

# NAPA Manufacturer and Supplier Training

<b>Brakes – Schools and Clinics</b>	<b>6</b>
ABS Advanced Diagnostics & Service School	6
ASE A5 Brakes Test Preparation Clinic	6
ASE A5 Brakes Test Preparation School	6
Brake Lathe and Equipment School	6
Brake Systems Analysis and Repair Clinic	7
Brake Systems Diagnosis & Repair School	7
Domestic and Import ABS Diagnostics Clinic	7
Servicing Brakes on ABS Equipped Vehicles Clinic	8
Servicing Brakes on ABS Equipped Vehicles School	8
<b>Chassis – Schools and Clinics</b>	<b>8</b>
Advanced Chassis and Alignment School	8
ASE A4 Suspension & Steering Fundamentals Test Preparation Clinic	8
ASE A4 Suspension & Steering Test Preparation School	9
<b>Diesel Light Duty – Schools and Clinics</b>	<b>9</b>
Controlling Diesel Emissions and OBD-II	9
Direct and Common-Rail Systems Awareness and Overview	9
Duramax Diesel Engine Performance	10
Ford Power Stroke Diesel Engine Performance	10
<b>Electrical – Schools and Clinics</b>	<b>11</b>
Battery Sales and Service Clinic	11
<b>Heating &amp; Cooling – Schools and Clinics</b>	<b>11</b>
A/C Essentials	11
Air Conditioning Systems	11
Automotive A/C Service Clinic	12
Heating and Cooling Training	12
HVAC Advanced Diagnosis Clinic	13
Intermittent Electrical & Drivability Diagnosis	13
Prestone Heavy Duty Coolants and Cooling Systems	13
Prestone Passenger Car Coolants and Cooling Systems	14
NAPA Belts/Hose Hydraulic Training	14
NAPA Belts/Hose Training	14
NAPA Belts/Hose Website for training	15
NAPA Belts/Hose Webinar training	15
<b>Heavy Duty – Schools and Clinics</b>	<b>16</b>
Electrical Troubleshooting Clinic	16
Heavy Duty Wheel End Maintenance	16
NAPA HD Precision and FP Diesel Clinic (PUJ & FPD)	16
National Oil Bath Seals Clinic (NTL)	16
Weatherhead Fluid Conveyance Product School	17
<b>Heavy Duty – Self-Study and Manuals</b>	<b>17</b>
Heavy Truck Wheel End Maintenance	17
Shaft Seals Self Study Guide	17
<b>Paint, Body &amp; Equipment – Schools and Clinics</b>	<b>18</b>
E-Learning	18

Pro//Base™ Certification .....	18
Pro//Base™ Product Training.....	18
Vortex® Application and Color Simplicity.....	19

## **Under Car – Clinics .....19**

Ag Bearings 101 .....	19
All Replacement Hub Units Are Not Created Equal.....	19
Catalytic Converter Clinic .....	19
Clutch Clinic, Automotive and Light Duty Trucks .....	20
Effective Communication - NAPA Exhaust Clinic .....	20
Fundamentals of Exhaust & Emission Systems Clinic.....	20
Fundamentals of Ride Control Clinic "4 More".....	20
Precision U-Joints Clinic (PUJ) .....	20
Ride Control – Ride and Drive Clinic .....	20
Shock Clinic .....	21
Strut Clinic .....	21

## **Under Car – Self-Study and Manuals.....21**

Automotive Seals Self Study Guide .....	21
Bearing Self Study Guide .....	21
Catalytic Converter Replacement .....	21
The Professional Advantage.....	22
Wheel Bearing and Seals Installation Guide.....	22

## **Under Hood – Schools and Clinics.....22**

Advanced Fuel System Diagnosis Clinic #106 .....	22
Advanced Fuel Systems including Gasoline Direct Injection (GDI) .....	22
Advanced Scan Tool Diagnostics .....	23
Autolite Challenge Ignition Systems and Spark Plug training DVD .....	23
Autolite Ignition Systems Overview .....	23
Autolite Product Knowledge and Sales skills Clinic .....	23
Automotive Electronics .....	24
Automotive Electronics - TEC 301 - School.....	24
Champion Spark Plug Program Clinic (CHA) .....	24
Chrysler Engine Performance.....	25
Conquering Comebacks .....	25
Controller Area Networks (CAN) and Multiplexing.....	25
Cylinder Head Reconditioning TEC 407 – School .....	26
Diagnosing and Repairing Catalyst and O2 Monitor Failures .....	26
Diagnosing and Repairing EGR Monitor Failures.....	27
Diagnosing and Repairing Evaporative Monitor Failures.....	27
Diagnosing and Repairing Fuel Trim and Fuel Control Monitor Failures .....	28
Diagnosing and Repairing Misfire Monitor Failures .....	28
Diagnosing Drivability .....	29
Diagnosing Fuel Systems .....	29
Domestic & Import Driveability Diagnostic Clinic #101 .....	30
Duramax Diesel Engine Performance.....	30
Echlin Expert Counterperson Training Modules .....	30
Emissions Theory & Diagnostics .....	31
Engine Management Systems.....	31
Engine Performance and Drivability I - TEC 304 - School .....	31
Engine Performance and Drivability II - TEC 307 - School .....	32

Enhanced Ignition & Fuel Testing Clinic #104 .....	32
EPTS1: Ford 6.0L & 6.4L Power Stroke Diesel .....	32
EPTS2: Diagnose the Top GM Drivability Problems.....	33
EPTS3: Diagnose the Top Ford Drivability Problems .....	33
EPTS4: Toyota/Lexus Engine Performance .....	34
EPTS5: Hybrid Service & Repair .....	34
EPTS6: Solving the Top 10 DTCs .....	35
EPTS7: Electrical Diagnostic Strategies .....	35
EPTS8: Misfire Diagnostic Strategies .....	36
EPTS9: No-Code Diagnostics.....	36
Ford Engine Performance.....	37
Ford Power Stroke Diesel Engine Performance .....	37
Fuel Pump Program Clinic (NFP) .....	37
Fuel System Delivery Clinic #102 .....	38
Fuel Systems Diagnostics - TEC 306 - School .....	38
Fuel Trim & Misfire Diagnostics Clinic #105 .....	38
General Motors Engine Performance .....	38
High Performance Engine Service and Sealing TEC 405- School.....	39
Honda/Acura Engine Performance .....	39
Hybrid Electric Vehicles – First Look .....	39
Hybrid Electric Vehicles – For First Responders .....	40
Hybrid Electric Vehicles – Service and Maintenance.....	40
Hybrid Vehicle Safety & Service .....	41
Intermittent Electrical & Drivability Diagnosis.....	41
Lower Block Reconditioning and Sealing TEC 404 - School .....	41
Mode \$06 Data and Drive Cycle Diagnostics .....	42
Modern Power Train Management .....	42
NAPA Gaskets by Fel-Pro Clinic (FPG).....	43
NAPA Lamps Clinic (LMP).....	43
NGK Spark Plugs Ignition Clinic .....	43
NAPA Windshield (WIP) .....	43
Nissan & Mitsubishi Engine Performance .....	43
OBDII & Coil on Plug Clinic #103.....	44
Selling Strategies .....	44
Toyota/Lexus/Scion Engine Performance.....	44
Vehicle Maintenance and Repairs for MPG.....	45
Volkswagen/Audi Engine Performance.....	46
<b>Under Hood – Self Study and Manuals .....</b>	<b>46</b>
NAPA Filtration eLearning .....	46
<b>Other.....</b>	<b>47</b>
Advanced Service Advisor Course .....	47
Introductory to ProShop.....	47
NAPA Lamp Education – Fundamentals of Lamps.....	47
NAPA ProShop Performance Groups.....	48
NAPA Windshield Product Clinic .....	48
NSFT – NAPA Sales Force Training.....	48
Shop Improvement Program Training (SIP Program).....	48
Speaking Engagement.....	49
Valvoline Lubricants Product Knowledge – Valvoline Learning Solutions .....	49

## Brakes – Schools and Clinics

### ABS Advanced Diagnostics & Service School

This NATEF/ASE approved course material is presented by NATEF CASE certified Under Vehicle personnel. Students are evaluated using testing during the course. This course features in-depth ABS instruction and is recommended for individuals who have had previous brake training. Discussed topics include hydraulic theory, electrical theory, and electronic control components. ABS systems include Teves, Bosch, Kelsey Hayes, Delphi and , Bendix. Electronic Brake Distribution, Traction control and Electronic Stability Control systems are discussed in relationship to the ABS controllers.

