

# 2016



**AUTOTECH™**  
Training You Can Get Your Hands On

# SHOP TRAINING

***Technical, Sales and  
Management Programs for:***

- ▶ *Technicians*
- ▶ *Service Advisors*
- ▶ *Shop Managers  
& Owners*



**ATMC**  
Automotive Training  
Managers Council

Accredited Training Provider



**KNOW HOW**





# Welcome

## Overview

Welcome to NAPA Autotech! Thank you for your interest in our technician and shop management training programs. The NAPA name means quality parts and services. It also means top quality training programs to help you build a more successful auto repair business.

This overview contains the best selection of what NAPA Training and other providers have to offer. Many people contribute to the success of our training programs:

- NAPA Autotech
- NAPA Suppliers and Manufacturers
- The Waterhouse Group
- RLO Training
- Automotive Training Institute (ATI)
- Elite™

Everyone has their preference about how they like to learn skills and gain knowledge. We ensure that courses are offered in a variety of formats so each person can maximize their learning.

- Hands-on classes, seminars, and clinics
- Live and recorded instructor-led webinars
- Web-based courses
- DVDs
- Manuals
- ClassPass

## Mission Statement

The mission of NAPA Autotech is to provide automotive aftermarket technicians with career development opportunities through structured, disciplined, measurable, high-quality technical instruction. This instruction will enhance understanding of vehicle systems, increase first-time repair capability and increase customer satisfaction while contributing to profitability of NAPA and its customers.

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## Satisfaction Policy

Your satisfaction with NAPA's training materials and programs is our goal. If, for any reason you are not 100% satisfied, please let us know. We offer a money back guarantee on all materials and sessions.



## NAPA Training Service Center

P: 800-292-6428 | E: support@napautotech.com

ICONS

**Instructor Led**



**Webinar**



**eLearning**



**Self Study**



**Publications**



**On the Job**





# Where Do I Begin?



## NAPA Autotech Training Website

Your one-stop training source on the Internet is **[www.napaautotech.com](http://www.napaautotech.com)**. The website is available 24/7 and is the most cost-effective way to train your employees. Courses are regularly being added to the site. Use the website to do the following:

- Take online eLearning courses anytime, anywhere
- Learn about new offerings and check availability of classes
- Register yourself and employees for classes
- Order self-study materials
- Receive emails to make you aware of upcoming training events, new classes, online courses, and webinars
- Managers can maintain technician training history records
- NAPA Autotech ClassPass Program automates class registration and offers additional after-class materials and support

## Your Training Plan

1. Start with the Skills Assessments to measure how much a technician knows about an automotive repair topic. There is one for Service Advisors, too! See page 5 for more details.
2. Build a solid foundation with multi-day hands-on classes and eLearning courses for newer technicians.
3. Take ongoing training using eLearning and our 4-hour evening training sessions. See page 6-9 for more details.

**Stay current with ongoing training**

### Ongoing Training

*Experienced Employees and Managers – Webinars and eLearning*

**Build a foundation with fundamentals**

### Core Foundation Courses

*New & Experienced Technicians – 16-32 hours – Hands-on*

# NAPA AutoCare Membership Training Benefits

*Provided for all NAPA AutoCare Centers*



## Training Best Practices

- **Establish a training plan**  
Make someone the lead person for the shop to coordinate training
- **Work toward a minimum of 40 hours per year** - 30 hours classroom / 10 hours eLearning
- **Require and compensate training** - Make training part of the requirements of the job
- **Encourage and recognize training completions** - Hang certificates

## Your 2016 training benefits include:

- 1 If an AutoCare Center subscribes to the DC-sponsored Schedule My Success classes, receive the entire eLearning package! **FREE**
- 2 ClassPass - Easy class registration process and online reference materials related to each class attended
- 3 Unlimited use of Technician Skills Assessments
- 4 Online library of Tech's Edge Newsletters
- 5 Training Management Tool - employee progress, certifications, transcripts
- 6 Otherwise, AutoCare Center receives an eLearning sample: Safety Series
  - Best Practices for Proper Hoist Usage
  - Hand Safety Best practices
  - Hazardous Communication Best Practices
  - Lifting and Lowering Best Practices
  - Lockout/Tagout Best Practices
  - Parking Lot, Bay Area Navigation and Vehicle Safety
  - Safe Driving Best Practices
  - Shop Safety
  - Tool Usage & Maintenance
  - Tire Installation That's Good to Go
- 7 Can purchase the eLearning Subscription for \$294 (\$498 value)



Use single sign-on through  
[www.NAPAautocare.com](http://www.NAPAautocare.com)



