technical training course focused on reducing installation-related transmission returns - the single biggest avoidable warranty driver. The course walks technicians through proper diagnosis before condemning a unit, correct removal and replacement procedure, and the post-install steps that most often get skipped. Learning Objectives: By course end, participants can: Distinguish an internal transmission failure from an external cause Remove and replace a transmission correctly (fitment, mounts, converter seating) Complete required programming, resets, and adaptive relearn Road test with purpose and verify the repair before delivery Content Covered: Initial diagnosis and root-cause questioning; pre-inspection basics (including aftermarket modifications like tire size affecting shift calibration); PCM inputs and command diagnosis; transmission mounting and driveline procedure; fluid type and cooler systems (including thermal bypass); fluid level troubleshooting; programming and adaptive relearn; and structured road testing.

Scoping for Solutions: Techniques for the Real World (T75-G)

Ken Zanders *Sponsored by Dorman Training Center*

A B C ED

Take the mystery out of lab scopes and build confidence in using this essential tool for electrical diagnostics. This course starts with proper scope setup and covers key functions, leads, connections, and useful accessories before exploring channels, coupling, time and voltage settings, waveform analysis, and transducers. Real-world examples connect these fundamentals to practical testing, helping technicians develop the skills to interpret waveforms and diagnose electrical systems more effectively.

SIGINT and MASINT - Measurement and Signature Intelligence Analysis: What's Going On Inside the Box? A study of Advanced Diagnostics Through the Understanding of Fundamentals (T76-G)

Gary Smith *Sponsored by Worldpac*

A B

A study of Advanced Diagnostics Through the Understanding of Fundamentals Strengthen your understanding of electrical fundamentals and electronic circuit operation to improve waveform analysis, diagnostic speed, and accuracy. Using real case studies from DiagNation's hotline, this class connects these concepts to the diagnostic challenges technicians face in the bay every day. Learn how electronic devices and circuits influence the waveforms you see on your lab scope and how to interpret those signals more effectively. The session also covers advanced lab scope tools and functions, including strategies for capturing intermittent faults during live diagnostics.

Smart Diagnostics: Critical Thinking for Modern Vehicles (T43-E)

G Jerry Truglia *Sponsored by Dorman Training Center*

A B C ED

A technician's most important tool for vehicle diagnostics isn't found in the toolbox; it's the critical thinking that happens right between your ears. This course will shape the way techs approach and think about the diagnostic process, starting with the basics and working up to impactful methods for advanced troubleshooting. Along the way, develop a reliable game plan and sharpen comprehension across a range of real-world applications. * Learn the best place to start before tackling repairs, replacements and maintenance * Establishing a diagnostic game plan, from basic tasks to advanced jobs * Transform troubleshooting with diagnostic routines, including PCM strategies and enabling criteria * Tips and tricks to help sharpen professional diagnostic skills

Starting and Charging System Diagnosis (T31-D)

Jon Ross *Sponsored by ACDelco*

C

This seminar covers battery, starting, and charging system component operation, diagnosis, testing, and correct service practices. The discussion on battery operation will include details on flooded and Absorbent Glass Mat (AGM) types of batteries with emphasis on correct diagnosis and service. Starting system topics will include processor controlled cranking systems, stop / start technology, and current diagnostic procedures. The seminar will also discuss computer-controlled charging systems such as Electrical Power Management (EPM) systems, and advanced diagnostic procedures.

Tactical Diagnostic Series - The Day in the Electrified Bay - EV and Hybrid Vehicle Repairs (T58-F)

Bill Weaver *Sponsored by NAPA Autotech*

O M SA SF A B C

Take a guided tour through a working EV repair bay and discover opportunities to make electric vehicle service a profitable part of your shop's workflow. Through demonstrations of diagnostics and repairs across multiple manufacturers and platforms, this course explores EV architecture, high-voltage safety protocols, personal protective equipment, and proper tool usage. Topics include routine maintenance and service intervals, EV-specific diagnostic strategies, battery inspection and service considerations, thermal management and cooling diagnostics, and charging system troubleshooting. Recommended for technicians, service advisors, shop owners, and other automotive service professionals, this class offers practical insight into the equipment, procedures, and capabilities needed to expand into EV service with confidence.