When a technician completes this module they will be able to:

- Identify various ABS systems
- Understand the electrical circuitry of ABS
- Retrieve and clear ABS trouble codes
- Develop Diagnostic Strategies for all ABS systems
- Identify common system faults
- Understand Electronic Stability control with brake intervention

**Provider:** NAPA Brakes  
**Enroll:** Contact your NAPA Brakes representative.  
**Location:** Corporate Training Facility in McHenry, IL  
**Length:** 32 hours  
**Cost:** \$545  
**Course #:** 2192

### ASE A5 Brakes Test Preparation Clinic

This presentation is designed to prepare technicians for the ASE A5 Brake test. Discussed topics include hydraulic theory, braking principals components function, troubleshooting, and test questions.

**Provider:** NAPA Brakes  
**Enroll:** Contact your NAPA Brakes representative.  
**Location:** Trade school or local facility  
**Length:** 4 hours  
**Cost:** \$120  
**Course #:** 2115

### ASE A5 Brakes Test Preparation School

This course provides information and training needed to help technician's prepare for ASE Brake Test A5. Topics include hydraulic theory, brake system dynamics, brake fluids, ABS operation, and MAP guidelines. Test questions and practical lab exercise are used to help reinforce knowledge.

**Provider:** NAPA Brakes  
**Enroll:** Contact your NAPA Brakes representative.  
**Location:** Corporate Training Facility in McHenry, IL  
**Length:** 24 hours  
**Cost:** \$360  
**Course #:** 2196

### Brake Lathe and Equipment School

This course provides detailed hands-on instruction on bench type and on-car type brake lathes. Learn the proper methods of equipment setup, machining and mounting techniques required to re-surface both cast and composite rotors and drum. Also included is the proper use of micrometers, dial indicators, and profilometers.

**Provider:** NAPA Brakes  
**Enroll:** Contact your NAPA Brakes representative.  
**Location:** Corporate Training Facility in McHenry, IL  
**Length:** 8 hours  
**Cost:** \$120  
**Course #:** 2193

## Brake Systems Analysis and Repair Clinic

This NATEF/ASE approved course material is presented by NATEF certified Under Vehicle personnel. This seminar is designed for both the advanced technician and the quick-study journeyman. It covers the practical braking application of hydraulic theory and diagnostic procedures. There will be a comprehensive explanation of braking principles, quick take-up master cylinders use and operation, power-assist devices, and the use of pressure regulator valves to control wheel lock-up. Current rotor/drum machining techniques, and lathe verification procedures will be covered. The proper use of friction materials will be discussed, along with using friction wear patterns to diagnose and explain why a complete brake job is necessary. Methods to eliminate brake noise, brake pedal pulsation, the purpose of low drag calipers and their components and operation will be covered extensively.

Upon completion a technician will be able to:

- Explain hydraulic theory
- Describe braking principles and diagnostic procedures
- Explain master cylinder operation and pressure regulating valves
- Describe rotor/drum machining
- Identify friction materials
- Explain the cause of brake noise
- Describe procedure for servicing calipers and wheel cylinders.

A test to measure effectiveness and a certificate of completion will be given to attendees.

**Provider:** NAPA Brakes  
**Enroll:** Contact your NAPA Brakes representative.  
**Location:** Trade school or local facility  
**Length:** 3 hours  
**Cost:** \$125  
**Course #:** 2110

## Brake Systems Diagnosis & Repair School

This NATEF/ASE approved course material is presented by NATEF certified Under Vehicle personnel. The program includes hydraulic braking theory and brake system dynamics, diagnostics and troubleshooting techniques. The following topics are covered: repair techniques and preventive maintenance practices, drum and rotor resurfacing techniques, bench and on-the-car lathe operation and maintenance, brake noise and solutions, and friction material.

Upon completion a technician will be able to:

- Explain hydraulic theory
- Explain braking principles and diagnostic procedures
- Explain master cylinder operation and pressure regulating valves
- Explain rotor/drum machining
- Identify friction materials
- Explain the cause of brake noise
- Describe procedure for servicing calipers and wheel cylinders

**Provider:** NAPA Brakes  
**Enroll:** Contact your NAPA Brakes representative.  
**Location:** Corporate Training Facility in McHenry, IL  
**Length:** 32 hours  
**Cost:** \$480  
**Course #:** 2197

## Domestic and Import ABS Diagnostics Clinic

This NATEF/ASE approved course material is presented by NATEF certified Under Vehicle personnel. This program provides information for advanced technicians on commonly asked questions on ABS system operation, diagnostic procedures, trouble code retrieval/clearing, bleeding procedures, service tips and tricks to make the job easier. Systems include Kelsey Hayes RWAL, RABS, 4WAL, KH.310/410, Teves, Delco VI, AND Bosch. Upon completion the objectives will be evaluated by a select group of the participants and their managers to measure practical effect. Certificate of completion awarded.

When a technician completes this module they will be able to:

- Identify various ABS systems
- Understand the electrical circuitry of ABS
- Retrieve and clear ABS trouble codes
- Develop Diagnostic Strategies for all ABS systems
- Identify common system faults
- Understand Electronic Stability control with brake intervention

**Provider:** NAPA Brakes  
**Enroll:** Contact your NAPA Brakes representative.  
**Location:** Local facility  
**Length:** 3 hours  
**Cost:** \$125  
**Course #:** 2112

## Servicing Brakes on ABS Equipped Vehicles Clinic

This NATEF/ASE approved course material is presented by NATEF certified Under Vehicle personnel. This is the most popular seminar and is for both the advanced technician and the quick-study journeyman. This seminar is a blend of foundation brake systems and ABS. The instructor relates how the base brake system components can have an adverse affect on the ABS system. It will cover how to avoid setting ABS codes during normal brake service, the effects of friction materials, how to prevent pedal pulsation, safety precautions during service, preventive maintenance, and diagnostic strategies if codes are set accidentally.

When a technician completes this module they will be able to:

- Describe how to avoid setting ABS codes.
- Identify the steps for doing a complete brake repair.
- Identify proper friction material.
- Describe the proper safety precautions during brake service.
- Describe preventative maintenance steps.
- Explain diagnostic strategies.

A test to measure effectiveness and a certificate of completion will be given to attendees. Certificate of completion awarded.

**Provider:** NAPA Brakes  
**Enroll:** Contact your NAPA Brakes representative.  
**Location:** Trade school or local facility  
**Length:** 3 hours  
**Cost:** \$125  
**Course #:** 2180

## Servicing Brakes on ABS Equipped Vehicles School

This course involves training on ABS systems featured on passenger cars and light-duty truck applications. Discussed topics include overview of system operation, diagnostic techniques, servicing the brakes on ABS-equipped vehicles, service precautions and preventative maintenance.