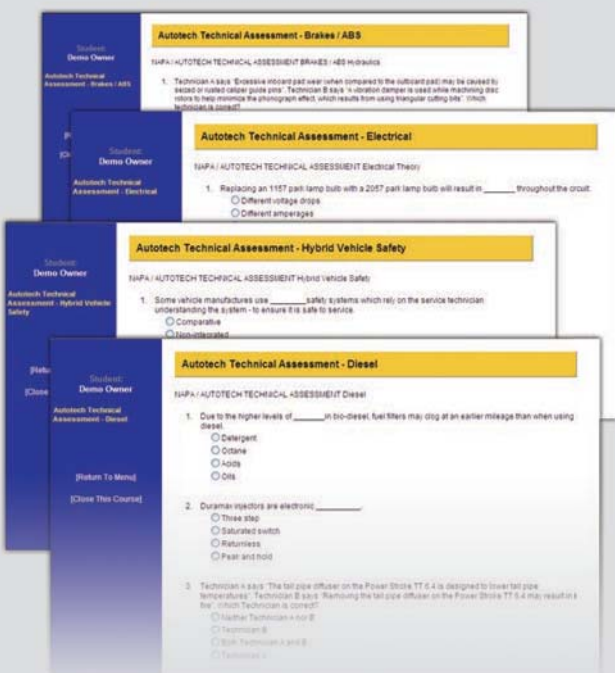
**AUTOTECH™**

# Technician Skills Assessment

## Identify Opportunities to Increase Productivity

Visit [www.napaautotech.com](http://www.napaautotech.com) and let the **Technician Skills Assessment** identify areas where training can increase your technicians' productivity.

- Measures knowledge in:
  - Air Conditioning
  - Alignment, Steering, & Suspension
  - Batteries/Starting & Charging
  - Brakes/ABS
  - Diesel
  - Electrical
  - Hybrid Vehicle Safety
  - New Technician Essentials
  - Service Sales
- Includes multiple choice and ASE type questions covering 9 automotive repair topics
- Only takes approximately 15 minutes to complete an assessment
- Use all assessments for everyone in a shop or individually



**All assessments are available for everyone in a shop!**

## No Passing or Failing Grades

Technicians and shop owners can view a detailed **Personal Development Plan** showing an inventory of each technician's knowledge. If needed, they receive recommendations on which training courses will help improve performance.

### Personal Development Plan

Participant:		Demo Technician		DEMO SHOP	
Location:		Date Completed:			
System	Assignments: Course Title	Credit Hours	Format	Assigned Date of Completion	Completion Date
Air Conditioning	Catastrophic A/C Failures: What To Do	0.50	eLearning	01/24/2012	In Progress
	Critical Air Conditioning Service Techniques	0.50	eLearning		
	Automatic Temperature Control	0.50	eLearning		
	Automotive Air Conditioning	24.00	NAPA Classroom		
		25.50			
Alignment	Wheel Alignment	24.00	NAPA Classroom		
		24.00			
Batteries	Battery Service & Replacement	0.50	eLearning		In Progress
	Starting and Charging System Theory	0.50	eLearning		
	Starting and Charging System Service	0.50	eLearning		
	Using Your Digital Multimeter	0.50	eLearning	01/14/2012	
	Starting & Charging Systems	8.00	NAPA Classroom		
		11.00			

**For more information visit [www.napaautotech.com](http://www.napaautotech.com), call 800-292-6428, or talk to your NAPA AUTO PARTS representative.**



# Technician Instructor-Led Classes



### *NAPA Autotech Training is First Class:*

- Courses to develop technicians of all skill levels
- Up-to-date topics for almost every make and model
- Best classroom training available!
- All classes are 100% technical and taught by experienced instructors
- Each class has ClassPass supported materials for after-class reference
- Instructors are ASE Master Certified Technicians and receive Excellent ratings by their students

***Wherever you are in your career,  
NAPA Autotech has a course for you!***

### **NEW Classes**

#### **1<sup>st</sup> Half 2016**

- Complete Fuel System Analysis - Ford Power Stroke Engines
- Powertrain Diagnostics - 4X4, AWD and Axle/Differential
- Diagnostic Specialist - Misfire
- Sealing Technology and Techniques
- A/C Diagnostics and Procedures

#### **2<sup>nd</sup> Half 2016**

- Brake Technology Diagnosis & Repair
- Next Gen Maintenance
- CAN BUS Communication and Diagnostics
- Cummins Fuel System Diagnostics and Update

### **Additional Elective Classes**

- Air Conditioning Diagnostics & Procedures
- Electrical World Class Diagnostics
- Ford 6.7 PowerStroke Diagnostic Series I
- Fuel System Complete Analysis
- Powertrain Diagnostics - Transmissions
- Prius Diagnostics
- Diagnostics Specialist
- Dynamic Engine Testing
- Volkswagen TDI Diesel Diagnostics

- CNG & LNG Systems - Natural Gas Fuel Systems
- Diagnostic Strategies
- Diesel No Start, No Code Diagnostics - Dodge Cummins and GM Duramax
- Diesel No Start, No Code Diagnostics - Ford PowerStroke
- EVAP Guru
- Hybrid Maintenance
- J2534 Programming
- Powertrain Diagnostics
- Real-World Testing Electronic Circuits
- Scan Tool Dynamics - Kia Systems
- Sensor Testing & Waveform Analysis

### **Hybrid Series**

- Hybrid Safety - First Responders

### **Light Truck Diesel Series**

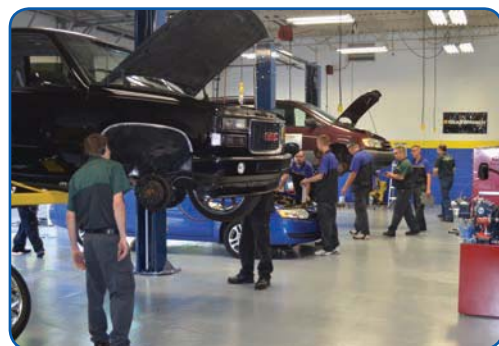
- Dodge Cummins Light Truck Turbo Diesel
- Dodge Cummins 6.7 Light Truck Turbo Diesel
- Dodge Cummins Light Truck Diesel Enhanced Driveability
- Ford 7.3 Light Truck Diesel
- Ford 6.4 Twin Turbo Diesel