Techniques for Maximizing Scan Tool Efficiency (T13-A)

Vince Manship *Sponsored by Dorman Training Center*

B C ED

A quality scan tool is the modern technician's gateway to accessing, interpreting, troubleshooting, and verifying data for any vehicle using OBD-II. In this course, become proficient and efficient with scan tools, and unlock new techniques and strategies to address DTCs and driveability concerns. Expert instruction combines extensive experience with practical tips for success. What you will learn:

- Maximize scan tool proficiency, and learn how to optimize your scan tool usage for accurate diagnostics
- Interpret scan data effectively, then use that data to direct diagnostics and solve complex issues
- Gain expertise in monitoring status, codes, pending DTCs and freeze frame data
- Explore advanced techniques like Mode 6, 9 & 0A/10 data, PIDs and bi-directional control to elevate your capabilities

TechTalks (T59-F)

Matt Fanslow *Sponsored by MWACA*

A B C

Join moderator Matt Fanslow for TechTalks, an interactive session where technicians share real-world case studies, challenging diagnoses, and successful fixes. Learn from your peers as they walk through their diagnostic process, explain what worked, and share lessons you can apply in your own bay. Have a case study worth sharing? Contact VISION at info@visionkc.com or reach out to Matt Fanslow to participate. Bring your questions, share your experience, and discover what we can learn from one another.

The Diagnostic Playbook: Building a Diagnostic Process (T10-AB)

Andrew Fischer *Sponsored by Tech Fix*

A B C

Part 2, to one of our most requested classes the last few years. We touch on the things covered in Part 1 but expand on utilizing all of our available resources to really gain an advantage when a broken car shows up into our service bays. One of the biggest challenges a lot of technicians face is

a streamlined process. This course is going to focus on building a solid foundation designing a diagnostic process that is streamlined and repetitive. This is not only for engine runability processes, this can include steering, brakes, hvac, etc. The main objective of this class is to help all level technicians to think outside of the box and to develop a game plan going into any type of diagnostic event on the vehicle.

Timing Chain Advanced Diagnostics Using Scopes, Transducers and Scan Tools (T77-G)

Curt Eigenberger *Sponsored by NAPA Autotech*

A

An engine needs three things to run: air, fuel, and ignition. This class will focus on "air" - getting it in, compressing it, and getting it out again. A variety of testing techniques will be taught, using the scan tool and DSO (Digital Storage Oscilloscope) to inspect and identify engine mechanical problems that impact the engine's volumetric efficiency and its mechanical ability to compress the air/fuel mixture. Examples of "known good" and "known bad" will be included to help the student understand the concepts presented. Recommended for seasoned and aspiring diagnostic technicians. - Digital Storage Oscilloscopes (DSO) - Scope setup to read pressure - Relative compression - Cranking compression - Scan tool resources - Volumetric Efficiency (VE) - Crank and cam sensors - CKP and CMP patterns - In-cylinder running pressure test o Can you diagnose bad timing chains without opening an engine? o What tools do I need to achieve this capability? o What does a bad waveform look like? o What other diagnosis' can we make from this measurement?

Tire Pressure Monitoring Systems (T44-E)

Jon Ross *Sponsored by ACDelco*

B C

This instructor-led training seminar will cover Tire Pressure Monitoring Systems installed on various vehicles. Direct and indirect systems will be covered in detail and will include Federal regulation and repair compliance requirements. Various Original Equipment Manufacturers (OEMs) will be highlighted, including an overview of the operation, diagnosis, and servicing of the systems and their components. Additional topics include: winter / accessory wheel fitment, TPMS tools, parts and information resources.