**Provider:** NAPA Brakes  
**Enroll:** Contact your NAPA Brakes representative.  
**Location:** Corporate Training Facility in McHenry, IL  
**Length:** 16 hours  
**Cost:** \$270  
**Course #:** 2198

## Chassis – Schools and Clinics

### Advanced Chassis and Alignment School

This NATEF/ASE approved course material is presented by NATEF certified Under Vehicle personnel. This course covers 4-wheel alignment. Also covered are reasons why 4-wheel alignment is necessary on all front wheel drive cars. Why 4x4 and 4x2 light duty trucks and sport utility vehicles (SUV) have tire wear and alignment problems and why aftermarket products are necessary to align vehicles. Electronic steering and suspension system diagnostic and repairing are covered.

**Provider:** NAPA Chassis  
**Enroll:** Contact your NAPA Chassis representative.  
**Location:** Affinia Technical Training Facility in McHenry, IL  
**Length:** 24 hours  
**Cost:** \$400  
**Course #:** 2270

### ASE A4 Suspension & Steering Fundamentals Test Preparation Clinic

This course helps prepare for the ASE Suspension and Steering Test A4. Topics include steering, suspension systems diagnosis, repair, wheel alignment, wheels, tires, and test questions.

Training manuals (manufacturer # CTM-N) upon request, \$5.00 each. Certificate of completion awarded.

**Provider:** NAPA Chassis  
**Enroll:** Contact your NAPA Chassis representative.

**Location:** NAPA store or Affinia Technical Training Facility in McHenry, IL  
**Length:** 4 hours  
**Cost:** \$125  
**Course #:** 2285

## ASE A4 Suspension & Steering Test Preparation School

This course provides technicians information to help prepare for ASE Suspension and Steering Test A4. Discussed topics include steering and suspension system diagnosis and repair, alignment angles, alignment procedures, reading tire wear patterns, and wheel bearing problems. Practice ASE tests will be given and discussed.

**Provider:** NAPA Chassis  
**Enroll:** Contact your NAPA Chassis representative.  
**Location:** Affinia Technical Training Facility in McHenry, IL  
**Length:** 24 hours  
**Cost:** \$360  
**Course #:** 2288

## Diesel Light Duty – Schools and Clinics

### Controlling Diesel Emissions and OBD-II

As the vehicle production increases on diesel engines due to fuel efficiencies gained by this engine technology, the need for proper emission and OBD-II diagnosis is also increasing. Diesel OBD-II is a complex technology, and while emission laws continue to evolve so will the system components and diagnostic techniques. In this course, we will cover the changes in diesel emission system failures, including misfire, fuel and comprehensive component monitoring. The use of OBD-II monitors has changed diesel check engine lamp operation, so in this course we will also cover emission-related failures with input sensors and actuators. We will cover proper diesel diagnosis for diesel service and repair. And because diesel OBD-II has both similarities and differences from the gasoline OBD-II, we'll review continuous and non-continuous diesel monitors - essential during proper repair of emission rated failures. All Delphi courses include a comprehensive textbook that has a durable cover to withstand shop use.

This course will help you to have a better understanding of:

- Continuous and non-continuous diesel OBD-II monitors
- Various diesel OBD-II trouble codes and how they cause emission monitor failures
- Diesel common rail fuel systems emission failures
- EGR monitoring methods
- Diesel exhaust after treatment monitoring
- Comprehensive component monitoring methods

**Provider:** Delphi Product & Service Solutions  
**Enroll:** Contact your NAPA Under Hood / Delphi representative  
**For:** TE - Novice to Intermediate  
**Type:** Tech  
**Format:** Lecture  
**Location:** Trade school or local facility  
**Length:** 4 hours  
**Cost:** \$1995.00 per class, not to exceed 40 participants  
**Course #:** SV10913-11B1

### Direct and Common-Rail Systems Awareness and Overview

The number of diesel engines in cars and light-duty trucks on the road today is increasing, driven most likely by the fuel economy gained by these efficient engines. Diesel systems are becoming more refined and manufacturers will be offering these types of engines in more makes and models. Since the diesel common-rail direct injection system relies heavily on electronics to control its operation, modern diesel systems are difficult to diagnose without proper training. In this course, we will discuss common-rail direct injection components, as well as review how the entire system is designed and operates with detailed graphics and demonstrations. We will cover internal injector operation in detail, including nozzle types, edge filters, spill port operation and nozzle springs. Single high mounted, low mounted and two stage nozzle springs will also be discussed as well as fuel sac, needle lift and nozzle hole arrangement. All Delphi courses include a comprehensive textbook that has a durable cover to withstand shop use.



This course will help you to have a better understanding of:

- The common-rail direct injection combustion chamber design and how it differs from earlier diesel pre-chambers
- The requirements of a modern common-rail fuel injection system
- Fuel output, fuel economy and emissions/low smoke information
- Variables needed to achieve the requirements of a modern diesel common-rail fuel injection system, including fuel timing and quantity
- The internal operation of a typical common-rail direct fuel injector
- The operation of a typical common-rail high pressure pump

This course is also available in Spanish.

**Provider:** Delphi Product & Service Solutions  
**Enroll:** Contact your NAPA Under Hood / Delphi representative  
**For:** TE - Novice to Intermediate  
**Type:** Tech  
**Format:** Lecture  
**Location:** Trade school or local facility  
**Length:** 4 hours  
**Cost:** \$1995.00 per class, not to exceed 40 participants  
**Course #:** SV10912-11B1 (Spanish Course # SV20004-11B1)

## Duramax Diesel Engine Performance

More and more GM Duramax 6.6 liter Engines are coming into repair shops with an Engine Performance issue or Check Engine (C/E) Light "ON". Come to this class and get the training and information you need to quickly and correctly diagnose and repair the five generations of this engine:

- Unique Duramax Systems & Components
- New Exhaust Particulate Filter & Service
- Intake Air Heater
- Variable Geometry Turbocharger
- Glow Plug Systems
- High & Low Pressure Fuel Supply Systems
- Common Rail Fuel Injection System
- Fuel Injector Diagnosis
- Engine Management Strategies
- Fuel Injection Control Module (FICM)

**Provider:** DENSO  
**Enroll:** Contact your NAPA Sales Representative  
**Location:** Trade school or local facility  
**Length:** 8.0 hours (2 nights)  
**Cost:** \$4,975 for up to 30 techs (recommend charging \$195 per tech)  
**Course #:** DDP

## Ford Power Stroke Diesel Engine Performance

More and more Ford F-Series Super Duty, Econoline, and Excursion applications with 6.0L and 7.3L Ford Power Stroke Engines are coming into repair shops with a Engine Performance issues or Check Engine (C/E) Lights "ON". This seminar provides the training and information you need to quickly and correctly diagnose and repair:

- Fuel Charging & Control system
- Glow Plug system
- Injection Control Pressure (ICP) system
- Charge Air Cooler
- Fuel Charging & Controls
- Ignition Diagnostic Module
- Wastegate Design Turbocharger
- High Pressure Oil System
- Horizontal Fuel Control Module (HFCM)
- Variable Geometry Design Turbocharger
- Diagnosis & Testing (Codes, No Codes, Self Tests)
- Wiring Diagrams (both E/P and Networking)



**Provider:** DENSO  
**Enroll:** Contact your NAPA Sales Representative  
**Location:** Trade school or local facility  
**Length:** 8.0 hours (2 nights)  
**Cost:** \$4,975 for up to 30 techs (recommend charging \$195 per tech)  
**Course #:** FDP

## Electrical – Schools and Clinics

### Battery Sales and Service Clinic

Provides training on the sales and service of automotive, industrial, fleet and specialty batteries including: computerized cars and batteries; distinctions between automotive, commercial and marine; sales and merchandising; application, testing and charging; stock maintenance; and sales of lead acid storage batteries. The clinic is to help participants increase sales and reduce warranty costs.