### **Core Skills Foundation - Multi-day Courses**

- Automotive Air Conditioning
- Brake Systems
- Electrical Systems
- Steering and Suspension Systems

### **Fleet Training**

- Ford Power Stroke Diesel Engine Advanced
- GM Duramax Diesel Engine Advanced



- Ford 6.0 Light Truck Diesel
- Ford 6.0 Light Truck Diesel Enhanced Driveability
- GM Duramax Light Truck Diesel Enhanced Driveability
- Sprinter, Mercedes, Freightliner
- 2001 to 2007 5 Cylinder Diesel Diagnostics
- Sprinter, Mercedes, Freightliner and Jeep
- 2007 to 2008 V6 Diesel Diagnostics

### **Heavy Duty Truck Series**

- Allison Driveability Diagnostics
- Allison Overhaul
- Heavy Duty Air Brakes Diagnostics
- Heavy Duty Air Conditioning Service
- Heavy Duty Electrical System
- International Engine Control Systems



***More course topics available!***

# NEW Classes

## 1<sup>st</sup> Half 2016

### Complete Fuel System Analysis – Ford PowerStroke Engines –

Course No: 6553

- Visual inspection for contamination and suspended water
- Bio-fuel content
- Specific gravity
- Algae or microbial growth (bugs)
- Recognize Asphaltene issues
- Complete fuel system understanding which will lead to faster diagnostics
- Time saving techniques for testing fuel systems
- Proven effective tools & equipment demonstrated through videos and discussion

### Powertrain Diagnostics –

4X4 and AWD – Course No: 6564

- Ford, GM, Chrysler and Jeep transfer cases
- Push button shift on the fly
- Vacuum actuated hubs
- Shift motors
- Front axle actuators
- Full time 4-Wheel drive, AWD
- Scan data analysis
- Code diagnostics
- Lab scope
- Current probe
- The HOOK
- DVOM
- Vacuum testing

### Diagnostic Specialist – Misfire –

Course No: 6563

- Misfire techniques
- Engine integrity
- Crankcase pressure waveforms
- Secondary ignition analysis
- Pressure pulse analysis
- Exhaust pulse analysis
- Exhaust back pressure testing
- Coil and ignition module testing
- Lean and rich conditions
- Injector balance testing

### Sealing Technology and Techniques –

Course No: 6560

- How many rear main seals does it take to fix an engine with excessive blow by?
- How much blow by is too much?
- Can your machine shop sabotage your head job with the wrong roughness average?
- Do I have a combustion leak into the coolant system or a stuck thermostat?
- Anybody got any way to leak test this motor before I install it?
- All O-rings are the same, right?

- Head gasket testing and repair
- Head bolt removal
- Seal installation including transmission input seals
- Choosing the right O-ring or gasket for each application
- Mating surface preparation
- Using innovative testing procedures
- Using the equipment you already own to its full potential
- Full floating rear end sealing techniques
- Using special seal installation tools

### Air Conditioning Diagnostics

& Procedures – Course No: 6528

- Refrigerant Update
  - HFO1234y
- Technological Changes
  - Variable compressors
  - Clutch-less compressors
  - IHX heat exchanger
  - Ejector
  - Thermal storage evaporators
- Advanced Temperature Testing
  - “At The Fender” check sheets
- Latest equipment discussion
- Proper flushing procedures
- Leak testing improved
- “Start/Stop” effects on A/C system
- Hybrid technology

## 2<sup>nd</sup> Half 2016

### Brake Technology Diagnosis

& Repair – Course No: 6559

- Brake technology update
- Remember the basics
- Fluid flushing procedures
- Scan tool diagnostics
- Vehicle stability control systems
- Regenerative braking
- Collision avoidance systems

### Next Gen Maintenance –

Course No: 6558

- Understanding which systems must not be overlooked
- Proper fluid selection and testing
- Direct Injection systems maintenance demands
- Avoiding the dreaded transmission trap
- Verifying improvement after the procedure
- Coverage of late model carbon issues and cleaning routines
- Ride control systems service
- When to shorten service intervals
- Learn what you been missing

## About Our Instructors

- ASE Master Certified Full-time Instructors
- Geographically based to maximize relationships with leaders and students
- Provide interactive, engaging, and jam-packed sessions
- Required to continue training to stay abreast of industry changes
- Years of automotive industry experience!