Topdon Introduction to Oscilloscopes (T60-F)

Haakan Light *Sponsored by Topdon USA*

SF A B ED

This class is the ideal foundational class for any technician looking to sharpen their diagnostic edge with real-world, high-value skills. This class demystifies the oscilloscope, showing how it goes far beyond a basic multimeter by revealing what's happening in a circuit in real time-exactly as a control module sees it. The class is focused on: "How to get the waveform on the screen." A number of highly requested automotive specific tests will be demonstrated with real scope captures including: Relative Compression Secondary Ignition Intake and Exhaust Pulse Captures Databus Networks (CAN and LIN) Dynamic Battery Testing/Starter Testing Alternator Testing Camshaft to Crankshaft Correlation Current Probe Testing of Actuators Including Motors and Solenoids Each test discussed will encompass: scope setup details, basic waveform anatomy and characteristics, as well as mixing in some real world applications of tests to demonstrate the key concepts. The PDF provided will serve as a clear reference manual for scope users so they can take it back to the bay and practice these skills right away, immediately offering opportunities to expand their skill set.

Trace It, Test It, Fix It: Automotive Circuit Diagnosis (T11-AB)

Jim Wilson *Sponsored by ATech Training*

SF A B C ED

Working on a real vehicle makes electrical basics much more challenging. Many technicians spend a lot of time just finding wires, connectors, and circuits before they can even start diagnosing problems. In this hands-on class, you'll learn circuit theory and practical diagnostic strategies to help

you understand why circuits fail, whether you're new to the field or have years of experience. Learn how to spot opens, shorts, and high resistance. Each concept is reinforced with guided training activities, so you'll finish the course ready to tackle real-world circuit issues with confidence.

Understanding Automotive Electrical Components and Diagrams (T46-E)

Andy Tirado *Sponsored by NAPA Autotech*

SF A B C

Modern vehicles are equipped with a multitude of electronic control units, solenoids, drivers, sensors, electric motors and communication networks. Being proficient in discerning all forms of electronic wiring diagrams is paramount to diagnosing driveability concerns, testing for circuit faults and finding failed components. In this course we will dive into reading DIN, all versions of Track and SAE style electronic wiring diagrams to locate connectors, components, test locations and identify the architecture of the networks and circuits to quickly locate faults and repair the vehicle. Recommended for all levels of technicians. - Learn to read DIN style wiring diagrams - Learn to use all forms of track style diagrams - Learn the differences between OEM and redrawn diagrams - Find the best test locations o Are you able to read and utilize all forms of electronic wiring diagrams? o What do we do when only OEM service information is available? o How do you find all the possible test locations?

Waveform Comparison Techniques with PicoScope (T61-F)

Trevor Schlientz *Sponsored by Autonerdz*

A B ED

One of the most powerful-but often overlooked-features of PicoScope is the ability to compare multiple waveform captures. Whether comparing a known-good waveform to a suspect vehicle, evaluating before-and-after repairs, or overlaying captures taken under different operating conditions, waveform comparison can quickly expose subtle differences that would otherwise be easy to miss.

This course teaches practical techniques for capturing, organizing, and comparing waveforms to improve diagnostic accuracy and confidence. Attendees will learn how to use PicoScope's reference waveform, buffer, and overlay features to identify timing differences, amplitude changes, pattern variations, and intermittent faults across a variety of vehicle systems.

Real-world case studies will demonstrate how effective comparisons can reduce diagnostic time and eliminate unnecessary parts replacement. The focus is not on finding waveforms that look identical, but on understanding which differences matter, which don't, and how to use those observations to make better diagnostic decisions.

By the end of the course, technicians will have a practical workflow for incorporating waveform comparison into their everyday diagnostic process, allowing them to get more value from every capture they make.

Whats all the noise?! (T78-G)

JustinMorgan *Sponsored by Pico Technology*

A B C

Stop guessing and start knowing! Customer complaints about mysterious noises and vibrations are notoriously difficult to diagnose. In this focused session taught by Pico Technology's own trainer, Justin Morgan, you will learn how to turn subjective customer complaints into objective, actionable data.