**Provider:** NAPA Batteries  
**Enroll:** Contact your NAPA Electrical sales representative.  
**Location:** Trade school or local facility  
**Length:** 1-2 hours  
**Cost:** Free  
**Course #:** 3125

### Electrical System Pro (ESP) 2.0 Clinic

The Electrical System Pro (ESP) 2.0 clinic is a technical presentation that is geared for technicians at all levels of expertise. It can also be adapted for counter and OSS people. It focuses on systematic approaches for diagnosing modern Battery, Charging and Starting systems problems. Optional discussions of 42 volt and hybrid electrical systems are available upon request. The materials are flexible and can be applied to both automotive and heavy duty applications. Clinic presentations can be conducted in classroom settings or as actual "On Car" demonstrations. Custom versions can be prepared for specific needs.

This clinic uses excellent Power Point graphics as well as live demonstrations of system operations, and testing procedures. The clinic materials are frequently updated to cover changes and advancements in system designs and testing procedures. An accompanying service manual is available as part of the clinic materials.

**Provider :** BBB Industries and NAPA ESG  
**Enroll:** Contact your NAPA Electrical sales representative  
**Location:** Trade School or local facility  
**Length:** 3 Hours  
**Cost:** Varies nationwide  
**Course #:** 3443

## Heating & Cooling – Schools and Clinics

### A/C Essentials

This seminar begins with a review of the fundamentals of the A/C process, stages, and components, followed by:

- Automatic A/C Sensors & Systems
- Controller Area Networks
- Gauge Diagnostics.

**Provider:** DENSO  
**Enroll:** Contact your NAPA Sales Representative  
**Length:** Sales Representative-8.0 ( nights)  
**Cost:** \$4,975 for up to 30 techs (recommend charging \$195 per tech) ACS  
**Locations:** Go to <https://web.fluidpower.eaton.com/aboutus.html> to find the 2010 *WH Fluid Conveyance Product School (Level 200)* class schedule. Go to the **Courses** menu and select **Product Training**.  
**Cost:** \$2,000 for up to 30 techs (recommend charging \$95 per tech)

### Air Conditioning Systems

In many parts of the country, air conditioning is somewhat seasonal and as we approach this year's A/C season, it's time to get prepared for the service work that is certain to come your way. This updated course covers the latest diagnostic and service procedures to help address various system performance problems. We'll discuss what's going on with the new R1234yf refrigerant and the J2788 standards

and what it could mean for your business. Learn the procedures that help safeguard against compressor failures and what you can do to help avoid comebacks. You'll get current service information and tech bulletins that can help you keep ahead. All Delphi courses include a comprehensive textbook that has a durable cover to withstand shop use.

This course will help you to have a better understanding of:

- Improved diagnostic strategies: Test, don't guess!
- What causes compressor failures and how to safeguard against them
- What to do if there's sealant in the system
- Effective use of leak detection systems
- Service equipment: Refrigerant identifiers; recovery units
- R1234yf refrigerant and future A/C system development
- If reflash is required
- Oils, dyes, and sealant
- EPA 609 certification
- What's different about hybrid vehicle A/C systems
- Cabin filtration: Hidden opportunity

**Provider:** Delphi Product & Service Solutions  
**Enroll:** Contact your NAPA Under Hood / Delphi representative  
**For:** TE - Novice to Intermediate  
**Type:** Tech  
**Format:** Lecture  
**Location:** Trade school or local facility  
**Length:** 4 hours  
**Cost:** \$1995.00 per class, not to exceed 45 participants  
**Course #:** SV10925-11B1

## Automotive A/C Service Clinic

This informative training session is designed to ensure shop owners and technicians maximize A/C profits by increasing customer satisfaction through the reduction of warranty return issues. This clinic is designed to educate the installer on the importance of the 'Doing it Right----Make it Last' service procedures. The clinic covers A/C theory, system operation, service and current diagnostic procedures of the modern A/C system compared to the system of 'yesterday'. The clinic is conducted by professional A/C trainers.

Clinic Highlights:

- A/C Theory and Operation
- Why do compressors fail and how to prevent a reoccurrence of the same failure
- My pressures are great!!! Why is the system not performing
- Non-clutch engagements and why do the clutches keep 'burning out'
- Does 'flushing' really work and what chemical should I use
- Using temperatures to evaluate system performance
- Condensers: Changes and how to diagnosis problems
- Why is engine cooling system performance so important
- Compressor changes: Fixed displacement – Variable displacement – Scroll – Rotary Vane
- How does a compressor remain lubricated and why do they lose lubricant flow
- Recharge procedures: Recharge machine vs. Cans: Why pressure gauges are not always the answer

**Provider:** CompressorWorks, Inc.  
**Enroll:** Contact your NAPA Gates Heating and Cooling Specialist or Francis Scott, Compressor Works, Inc. Training Manager, 214-364-6272  
**Location:** Local Facility  
**Length:** 3 hours  
**Cost:** Contact your NAPA Gates Heating and Cooling Specialist or Francis Scott, Compressor Works, Inc. Training Manager, 214-364-6272  
**Course #:** 3999001

## Heating and Cooling Training

The NAPA Heating and Cooling online training is designed to give the trainee a basic introduction to the Cooling system focusing on the role of the Radiator, Condenser and Heater Core product lines. A test is available at the end of the training, where a trainee that answers a minimum of 80% of the questions correct will be sent a Heating and Cooling training certification.

**Provider:** NAPA Heating and Cooling  
**Enroll:** Log on at [etraining.spectrapremium.com/napa/cooling](http://etraining.spectrapremium.com/napa/cooling)  
**For:** MGR, TE (NOV), SA  
**Type:** Prod, Tech  
**Format:** Multi Media  
**Location:** Online  
**Length:** 20 Minutes  
**Cost:** \$0  
**Course#:**

## HVAC Advanced Diagnosis Clinic

This clinic is designed to help experienced automotive technicians find the root cause of air-conditioning system failures and to ensure proper system operation after those repairs have been made. "Temperature Testing" will be featured in this clinic. The goal of this program is to present a logical and efficient diagnostic approach to repairing vehicles using either R12 or R134a refrigerants.

**Provider:** DENSO  
**Enroll:** Contact your NAPA Heating & Cooling representative.  
**Location:** Trade school or local facility  
**Length:** 3 hours  
**Course #:** 4110

## Intermittent Electrical & Drivability Diagnosis

DENSO Seminars contain great strategies for thinking your way through a diagnosis. However, most strategies call for duplicating the symptom or code. This can be extremely frustrating with intermittent problems. Faults are usually present and measurable even if the symptoms or codes are intermittent, so we've developed a repeatable strategy for flushing out these elusive faults. Additionally, we have assembled the best tools and tests for isolating faults and validating repairs, including:

- Customer & technician worksheets
- Best practices for voltage measuring tools
- Largely unused DVOM features & functions
- Specific Scan Tool tips & tricks
- Homemade tools for
  - Circuit isolation
  - Fault isolation
  - Load substitution
- Case studies to reinforce every concept

**Provider:** DENSO  
**Enroll:** Contact your NAPA Sales Representative  
**Location:** Trade school or local facility  
**Length:** 8.0 hours  
**Course #:** 4120

## Prestone Heavy Duty Coolants and Cooling Systems

This course is designed to enhance the HD technician's knowledge of today's HD cooling system heat management. The course will discuss differences in today's coolants, inhibitors and PM strategies for the HD market.