### CAN BUS Communication and

Diagnostics – Course No: 6565

- What do I expect to see when I hook up to the CAN Bus with my Labscope?
- How many different communication protocols are there?
- Who is talking on the Bus anyway?
- What do I do when the scan tool will not communicate?
- Can I cause a communication problem?
- What steps should I take when I have a configuration error?
- A basic understanding of what you need to know about Bus systems
- Isolating modules for quicker diagnostics
- Tech tips from real world case studies
- Discussion on proper techniques and the importance of terminal integrity
- How to deal with each module one-on-one
- Precautions that will save you mistakes

### Cummins Fuel System Diagnostics

and Update – Course No: 6557

- Cummins supply side volume output
- High pressure pump output
- Injector function
- Injector return circuit
- Turbo charger operation
- No start
- Hard start
- Extended crank times
- Rough idles



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**Additional elective OE classes are available:**

**NEW!**

- Anti-lock Brake, Stability Control, and Traction Control Systems
- Engine Management Systems
- Advanced Fuel Systems including Gasoline Direct Injection



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# eLearning Subscription

## *Do your shop technicians need training on one or more specific automotive systems?*

NAPA's eLearning all-inclusive subscription is organized by automotive system to help target specific training needs. You get all of the available courses packaged together for one great price! Don't forget about the related ASE test preparation courses that help you prepare for the ASE tests!



**Accredited Training Provider**

NAPA Autotech has been accredited by ASE's Continuing Automotive Service Education program. We were reviewed against industry standards and approved by peers. Earn Continuing Education Units (CEUs) credit with the courses. Technicians can be assured they are taking quality training!

***Subscription is for all technicians in a shop unlimited use for ONE YEAR!***

### **Features**

- Saves time and money
- Accessible from any internet connection 24/7
- Immediately train employees
- Conveniently pay using a credit card

### **Benefits**

- Increased employee productivity and safety
- Increased customer loyalty with excellent customer service skills
- Improved shop image through knowledge and professionalism
- Build the high-performing shop team you deserve!
- Prove your expertise to customers with ASE certification



***For more information, go to  
[www.napaautotech.com](http://www.napaautotech.com)  
or call 800-292-6428***



# eLearning Courses

OVER 200 COURSES

## Testing / Assessments

### ASE Test Preparation (Many in Spanish)

- A1-A9 Automotive Series
- B2-B6 Collision Series
- C1 Service Consultant
- G1 Auto Maintenance & Light Repair
- L1 Advanced Engine Performance
- P2 Automotive Parts Specialist
- T1-T8 Truck Series
- X1 Exhaust Systems

### Assessments

- A/C
- Alignment/Steering & Suspension
- Batteries, Starting & Charging Systems
- Brakes / ABS
- Diesel
- Electrical
- Hybrid Vehicle Safety
- New Technician Essentials
- Service Sales

## Service Essentials for New Hires

### Customer Service

- Customer Satisfaction
- Professionalism

### Safety

- Best Practices for Proper Hoist Usage
- Hand Safety Best practices
- Hazardous Communication Best Practices
- Lifting and Lowering Best Practices
- Lockout/Tagout Best Practices
- Parking Lot, Bay Area Navigation & Vehicle Safety
- Safe Driving Best Practices
- Shop Safety
- Tool Usage & Maintenance
- Tire Installation That's Good to Go

## Technician - New or Experienced

### Steering, Suspension & Alignment

- ASE A4 Autotech Test Preparation Series
- Modern 4-Wheel Alignment
- Ride and Vibration
- Steering & Suspension Inspections
- Steering & Suspension System Theory
- Tire Pressure Monitoring Systems

### Brakes (Many in French & Spanish)

- ASE A5 Autotech Test Preparation Series
- Basic ABS Troubleshooting and Service
- Brake System Inspections
- Brake System Service
- Brake System Theory
- Diagnosing Antilock Brake Systems

### Diesel

- 21st Century Diesels
- Cummins Diesel
- Diesel No Start, No Code Diagnostics – Dodge Ram Cummins – **NEW**
- Diesel No Start, No Code Diagnostics – Ford 6.0L Power Stroke – **NEW**

- Diesel No Start, No Code Diagnostics – Ford 6.4L Power Stroke – **NEW**
- Diesel No Start, No Code Diagnostics – Ford 7.3L Power Stroke – **NEW**
- Diesel No Start, No Code Diagnostics – GM Duramax – **NEW**
- Duramax Diesel
- Ford 6.7 PowerStroke Diagnostics - Part 1 – **NEW**
- Ford 6.7 PowerStroke Diagnostics - Part 2 – **NEW**
- Power Stroke 6.0L Diesel
- Power Stroke 7.3L Diesel

## Electrical / Electronic Systems

- Introduction to Automotive Electrical/Electronics
- Airbags Service and Repair
- Electrical World Class Diagnostics Online – **NEW**
- Sensor Testing and Waveform Analysis – 1 – **NEW**
- Sensor Testing and Waveform Analysis – 2 – **NEW**
- Starting and Charging System Service
- Starting and Charging System Theory
- Tips and Tricks for Charging System Diagnostics
- Using Your Digital Multimeter

## Engine Performance & Diagnostics

- Automotive Computer Operations
- Basics of Fuel Injection Systems
- Diagnostic Trouble Codes for OBD II
- Distributorless Ignition Systems: Spark Control
- Electrical - Practical Scope Testing – **NEW**
- Electrical - Voltage Drop – **NEW**
- EVAP Guru - The Basics – **NEW**
- EVAP Guru Chrysler System – **NEW**
- EVAP Guru Ford Diagnostics – **NEW**
- EVAP Guru Ford System Operation – **NEW**
- EVAP Guru General Motors System – **NEW**
- Flex Fuel Service
- Fuel Delivery Systems
- Ignition System Maintenance
- OBD II Diagnostics
- OBD II Major Monitors
- PCM Diagnosis and Repairs
- Troubleshooting Distributorless Ignition Systems
- Understanding Sensors and Diagnostic Procedures
- Using the Low Amp Probe for Advanced Diagnostics