This class covers the entire NVH (Noise, Vibration, and Harshness) diagnostic process from start to finish.

Hardware & Software Setup: Best practices for mounting sensors and configuring the NVH interface.

Capture Analysis: How to interpret frequency graphs and 3D views to pinpoint the exact root cause (e.g., tire, driveline, or engine speed-related vibrations).

No OBD? No Problem: alternative techniques for setting up NVH software on vehicles that have no access to OBD2 data.

KEY

O Owners

M Managers

SA Service Advisors

OP Office Personnel

SF Shop Foreman

A A-tech

B B-tech

C C-tech

ED Educators

Pops, Rattles, and Noises : Using PicoScope7 to help isolate harshness like suspension pops and rattles.

Ideal for drivability specialists and technicians ready to eliminate the parts-cannon approach to complex NVH issues!

Wicked Diagnostic Routines: Chopping Down the Trouble Tree Chart with Diagnostic Routines Outside the Box (T62-F)

Adam Robertson *Sponsored by Worldpac*

A B

Chopping Down the Trouble Tree Chart with Diagnostic Routines Outside the Box

Go beyond traditional manufacturer trouble tree charts and explore creative diagnostic routines that can save time, improve accuracy, and reduce unnecessary parts replacement. This class introduces practical approaches to network diagnostics and protocol rules, current-based electrical testing, diagnosing circuits such as power windows without disassembly, and quickly identifying the cause of fuse issues. Learn how frequency analysis can help locate noise, vibration, and harshness concerns, including rattles, and explore advanced lab scope techniques such as ultra-low-pass filtering, zoom functions, and intermittent fault capture. Additional topics include milliohm and ultra-sensitive graphing ohmmeter testing for intermittent connections, crankshaft sensor waveform analysis for misfire detection, verifying scan tool data such as ignition and injector timing, and using circuit testers, power probes, and signal generators alongside a lab scope. Designed for technicians of all experience levels, this session offers a broad introduction to these diagnostic strategies, with corresponding hands-on and virtual courses available for those who want to explore individual topics further.

ETT

Diagnostics as a Teaching Tool (E3-D1)

Dave Giles *Sponsored by Consulab*

ED

Transform your classroom into a real world learning environment with hands-on diagnostics! This class is designed specifically for automotive instructors, focusing on enhancing students' understanding of system operations and tool utilization. Explore the latest diagnostic equipment and learn how to effectively implement these tools in your teaching. By engaging with real engines filled equipped with faults, you will engage with realistic case scenarios, developing skills through practical diagnostic procedures. Discover how diagnostics can serve as an platform for both learning and teaching, preparing your students for the challenges of diagnostics in the automotive industry. This class helps elevate your classroom experience by engagement, outcomes and fun learning.

Future Technology: Cybertruck - Technology Overview - Tesla Diagnostics and More! (E3-D2)

Scott Brown *Sponsored by AESwave.com*

A ED

Join us for an in-depth exploration of the Tesla Cybertruck's groundbreaking technologies. This session will include demonstration and analysis of the following systems: * 48V Mid Voltage (MV) System: Understanding how the transition from traditional 12V to a 48V system enhances efficiency and reduces vehicle weight through thinner wiring and less copper usage. We'll discuss the practical implications for vehicle electronics and component design and where the actual efficiencies are. Additionally we'll discuss the importance of connector handling and proper MV disablement, vehicle recovery etc. * 800V High Voltage Architecture: We'll cover the benefits of this high-voltage system, charging capabilities, power share and common HV faults. * Power Conversion Systems (PCS): An inside look at Tesla's PCS2, cycloconverters, planar transformers, and other cutting edge systems needed to convert AC to DC, DC to DC and DC to AC and more. * Steer by Wire: Learn about the first fully