- Review heat management on today's HD engines
- Examine common cooling systems failures
- Explain why proper water use makes a difference
- HD Oil and coolant analysis and interpretation
- Understanding inhibitor depletion cause and effects
- Review testing methods on cooling systems
- Understand preventative maintenance procedures
- Cause and effects of cooling system electrolysis
- Discuss HD antifreeze/coolants, SCA technologies and the use of cooling system filters.

**Provider:** Prestone Antifreeze Honeywell consumer products  
**For:** TE, SA, Mgr Heavy Duty Truck Technicians  
**Type:** Task  
**Format:** Lecture, multi media and webinars available  
**Location:** Conference Room  
**Length:** 2.5 hours

**Cost:** 500.00 per clinic, no limit on amount attending.  
**Course #:** TBD This class now available in Spanish

## Prestone Passenger Car Coolants and Cooling Systems

This service seminar is designed to take the confusion out of modern coolants. The course will teach AF technology and common cooling system failures. It will also teach reasons to both sell and recommend cooling system maintenance in way your customers will understand. We will cover

- Common cooling system problems
- Discuss inhibitor depletion
- Silicated, HOAT and OAT antifreeze technologies
- Review testing methods on cooling systems
- Understand preventative maintenance procedures

Cause and effects of cooling system electrolysis

**Provider:** Prestone Antifreeze Honeywell  
**Location:** Conference Room  
**Length:** (2.5 hours nights)  
**Cost:** 500.00 per clinic, no limit on amount attending.  
**Course #:** 4300 IED

This class is now available in Spanish Language

## NAPA Belts/Hose Hydraulic Training

Arm your associates with the hydraulic product knowledge they need to provide optimum safe service to your customers. Hands on training and demonstrations allow the attendees to gain a thorough understanding of hydraulic products and how they work. Gates state-of-the-art Customer Solution Center features technical labs, mobile equipment bays and individual computer workstations.

Topics to be covered:

- Hydraulic technology
- Gates hydraulic products
- Hose identification
- Coupling / thread end identification
- Hands on preparation and hose assembly
- House routing and trouble shooting
- Hydraulic safety
- Hydraulic marketing
- Related selling

**Provider:** NAPA Heating & Cooling  
**Enroll:** Contact your NHCG representative for 2012 training dates  
**Location:** Gates Customer Solution Center, Denver, CO.  
**Length:** 1.5 days  
**Cost:** Contact your NHCG representative  
**Course #:** NAPA Belt & Hose Hydraulic Training

## NAPA Belts/Hose Training

This training offers technicians, owners and shop managers valuable information regarding modern cooling and drive belt systems. The training is offered in a modular format with the sponsoring store able to design the training presentation based on the customers needs. The customer can attend any combination of training modules based on needs and time. The training supports NBH's "Do it once, Do it right!" approach to automotive repairs

### All Courses Provide

- An understanding of automotive systems
- Training to diagnose system failures
- An understanding of the causes and effects of system failures
- How to improve sales and profits
- How to reduce warranties and come backs
- Related sales opportunities

Understanding Automatic Belt Drive Systems (ABDS) (60 min)

- Diagnosing and repairing modern ABD Systems components
- EPDM Belt wear diagnostics
- Tensioners, pulleys and belts
- Pulleys, alignment and tension
- Predicting future failures

#### Timing Belts and Timing Component Kits (TCKs) (30 min)

- Timing systems components, functions and failures
- Doing the complete repair
- Timing belts, pulleys, idlers, cam and oil seals
- Timing hydraulic tensioners

#### Fuel Line Hose (15 min)

- Hose types and fuel requirements
  - Barricade carbureted and fuel injection hose
  - Submersible fuel line hose
- Pressure requirements
- New fuel formulations and additives

#### New Products That Can Make a Difference (30 min)

- Decouplers and One Way clutches
- Stretch Belts
- Belt Alternator Starter Systems (Hybrids)
- Solution Kits for Problem Application
- Barricade Hose

**Provider:** NAPA Heating & Cooling

**Enroll:** Contact your NHCG representative based on availability. Minimum of 15 attendees required

**Location:** On-site

**Length:** Varies by modules selected

**Cost:** Free

**Course #:** Ordered by name

### NAPA Belts/Hose Website for training

This free site offers a full menu of product, sales and technical information for products represented by the NAPA Heating & Cooling Group.

Products covered are:

Belts & Hoses. Thermostats, Radiators, Water Pumps, and Temperature Control

Some Site Contents include: Electronic Parts Catalogs, Parts application by VIN code, Part Number interchange, Parts ID Guide, Tech Tips, Tool Information, Belt Routing Guides, available Training materials courses and videos.

**Provider:** NAPA Heating & Cooling

**Enroll:** None required at this time

**Location:** Conference Room Computer with internet access

**Length:** NA

**Cost:** Free

**Course #:** <http://www.napabeltshose.com/>

### NAPA Belts/Hose Webinar training

This training option offers technicians, owners and shop managers an alternative for providing team members with live; "On Line" training that is high in value and at no cost. Training is Internet based and facilitated through customer's computer / projector. Great for medium size meetings or for training multiple locations.

**Provider:** NAPA Heating & Cooling

**Enroll:** Contact your NHCG representative for additional information

**Location:** Customer phone plus computer with internet connection for up to 100 connections.

**Length:** Typically 1 hour but varies based on needs

**Cost:** Free

**Course #:** Customized but may include any previously mentioned NAPA Belt & Hose training.

## Heavy Duty – Schools and Clinics

### Electrical Troubleshooting Clinic

Presentation on troubleshooting heavy-duty electrical systems and repair. Includes Phillips Electrical Trouble Shooting guide for electrical repair for lighting & wiring repair.

#### Topics Covered:

- Basic heavy-duty vehicle electricity training
- Do's and don'ts of electrical repair
- How to diagnose lighting and wiring problems, including 7-way coiled cables
- "How-to" on tools and products needed to make long-lasting repairs
- Best practices on wiring and electrical repair
- Product to keep on hand for most unexpected electrical repairs

**Provider:** Phillips Industries  
**Enroll:** Contact your NAPA Heavy Duty representative.  
**For:** TE  
**Type:** Tech, Prod  
**Format:** Multimedia, Demonstration  
**Location:** NAPA store or Local Facility  
**Length:** 1.5 hours  
**Cost:** Free

### Heavy Duty Wheel End Maintenance

SKF's Trouble Free Operation (TFO) Program is a proven systems approach to heavy duty wheel-end maintenance. Provides HD technicians with detailed training material and on-site instruction for seal and bearing removal/installation procedures as well as proper wheel-end adjustment.

**Provider:** SKF  
**Enroll:** Contact your NAPA Heavy Duty representative.  
**For:** TE, SA  
**Type:** Tech, Prod, Task  
**Format:** Lecture, Demonstration, Discussion  
**Location:** On-site  
**Length:** 2 Hours  
**Cost:** Free

### NAPA HD Precision and FP Diesel Clinic (PUJ & FPD)

This clinic covers Heavy Duty driveline, the importance of the right application and proper driveline angles. Instruction on how to quickly find specifications in the catalog and identify the correct u-joint & P.T.O.'s. Also covered FP Diesel engine parts and kit introduction and background. Learn coverage, application look-up and OE look-up.

**Provider:** Precision & FP Diesel – Federal-Mogul  
**Enroll:** Contact your NAPA Under Hood Sales Representative  
**Location:** NAPA Store or Local Facility  
**Length:** 45 minutes - 1 hour  
**Cost:** Free  
**Course #**

### National Oil Bath Seals Clinic (NTL)

This clinic provides product design, installation, bearing adjustment procedure, troubleshooting and sales information. Clinic designed to train on features and benefits of National Oil Bath Seals.