## Heating & Air Conditioning

- Air Conditioning System Service
- Air Conditioning System Theory
- Automatic Temperature Control
- Belts and Hoses
- Catastrophic A/C Failures: What to Do
- Critical Air Conditioning Service Techniques

## Hybrid

- Introduction to Hybrid Systems – **NEW**
- Hybrid and Electric Vehicle Safety – **NEW**
- Hybrid Maintenance and Service Part 1 – **NEW**
- Hybrid Maintenance and Service Part 2 – **NEW**
- Prius Diagnostics Part 1 – **NEW**
- Prius Diagnostics Part 2 – **NEW**

## Preventive Maintenance Services

- Air and Cabin Filters
- ASE Intro to Auto Service Series:
  - Preparation and Documentation
  - Fluids, Filters, Belts and Hoses Inspection and Service
  - Suspension, Tire and Brake Inspection and Service
  - Body, Battery, Charging and Electrical systems Inspection and Service
  - Final Quiz

- Automatic Transmission Service
- Battery Service & Replacement
- Cooling System Maintenance
- Fluid Inspection & Top Off
- Fuel System Maintenance
- Lamp Bulb and Fuse Replacement
- Oil Change Service
- Timing Belts and Chains
- Tire Service
- Vehicle Inspections

## Management

### Microsoft Office

- Excel Basic & Advanced (2007, 2010, 2013)
- Word Basic & Advanced (2007, 2010, 2013)
- PowerPoint Basic & Advanced (2007, 2010, 2013)
- Access Database Basic (2007, 2010)
- Windows 7 (Basic & Advanced) & 8 (Basic)

## Managing Staff

### Leadership Development Series

- Assessing and Managing Performance
- Delegating for Growth
- Effective Coaching Skills
- Giving and Receiving Feedback
- Implementing Strategy
- Interviewing & Hiring
- Leading and Motivating
- Running A Meeting

### Self Development Series

- Art and Science of Communication
- Capitalizing On Change
- Cultivating Customer Loyalty
- Emotional Intelligence
- Making a Presentation
- Managing Difficult Interactions
- Managing Your Time
- Persuading and Influencing Others
- Solving Business Problems

## Business Management

### Service Sales

- Air Conditioning for Service Sales
- Alignment for Service Sales
- Brakes for Service Sales
- Communication for Service Sales

### Shop Management - Workflow

- Maximizing Your Labor Profit Opportunity
- Your Repair Labor Rate
- Diagnostic Labor Systems
- Selling Diagnosis Profitably
- Technician Labor Management System (TLMS)
- Timekeeping Systems
- Parts Management Systems
- Parts Matrixing

### Shop Management - Production

- Building Value with Your Customers
- Daily Appointment Schedule and Production Tracker
- Customer Write-Up Procedures
- Rack Workflow System I
- Rack Workflow System II
- Visual Vehicle Inspection Report
- Preventive & Scheduled Maintenance Programs
- Production Tracking



# NAPA Autotech ClassPass Program

## ClassPass Offers Easier Class Registration and Additional Benefits!

NAPA Autotech is pleased to offer a class participation program called ClassPass. This program is designed to:

- Ease Class Registration Processes
- Provide Additional After-Class Support
  - Job Aids
  - Tools & Equipment
  - Link to Carlyle Tool Club
  - Videos & Websites
  - Reference Materials
- Award Additional Benefits



*If you have any questions  
about the ClassPass program,  
please contact your NAPA  
Store or DC Representative.*

## Electrical World Class Diagnostics

Name	Description
<a href="#">AT EW Microfuse spec</a>	AT EW Microfuse spec
<a href="#">AT EW Resistance Vs Volt Drop chart</a>	AT EWR VS V Drop
<a href="#">AT WE Parasitic test JA</a>	AT WE Parasitic test JA
<a href="#">Charging Common Fixes</a>	Common Fixes - Computer Controlled Battery and Charging Systems
<a href="#">Charging Data PIDs</a>	Helpful hints for analyzing Scan Data. Computer Controlled Battery and Charging Systems
<a href="#">Fuse Voltage Drop Chart Cartridge Fuse</a>	Fuse Voltage Drop Chart for Cartridge Fuse
<a href="#">Fuse Voltage Drop Chart Maxi Fuse</a>	Fuse Voltage Drop Chart for Maxi Fuse
<a href="#">Fuse Voltage Drop Chart Mini Fuse</a>	Fuse Voltage Drop Chart for Mini Fuse
<a href="#">Fuse Voltage Drop Chart Standard Fuse</a>	Fuse Voltage Drop Chart for Standard Fuse

Powered By Team  
AUTOTECH™

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To stay competitive in today's marketplace, technicians must have superior skills and knowledge to perform efficiently and effectively in their jobs. The NAPA Autotech ClassPass program provides participants with supplemental materials that reinforce what they have learned in a class. This will increase their knowledge and enable them to accurately and efficiently diagnose and repair today's complex vehicles.