steer-by-wire system in a production vehicle, examining how it removes mechanical links between the steering wheel and the wheels, offering new possibilities in vehicle maneuverability and safety. * Four Wheel Steering: An examination of how this feature enhances the Cybertruck's agility and handling at both low and high speeds and wheel alignment requirements. * Etherloop Communications: Explore Tesla's innovative approach to vehicle networking utilizing zonal architecture, reducing wiring complexity and improving data transmission speeds across vehicle systems and how their interactive theoretical sections display communication networking segments. * Diagnostics and Tesla Toolbox: We'll introduce the Tesla Diagnostics Toolbox, which provides technicians with both high-resolution historic and real-time diagnostics and troubleshooting capabilities. The session includes a case study using Tesla's toolbox/sandbox, demonstrating practical applications for vehicle maintenance and repair. * Remote Vehicle Access: Discuss how Tesla's remote access features integrate with diagnostics and vehicle management, providing insights into future automotive service trends.? * Service Information - Electrical Systems - Navigating Wiring Diagrams and Connector Charts: Learn how to leverage Tesla's wiring diagrams, connector charts for diagnostics, service and repair.? * Remote Vehicle Access: Discuss how Tesla's remote access features integrate with diagnostics and vehicle management, providing insights into future automotive service trends. * Vehicle Data Analysis: Attendees will get to see electrical measurement recordings from the Cybertruck, focusing on power analysis of the front drive unit and CAN data analysis. This segment will highlight the intricacies of electric vehicle performance and diagnostics. This class promises to be an eye-opener for professionals interested in learning more about advanced automotive technology, offering a glimpse into the future of vehicle diagnostics and the new standards set by the Tesla Cybertruck. Don't miss this opportunity to understand and prepare for the next wave of automotive innovation.

Getting Students Involved: Motivating Reluctant Learners in the

Lab (E2-C1)

Sam Houston *Sponsored by ATech Training*

ED

This session provides automotive instructors with practical ideas for involving hesitant students in lab activities. You will learn how to make participation easier, set up labs that encourage responsibility, and help students gain confidence. We will provide hands-on techniques and experiences that you can apply immediately in your classroom or shop. Participants will be able to:

- Recognize why students avoid hands-on lab work
- Apply strategies that boost active participation
- Design engaging, low-risk lab activities
- Foster a supportive hands-on learning environment

Systematic Approach to Teaching Ignition Systems (E2-C2)

Rick Escalambre *Sponsored by Delphi*

ED

This workshop will provide a systematic approach to teaching ignition system operation and diagnosis. It will cover the common elements of all ignition systems. Accurate diagnosis begins with visualizing the system and following a "Sequence of Events."

The 3C's of Education (E3-D3)

Todd Fortier

ED

This course helps you use the diagnostic mindset of a technician to design effective training, professional development, employee growth, and education for automotive technicians. Because Career and Technical Education differs significantly from traditional education, the course addresses the specific challenges of teaching in the automotive industry and offers a new way to think about developing both new and experienced technicians. Whether you have no training experience or 30 years of it, you will gain practical, repeatable, and memorable tools for delivering

KEY

O Owners

M Managers

SA Service Advisors

OP Office Personnel

SF Shop Foreman

A A-tech

B B-tech

C C-tech

ED Educators

content effectively and pursuing continuous quality improvement-no fluff, just the good stuff. I created this course after 30 years of frustration with ineffective training practices I had heard about and witnessed. By pulling back the curtain on those practices, I aim to help change how we share information across our constantly evolving industry. Anyone can teach, but becoming an educator takes work. Come learn how to put in that work.

Why students and techs don't know electrical (E2-C3)

Cardell Webster *Sponsored by DYVO*

ED

9 out of 10 automotive students can't diagnose a simple electrical circuit. This class explores WHY students don't know electrical, and HOW instructors can change this. Forget Ohm's Law and resistor color bands. We'll cover four basic skills you can immediately transfer to your students. There will be hands-on opportunities using the DYVO Meter.