**Provider:** National Oil Bath Seals–Federal-Mogul  
**Enroll:** Contact your NAPA Heavy Duty Sales Representative  
**Location:** NAPA Store or Local Facility  
**Length:** 45 minutes - 1 hour  
**Cost:** Free  
**Course #:** 3300

## Weatherhead Fluid Conveyance Product School

This course is offered in either a three-day or three-and-a-half day session in Maumee, OH, Eden Prairie, MN or remote locations. Sessions differ only with respect to location and hands-on equipment training opportunities. The three-and-a-half day session has a special emphasis on assembly equipment training. The three-day session is conducted at regional locations and does not include any hands-on equipment training.

### Who Should Attend

For authorized Weatherhead product distributors and Eaton employees only. This school is appropriate for all employees and principals of Eaton's authorized Weatherhead product distributors. End customers may attend with prior approval from their Eaton Area Sales Manager.

### Topics Covered

- Hose construction
- Hose identification basics
- Proper hose and hose end selection
- Weatherhead technical and promotional literature
- Weatherhead numbering systems
- Coll-O-Crimp® system features
- Sealing method identification basics
- Imperial and metric thread specifications
- Proper tube fitting selection
- Introduction to STC® connectors
- Quick Disconnect™ couplings and swivel joints
- Flexmaster® joints
- FLOCS™ fast lube oil change system

### Completion Requirements

Students will be required to attend and participate in all sessions, exercises, and assignments. In addition, successful completion of this course will require successfully passing a written exam with a score of 70% or higher.

### Provider: NAPA Heavy Duty

Enroll: Contact your NAPA Heavy Duty representative.

For: TE

Type: Prod, Tech

Format: Instructor Led, Video, Hand-on demonstration(Maumee & Eden Prairie only), Multi-media

Locations: go to

<http://www.eaton.com/Eaton/ProductsServices/ProductsbyCategory/Hydraulics/Training/Courses/BrandCertifications/index.htm> At top of page click on "201\* Product Schedule"

Length: Maumee, OH & Eden Prairie, MN = 28 hours total;  
Other locations = 24 hours total

Cost: \$600

## Heavy Duty – Self-Study and Manuals

### Heavy Truck Wheel End Maintenance

Complete self-study guide to trouble free handling and installation of bearings, oil bath seals, hubcaps, lubricants and more.

Provider: SKF publication 457975

Enroll: Contact your NAPA Heavy Duty representative.

For: TE, SA

Type: Tech, Prod, Task

Cost: Free

### Shaft Seals Self Study Guide

A self-study guide for improved HD technician knowledge and fleet efficiency.

Provider: SKF publication 457935

Enroll: Contact your NAPA Heavy Duty representative.

For: TE, SA

Type: Tech, Prod, Task

Cost: Free



## Paint, Body & Equipment – Schools and Clinics

The following information applies to all items in this section unless otherwise noted.

**Provider:** Martin-Senour  
**Enroll:** Contact your Martin-Senour representative.  
**For:** TE  
**Type:** Tech

Training Centers are located in

- Burr Ridge, IL
- Atlanta, GA
- Philadelphia, PA
- Reno, NV
- Grand Prairie, TX
- Cleveland, OH

Contact your Martin-Senour representative or go to website [www.martinsenour-autopaint.com](http://www.martinsenour-autopaint.com) for details on the following schools and clinics.

### E-Learning

- 6H Training
- Jamming module
- New Metal Part Module
- Preparing The Blend Area Module
- Primed Plastic Module
- Repaired Metal Part Module
- Unprimed Plastic Module

The above modules can be found on the Martin Senour Website , click on training. Just sign up for a user name and password to obtain access to the site.

**Location:** Martin-Senour's Training Centers  
**Length:** 1 day  
**Cost:** no charge  
**Course #:**

### Pro//Base™ Certification

This course will certify painters and help Napa personnel to understand our 3 year Warranty Program. The course will instruct the student in the proper application and usage of the Pro//Base™ System. The objective is to improve production targets and maintain the highest quality repair. This course will be divided between classroom time and shop time. After successfully completing this course, you will receive a Painter Certification certificate which is valid for 2 years.

This class is part of the Industry Training Alliance Program and as such, qualifies each participant to apply for 3.00 I-CAR Gold Class points.

Course agenda includes: Safety procedures and equipment; surface preparation and corrosion protection; undercoat systems, options and application; topcoat systems, options and application; chemistry of paint; product positioning; selling concepts and procedures.

**Location:** Martin-Senour's Training Centers  
**Length:** 2.5 days  
**Cost:** \$200 includes lunches  
**Course #:**

### Pro//Base™ Product Training

This course is designed to introduce jobber personnel and sales personnel to the Pro//Base™ Refinish System. The program will be divided between classroom time and shop time. The objective is to improve production targets and maintain the highest quality repair.

Course agenda includes: Safety procedures and equipment; surface preparation and corrosion protection; undercoat systems, options and application; topcoat systems, options and application; chemistry of paint; product positioning; selling concepts and procedures.

**Location:** Martin-Senour's Training Centers  
**Length:** 1 day  
**Cost:** \$100 includes lunches  
**Course #:**

## **Vortex® Application and Color Simplicity**

This course will certify painters and help NAPA personnel to understand our Lifetime Guarantee Program. The course will instruct the student in the proper application and usage of the Vortex® Waterborne System. The objective is to improve production targets and maintain the highest quality repair. After successfully completing this course, you will receive a Painter Certification certificate which is valid for 2 years.

This class is part of the Industry Training Alliance Program and as such, qualifies each participant to apply for 3.00 I-CAR Gold Class points.

Course agenda includes: OEM finishes and repair decisions; blending procedures; production tips; safety procedures and equipment; Low VOC urethane undercoats; Vortex® Waterborne Basecoat/Clearcoat: Color theory; hands-on color adjustment: equipment.

**Location:** Martin-Senour's Training Centers  
**Length:** 2 days  
**Cost:** \$200 includes lunches  
**Course #:** 3750

## **Under Car – Clinics**

### **Ag Bearings 101**

This is an on-site clinic designed to remove the mystery and intimidation from the NAPA ag bearing offering. Covers identification, design and catalog look-up of mounted products and components as well as disc units and specialized agriculture bearings. Includes hand outs, cheat sheets, pocket guides and other application materials that are sure to make ag bearing identification easier for all counter and sales people. Clinic is conducted by SKF's NAPA Bearings and Oil Seals Regional Manager or the NAPA UnderCar District Sales Manager

**Provider:** SKF/NAPA Bearings and Oil Seals  
**Enroll:** Contact your NAPA UnderCar representative.  
**For:** Counterman and Outside Sales  
**Type:** Prod, Sales  
**Format:** Hands on and some multi-media  
**Location:** NAPA Store or local facility  
**Length:** 1-2 hours  
**Cost:** Free

### **All Replacement Hub Units Are Not Created Equal**

Covers features and benefits related to automotive and light truck wheel end hub assemblies. Areas of training include product, technical, installation and safety information for unitized wheel hub bearing assemblies. Includes quality testing and comments regarding manufacturing from SKF's North America Technical Center. Utilizes SKF Technical Truck where available.

**Provider:** SKF/NAPA Bearings and Oil Seals  
**Enroll:** Contact your NAPA Under Car representative.  
**For:** TE, SA, Mgr, OWN  
**Type:** Tech, Sales  
**Format:** Prod, Tech, Sales  
**Location:** On-site  
**Length:** 2.0 hours  
**Cost:** Free

### **Catalytic Converter Clinic**

This clinic explains the types of catalytic converters and how each performs. The legal issues of what you can and cannot do with catalytic converters are also covered.