***Fender Ready Reference Materials!***



# ASE Certification

## Test Preparation



**AUTOTECH™**



**A1-A9, B2-B6,  
G1, L1, X1, P2,  
C1, T1-T8**

Many courses available in Spanish

**Multiple Study Options  
Available with Each Course!**

## Fast, Convenient, and Low Cost

### Online ASE Technician Certification Test Preparation

ASE test prep courses provided by Cengage Learning can be purchased individually or two at a time with a discount. Everyone in your shop can use the online courses any time of the day or night - as many times as they like. Get the latest ASE preparation information for ASE certification tests.

**Included in the All-in eLearning Subscription**

**It's easy to get started! After purchasing, simply go online and click ASE Certification Test Preparation and start building your future!**

**More Opportunities to Certify Over  
450 ASE Test Center Locations**

**BE READY!**

**Test all throughout the year,  
including weekends!**

Visit [www.ase.com/napaauto](http://www.ase.com/napaauto) for more details

**Check out our new page!**



### Paper Manuals

NAPA also offers paper self-study ASE test preparation manuals. These manuals provide detailed test preparation content and sample test questions. They allow you to review the content at your own pace.

**All manuals are available  
for ordering on the website.**

**Many in Spanish!**

### Cengage Learning Manuals are available from NAPA:

- A1-A9 Automotive Series
- B2-B6 Collision
- C1 Service Advisor
- G1 Auto Maintenance and Light Repair
- H2-H7 Transit Buses
- L1 Advanced Engine Performance
- P1-P4 Automotive Parts Specialist
- S1-S7 -School Buses
- T1-T8 Truck Series
- X1 Exhaust Systems





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# Tech's Edge

*Tips, Tools, and Techniques*



## Tech's Edge Topics - 2016

### Filters

### Start-Stop Systems

### Little Things that Make Your Repair the Best

### CAM and Crank Sensors

### Electric Water Pumps and Coolant System Maintenance

### Direct Injection and Carbon Cleaning

### Ford ECO Boost

### Oil Pumps

### Problem Solving Parts

### Air Conditioning

### Diesel SCR Systems

### Right Diagnostic Equipment

## New Every Month!

Tech's Edge is a useful, fresh, full-color, easy-to-read 4-page monthly newsletter that is full of important diagnostic tips, tools, and techniques.

Enroll now to get 24/7 online access to this publication every month. Save each electronic issue and build a library for your shop. That way your technicians can easily reference important automotive technology from previous issues that relate to the systems they are working on.

**Included in the  
eLearning subscription!**



## Online Only

**Available 24/7 online at  
[www.napaautotech.com](http://www.napaautotech.com)**

*Build Your Own PDF Library  
of Tech's Edge Issues!*

# Service Advisor Training

NAPA Autotech now offers a wide range of Service Advisor training in a variety of formats that can be grouped together to best fit your training needs. Typically presented in a 2-day / 16-hour class.



**Equip a Service Advisor with communication skills and techniques to build a more trusting relationship with customers.**

- Better phone and customer greeting skills
- Sales skills including core selling
- 6 steps to better sales

***"It's not just a day's sale. It can lead to 20 years of sales to a satisfied customer."***

## • Air Conditioning for Service Sales

**Goal:** Equip a sales person with enough air conditioning systems knowledge and sales tips to allow more customers to say "yes" to recommended repairs.

- Automotive air conditioning system components and operation
- Air conditioning vocabulary, terminology and definitions
- Typical air conditioning service and repair issues
- Proper communication of total system service as opposed to component replacement
- Relating current conditions to possible future problems (cost savings)



## • Maintenance for Service Sales

**Goal:** Equip a sales person to consult with the customer about their maintenance needs.

- Prioritize upcoming services
- Explain the why's for the service requirements/needs
- Set up regular, ongoing appointments
- Use available NAPA AutoCare shop management programs (e.g., NAPA Service Advisor, Digital Vehicle Inspection)



## • Brakes for Service Sales

**Goal:** Equip a sales person with enough brake systems knowledge and sales tips to allow more customers to say "yes" to recommended repairs.

- Brake system components and operation.
- Brake system vocabulary, terminology and definitions
- Typical brake system service and repair issues
- Proper communication of total system service as opposed to component replacement
- Relating current conditions to possible future problems (cost savings)



## • Alignment, Steering, Suspension for Service Sales

**Goal:** Equip a sales person with enough wheel alignment system knowledge and sales tips to allow more customers to say "yes" to recommended repairs.

- Automotive steering and suspension system components and operation
- Vocabulary, terminology and definitions
- Typical steering and suspension system service and repair issues
- Proper communication of total system service as opposed to component replacement
- Relating current conditions to possible future problems (cost savings)



## • Automotive Systems

English-to-Spanish Guide; Part #TRN-AS22S

- 8.5 x 11, Laminated spiral bound book with colorful illustrations translating automotive components and systems