**Provider:** NAPA Mufflers and Shocks  
**Enroll:** Contact your NAPA Under Car representative.  
**Location:** Trade school or local facility  
**Length:** 1.5 hours  
**Cost:** Free

## Clutch Clinic, Automotive and Light Duty Trucks

Clutch theory: release, engagement, torque capacity and torsion dampers. Clutch operation, part descriptions, correct installation techniques, failure analysis, and flywheel inspection. Release systems: mechanical, hydraulic internal and external slave cylinders and cable types. Hydraulic release system bleeding and testing. Dual Mass Flywheels. Case history studies. Road testing, torque capacity test and basic bench testing. Diesel pick up truck systems. Clutch 101 booklet and certificate included.

**Provider:** Perfection  
**Enroll:** Contact your Under Car or Perfection representative.  
**Location:** Trade school or local facility  
**Length:** 2 hours  
**Cost:** Free  
**Course #:** 101

## Effective Communication - NAPA Exhaust Clinic

You will learn how to increase a shop's communication effectiveness by: knowing keys to successful selling; how to attract & keep customers; understanding the market; enhancing customer communications; properly using NAPA sales tools; understanding new NAPA product technology features.

**Provider:** NAPA Mufflers and Shocks  
**Enroll:** Contact your NAPA Under Car representative.  
**Location:** Trade school or local facility  
**Length:** 1.5 hours  
**Cost:** Free

## Fundamentals of Exhaust & Emission Systems Clinic

This clinic covers the features and benefits of all exhaust products available for domestic and import vehicles. Areas of training include suspension and steering systems, product features and benefits, safety inspections, effective communications, selling techniques and installation tips.

**Provider:** NAPA Mufflers and Shocks  
**Enroll:** Contact your NAPA Under Car representative.  
**Location:** Trade school or local facility  
**Length:** 2 hours  
**Cost:** Free

## Fundamentals of Ride Control Clinic "4 More"

This clinic covers the features and benefits of all ride control products available for domestic and import vehicles. Areas of training include suspension and steering systems, product features and benefits, safety inspections, effective communications, selling techniques and installation tips.

**Provider:** NAPA Mufflers and Shocks  
**Enroll:** Contact your NAPA Under Car representative.  
**Location:** Trade school or local facility  
**Length:** 2 hours  
**Cost:** Free

## Precision U-Joints Clinic (PUJ)

This clinic covers all drivelines from the automobile to P.T.O.'s to Heavy Duty, the importance of the right application and proper driveline angles. Instruction on how to quickly find specifications in the catalog and identify the correct u-joint or yoke.

**Provider:** Precision – Federal-Mogul  
**Enroll:** Contact your NAPA Under Car Sales Representative  
**Location:** NAPA Store or Local Facility  
**Length:** 45 minutes - 1 hour  
**Cost:** Free  
**Course #:** 3310

## Ride Control – Ride and Drive Clinic

This program is a hands-on experience allowing the participant to drive and ride in a vehicle equipped with worn OEM shocks versus NAPA Reflex and Sensa-Trac premium control products. The demonstration also includes:

- Product training and discussing how hydraulic dampers affect a vehicle's handling and safety providing both comfort and control.
- Teach selling skills and techniques to overcome objections.

- Allow participants to experience the handling and performance improvements with Reflex or Sensa-Trac.

**Provider:** NAPA Mufflers and Shocks  
**Enroll:** Contact your NAPA Under Car representative.  
**Location:** Trade school or local facility  
**Length:** 8 hours  
**Cost:** To be announced  
**Course #:** 2287

## Shock Clinic

This clinic covers the features and benefits of the shock product line for domestic and import applications. It also covers merchandising and selling shocks with emphasis on gas shocks. Advance promotional materials and handouts are available to the sponsoring NAPA store. A video of the clinic is also available.

**Provider:** NAPA Mufflers and Shocks  
**Enroll:** Contact your NAPA Under Car representative.  
**Location:** Trade school or local facility  
**Length:** 1 hour  
**Cost:** Free

## Strut Clinic

This clinic covers installing new struts on domestic and import vehicles. Advance promotional materials are available. Participants receive handouts. "The Future Is Now" video also covers how to sell and install struts.

**Provider:** NAPA Mufflers and Shocks  
**Enroll:** Contact your NAPA Under Car representative.  
**Location:** Trade school or local facility  
**Length:** 1 hour  
**Cost:** Free

## Under Car – Self-Study and Manuals

The following information applies to all items in this section unless otherwise noted.

**Provider:** NAPA Mufflers & Shocks  
**Order:** Contact your NAPA Under Car representative.

## Automotive Seals Self Study Guide

Expanding your knowledge of seals and related components.

**Provider:** NAPA Bearings and Oil Seals  
**SKF publication 457492**  
**Enroll:** Contact your NAPA Under Car representative.  
**For:** TE, SA  
**Type:** Tech, Prod, Sales  
**Cost:** Free

## Bearing Self Study Guide

Expanding your knowledge of bearings and related components.

**Provider:** NAPA Bearings and Oil Seals  
**SKF publication 457640**  
**Enroll:** Contact your NAPA Under Car representative.  
**For:** TE, SA  
**Type:** Tech, Prod, Sales  
**Cost:** Free

## Catalytic Converter Replacement

Covers tips for catalytic converter replacement and legal requirements.

Part #: VCEXH02

## The Professional Advantage

Shows an example of a well-run muffler shop. Covers professional telephone techniques, quoting and selling exhaust jobs.

Part #: VCEXH01

## Wheel Bearing and Seals Installation Guide

Covers the removal and installation of seals and bearings on front and rear wheel passenger cars.

Provider: NAPA Bearings and Oil Seals

SKF publication 457809

Enroll: Contact your NAPA Under Car representative.

For: TE (Nov)

Type: Tech

Cost: Free

## Under Hood – Schools and Clinics

### Advanced Fuel System Diagnosis Clinic #106

This course is designed for technicians performing drivability, emission, and tune-up repair. Learn to recognize the fuel delivery needs of modern engines; understand advanced computer fuel controls; become proficient in deciphering wiring schematics; and, increase your diagnostic ability and troubleshooting skills. Seminar includes a learning guide and certificate of completion.

Provider: NAPA Fuel Pumps \ NAPA Gaskets \ Champion \ Sealed Power – Federal-Mogul

Enroll: Contact your NAPA Under Hood representative.

Location: Local facility

Length: 2.5 hours

Cost: Variable

Course #: 3330

### Advanced Fuel Systems including Gasoline Direct Injection (GDI)

As automotive technology continues to evolve, shop owners and professional technicians must revisit fuel systems training and education to ensure proper understanding of design change and diagnostic techniques. This course is specific to fuel systems, fuel pumps, modular reservoir assemblies (MRA), fuel pressure regulators, and fuel injectors. We'll review newer technologies like direct fuel injection and control strategies that will help your shop and technicians to keep pace with the changes in automotive technology. Other discussions in this course will include diagnosis, test procedures, service bulletins and factory updates. All Delphi courses include a comprehensive textbook that has a durable cover to withstand shop use.