**For more information, go to [www.napaautotech.com](http://www.napaautotech.com)**





## NAPA Manufacturer and Supplier Training

System Group	Supplier	Course Title
<b>B*K Sales Group</b>	<b>NAPA Solutions</b>	<ul style="list-style-type: none"> <li>Hybrid Battery</li> <li>NAPA Solutions LED Lighting Program</li> <li>NAPA Solutions Window Regulators</li> </ul>
	<b>Selling Mobil</b>	<ul style="list-style-type: none"> <li>Selling Mobil 1 Motor Oil</li> </ul>
<b>ESG</b>	<b>NAPA Belden Wire</b>	<ul style="list-style-type: none"> <li>Echlin Guide to NAPA Belden Wire</li> </ul>
<b>Filtration</b>	<b>NAPA Filters</b>	<ul style="list-style-type: none"> <li>Introduccion a la filtracion de combustible de uso intensivo</li> <li>Introduccion al filtrado de aire de uso intensivo</li> <li>NAPA Filters Beginner: Auto &amp; LT Filtration Part 1</li> <li>NAPA Filters Expert: Gas Car &amp; LT Air Induction Systems</li> <li>NAPA Filters Master: Intro to Heavy Duty Coolant Filtration</li> </ul>
	<b>Valvoline Lubricants</b>	<ul style="list-style-type: none"> <li>Selling High Mileage Oil</li> <li>Selling Synthetic</li> <li>Valvoline Selling NextGen Oil</li> </ul>
<b>Heating &amp; Cooling</b>	<b>NAPA Heating &amp; Cooling</b>	<ul style="list-style-type: none"> <li>Cooling System Specialist</li> </ul>
	<b>NAPA Belts &amp; Hoses</b>	<ul style="list-style-type: none"> <li>Accessory Belt Drive System (ABDS)</li> <li>It's Not Just About the Belt</li> <li>NAPA Accessory Belt Drive System Training</li> <li>When the Tensioner Fails</li> </ul>
<b>Heavy Duty</b>	<b>Truck-Lite</b>	<ul style="list-style-type: none"> <li>Truck-Lite Heavy Duty Lighting Level 1, 2, &amp; 3</li> </ul>
<b>NAPA Brakes &amp; Under Car</b>	<b>NAPA Brakes</b>	<ul style="list-style-type: none"> <li>The Perfect Brake Job Part 1 Brake Pads and Shoes</li> <li>The Perfect Brake Job Part 2 Rotors and Drums</li> <li>The Perfect Brake Job Part 3 Calipers</li> </ul>
<b>Paint Body &amp; Equipment</b>	<b>Martin Senour</b>	<ul style="list-style-type: none"> <li>Martin Senour 1.1: Brand History</li> <li>Martin Senour 2.1: Paint Chemistry Overview</li> <li>Martin Senour 3.1: Basic Paint Application</li> <li>Martin Senour 4.1: Defining Market Segments</li> </ul>
<b>Under Car</b>	<b>NAPA Bearings</b>	<ul style="list-style-type: none"> <li>Bearings &amp; Seals Chapter 1: Introduction</li> <li>Bearings &amp; Seals Chapter 2: Tapered Roller Bearings</li> <li>Bearings &amp; Seals Chapter 3: Rear Wheel Axle Bearings</li> </ul>
	<b>NAPA Catalytic Converters</b>	<ul style="list-style-type: none"> <li>Catalytic Converters: 5 Basic Diagnostic Checks</li> <li>Catalytic Converters: 5 Basic Diagnostic Checks Spanish</li> <li>Intro to Catalytic Converters (Spanish, too)</li> </ul>
	<b>NAPA Drive Tech</b>	<ul style="list-style-type: none"> <li>Mounts 101</li> </ul>
	<b>NAPA Exhaust</b>	<ul style="list-style-type: none"> <li>Quiet-Flow Stainless Steel Muffler</li> </ul>
	<b>NAPA OESpectrum</b>	<ul style="list-style-type: none"> <li>NAPA OESpectrum (Spanish, too)</li> </ul>
	<b>NAPA Shocks &amp; Struts</b>	<ul style="list-style-type: none"> <li>Mastering the Commercial Vehicle Opportunity (Spanish, too)</li> <li>Ride Control - Mastering the Opportunity</li> <li>Selling NAPA Shocks and Struts</li> </ul>
	<b>Tenneco</b>	<ul style="list-style-type: none"> <li>Selling NAPA Catalytic Converters</li> <li>Advanced Ignition Technology</li> </ul>
<b>Under Hood</b>	<b>Autolite</b>	<ul style="list-style-type: none"> <li>Advanced Ignition Technology</li> <li>High Thread Spark Plug Removal &amp; Installation</li> <li>Ignition System Tune-up Techniques</li> <li>Spark Plug Metallurgy and Testing</li> </ul>
	<b>Bosch, Delphi and NAPA Fuel Pumps</b>	<ul style="list-style-type: none"> <li>Fuel Pump Warranty Store Inspection Training</li> </ul>
	<b>Echlin</b>	<ul style="list-style-type: none"> <li>Echlin Guide to Battery Cables</li> <li>Echlin Guide to Coil on Plug</li> <li>Echlin Guide to Fuel Injection Sales &amp; Service</li> <li>Echlin Guide to Ignition Theory and Sales</li> <li>Echlin Guide to TPMS Theory</li> </ul>
	<b>NAPA Fuel Pumps</b>	<ul style="list-style-type: none"> <li>Fuel Pressure Regulator</li> <li>How to Check Fuel Pressure</li> <li>Voltage Drop Test-Advanced</li> <li>Voltage Drop Test-Beginner</li> </ul>
	<b>NAPA Windshield</b>	<ul style="list-style-type: none"> <li>NAPA Vista Beam Blade For Push Button And Pinch Tab Arms</li> </ul>

NAPA Manufacturers and Suppliers offer a variety of training that includes courses for Technicians of all skill levels, Service Advisors, Managers and Shop Owners. These courses are organized by type, so that you can pick the training that best fits your needs. **Contact your NAPA AUTO PARTS store for more information.**

### Mitchell1 ProDemand

- OnDemand5.com is the Internet edition of Mitchell 1's legendary OnDemand5 Repair and Estimating desktop software program.
- Updated monthly, making it the most current and complete repair information database available.
- Features the most current and complete TSB repository available.
- Powerful TSB Search Engine allows you to search all TSBs for a vehicle on a keyword or phrase.



[OnDemand5.com](http://OnDemand5.com)

### IDENTIFIX

IDENTIFIX is a great online resource that provides the latest information for diagnosing and fixing specific automotive repair issues. It allows you to search by options like the system or symptom you are dealing with, and then provides the latest techniques and tools for fixing the problem.



[www.identifix.com](http://www.identifix.com) | 1.866.698.1955



## Shop Management Training



Today, training on the tasks of managing your business and your employees is more important than ever. Automobile designs have

evolved and most require less parts, more equipment, and greater talent to repair them. Take time to improve your skills of running your business and you will experience more customer satisfaction and profits.

The Waterhouse Group has offered accounting, tax preparation, and training for repair shops and parts stores for years. We understand the repair business, know the issues you face, and provide solutions for those issues in our courses.

### Training Courses Available

- **Financial Health Check**
- **Financial Management for the Auto Repair Business**
- **Supper Club**
- **The Service Manager Plus... for the Auto Repair Business**
- **Team Technician**

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



Top Automotive Service Providers seek out RLO Training, Inc. to align their companies with business goals and resources resulting in proven increases in employee performance, profitability, customer satisfaction and loyalty.

- **Instructor-Led LIVE Online Webinar Training**
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- **High-Tech Presentations**
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- **Industry-Specific Training**

### Celebrating our NAPA partnership for 21 years!

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



Provider of video and audio programs created specifically for auto repair professionals in Spanish and English. Topics include:

- **Shop Sales**
- **Marketing**
- **Hiring and Managing**
- **Profit Building**
- **Coaching and Training**

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



For more than 30 years, we've been helping thousands of automotive repair shop owners just like you increase their profits, reduce stress, and grow their businesses into the companies of their dreams.

Whether you need training, coaching or a state-of-the-art business model, we've got systems to help make the changes you want right away.

- **Cash Profits Boot Camp**
- **Tire Profits Boot Camp**
- **Consulting Services**

## NAPA Installer Connectivity Training



### Training Courses Available

#### Industry Leading Estimating and Shop Management for Over 25 Years

NAPA TRACS has the right tool for the job, so if it's estimating, shop management, technical information, CRM or accounting you need, TRACS has a product that fits. TRACS users may take advantage of the following training resources:

- **Onsite installation and training - right at your shop**
- **Live 800 # TRACS technical support 6 days a week**
- **Live, online web training sessions several times a week on a variety of TRACS topics**
- **Access to over 100+ online training video's**
- **Free TRACS user group meetings**
- **Go to [NAPATRACS.com](http://NAPATRACS.com) and signup for a free, no obligation demo today!**

### NAPA PROLINK

#### Fast, Easy, Accurate

There's no easier to use parts buying website than NAPA PROLink! Thousands of installer customers each day rely on PROLink to accurately identify vehicles, quickly search and order the NAPA parts they need to keep their bays turning. If you want a faster, more accurate and easy way to do business with your NAPA store, ask them to get you setup and trained on PROLink. The best part is - it's free and constantly being updated with new features and enhancements aimed at helping you streamline workflow and improve shop efficiency.

- **Call your local servicing NAPA Store or go to [NAPAPROLink.com](http://NAPAPROLink.com) and click "Register" to get started today!**

### NAPA Integration Partners

#### NAPA Connectivity for 3rd Party Shop Management Systems

When you integrate NAPA cataloging and eProcurement into your estimating and shop management system, it saves you time, keystrokes and creates efficiency. The NAPA Integration Partner website - [NAPAIBiz.com](http://NAPAIBiz.com) — is a one-stop resource that helps you connect your shop management system to your NAPA store. A complete listing of all Integration Partners along with set-up instructions and support numbers may be found on the site, and NAPA Commercial Systems Support is always just a phone call away at 888-SET-NAPA (888-738-6272) anytime you need help. A partial listing of NAPA Integration Partners include:

- **NAPA TRACS**
- **R.O. Writer**
- **Epicor (Activant) users**
- **Snap-on ShortKey**
- **MitchellManager**
- **And Many More...**



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- ClassPass Program
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## ATMC Award Winning Courses

**NAPA Autotech** has received the National Excellence in Training Award from the *Automotive Training Managers Council (ATMC)* for its *Engine Dynamics VE II*, *Ford Power Stroke Diesel Summit*, and *EVAP Guru* classes.

To be selected for this honor, organizations must meet a level of excellence in seven training categories including Learning Objectives, Program Materials, Measurement of the Program's Effectiveness and others.