This course will help you to have a better understanding of:

- The effects of temperature and pressure on fuel vaporization
- The effects of temperature on fuel condensation
- How to test fuel for alcohol contamination
- Combustion chemistry
- How to identify fuel system delivery types
- In depth fuel system diagnosis
- How to perform functional tests of fuel control and emission control systems

Provider: Delphi Product & Service Solutions

Enroll: Contact your NAPA Under Hood / Delphi representative

For: TE - Intermediate to Experienced

Type: Tech

Format: Lecture

Location: Trade school or local facility

Length: 4 hours

Cost: \$1995.00 per class, not to exceed 45 participants

Course #: SV10928-11B1

## Advanced Scan Tool Diagnostics

Most technicians have been using the Scan Tool for years for more than just pulling codes, but very few get the full potential out of this very powerful tool. In this class you will learn what Scan Tools can and cannot do and get tips for diagnosing certain faults without OEM Scan Tools:

- OEM and aftermarket Scan Tool availability
- Basic Scan Tool navigation
- Programming and options for the aftermarket
- Mode \$06 diagnostic information
- Controller Area Networks (CAN)
- PID grouping skills
- Bi-directional controls for code and no-code diagnostics
- Strategies for finding network faults
- Scan Tool graphing PID relationships and trends
- Scan Tool diagnostic principles case studies

**Provider:** DENSO  
**Enroll:** Contact your NAPA Sales Representative  
**Location:** Trade school or local facility  
**Length:** 8.0 hours (2 nights)  
**Cost:** \$4,975 for up to 30 techs (recommend charging \$195 per tech)  
**Course #:** AST

## Autolite Challenge Ignition Systems and Spark Plug training DVD

This six module training DVD will familiarize the professional tech and parts pro with the following

- Understanding modern spark plug metallurgy
- Function and diagnostics on conventional ignition systems
- Function and diagnostics on DIS ignition systems
- Function and diagnostics on Coil on Plug ignition systems
- Understanding spark plug heat range and parts numbering system
- Misfire diagnostics

**Provider:** Autolite Honeywell Consumer products  
**Enroll:** Contact -Jay M Buckley, Technical Training Manager Honeywell Consumer Products Group 248-629-3680  
**Location:** Your computer or DVD player  
**Length:** 90 minutes  
**Cost:** Free

## Autolite Ignition Systems Overview

With Dave Buckshaw or Hector Olandi

This clinic is intended to familiarize counter sales staff and service advisors with the various types of ignition systems in today's cars. Students will learn how to identify ignition systems components and sensors and understand how they effect engine control and operation.

- Understand primary and secondary ignition operation
- Looking at (reading) spark plugs to identify potential engine issues
- Common no start failures
- Discuss conventional, ESC, and waste spark ignitions
- Checking plug wires
- Discuss importance of ignition systems maintenance
- Introduction to test equipment

**Provider:** Autolite Honeywell Consumer products  
**Enroll:** Contact -Jay M Buckley, Technical Training Manager Honeywell Consumer Products Group 248-629-3680  
**Location:** Local facility or webinar  
**Length:** 90 minutes  
**Cost:** Free when professional tech clinics are scheduled in the evening  
**Course #:** 3201: This class now available in Spanish language

## Autolite Product Knowledge and Sales skills Clinic

This clinic is intended to familiarize counter sales staff and service advisors with the features and benefits of each product within the Autolite ignition family and will provide the associate with-

- What are the differences between copper core, platinum, double platinum and iridium tip spark plugs

- When is one technology preferred over the other?
- Our history and technology, what makes Autolite the preferred choice for ignition products?
- Understanding spark plug heat ranges and the impact on engine operation.
- Review of Autolite numbering system
- Cross reference VS application lookup, when to check both.
- Additional information about Autolite wires, small engine and glow plug products.

**Provider:** Autolite Honeywell Consumer products  
**Enroll:** Contact -Jay M Buckley, Technical Training Manager Honeywell Consumer Products Group 248-629-3680  
**Location:** Local facility or webinar  
**Length:** 90 minutes  
**Cost:** Free when professional tech clinics are scheduled in the evening.  
**Course #:** 3201: This class now available in Spanish language

## Automotive Electronics

With Dave Buckshaw or John Myers or Hector Orlandi

This course is for professional technicians. It will teach fundamental electrical theory, how to perform voltage drop testing, amp draw testing, explain OHM's law, teach how to use a wiring diagram to solve electrical problems.

Get up to speed with modern electronics. Items covered in this class include:

- Understand DC Voltage, current and resistance
- Comprehend Electrical units of measure
- Enhanced understanding of Automotive electrical circuits
- Analyze DC series, parallel and series-parallel circuits
- Review of electrical automotive electronic components and sensors
- How to use and decipher automotive wiring diagrams.

**Provider:** Autolite  
**Enroll:** Contact Jay M Buckley, Technical Training Manager Honeywell Consumer Products Group 248-629, 3680  
**Location:** Local facility or webinar  
**Length:** 3 hours  
**Cost:** 500.00 per clinic, no limit on attendance  
**Course #:** TBD Now available in Spanish language

## Automotive Electronics - TEC 301 - School

Designed for technicians desiring educational instruction on one of today's hottest subjects. Includes hands-on lab exercises diagnosing electrical circuit faults, voltage drop and current testing. This workshop will familiarize the technician with electricity and electronics, from the fundamentals to complex automotive circuits. Become proficient with the diagnostic tools needed to service electrical systems. Learn skills necessary to develop diagnostic strategies and avoid lengthy troubleshooting. Exercises include use of diagnostic tools and demonstrations of various types of automotive electrical repairs following SAE guidelines. Quickly identify electrical failures and recommend the proper repair.

**Provider:** Federal-Mogul  
**Enroll:** Contact your Federal-Mogul Regional Sales Manager  
**Location:** Federal-Mogul TEC Training Center, St. Louis, MO  
**Length:** 2 days  
**Cost:** \$479  
**Course #:** 3301

## Champion Spark Plug Program Clinic (CHA)

This program contains spark plug construction, design, heat range, and combustion characteristics. Learn how to troubleshoot today's engines using the spark plug as a diagnostic tool. Review ignition systems and correct spark plug use for DIS, Coil on Plug and Waste spark designs. Review latest technology in spark plug. Iridium, Platinum and Copper. Outstanding Technician Class.

**Provider:** Champion Spark Plugs – Federal-Mogul  
**Enroll:** Contact your NAPA Under Hood Sales Representative  
**Location:** NAPA Store or Local Facility  
**Length:** 45 minutes - 1 hour  
**Cost:** Free  
**Course #:** 3320



## Chrysler Engine Performance

Daimler-Chrysler vehicles with Code and No Code Faults can be hard to diagnose and repair. Learn about the changes to Powertrain & Transmission controls, with tips and fixes, including the technology used on Daimler Chryslers 5.7L Magnum. With information not available anywhere else, documented using field research, learn how the following systems function:

- Controller Area Network (CAN) Technology
- Drive-By-Wire Systems
- CCD, PCI, SCI, & CAN Network Diagnostic Tips
- Distributor, DIS, & COP Ignition
- Enhanced EVAP, Cat, Misfire, Fuel Trim, & EGR
- Fuel Delivery & Injection Systems
- Cooling Fans and Charging Systems

Includes 100'S of live Scan Tool, Lab Scope, and Graphing Multimeter captures from known good and faulty systems, including combination tests using Actuator Test Mode and voltage/current measurement tools. Learn how to quickly divide diagnostic paths and cut your diagnostic time by at least half!

**Provider:** DENSO

**Enroll:** Contact your NAPA Sales Representative

**Cost:** 500.00 per clinic, no limit on attendance  
\$4,975 for up to 30 techs (recommend \$195 per tech)

**Course #:** CEP

## Conquering Comebacks

It's difficult to build a profitable business by performing comeback repairs. Delphi's service engineering data reveals some interesting facts about root cause component failures. By following specific manufacturer service procedures when performing routine maintenance or replacing various components you will gain assurance that comeback risk is greatly reduced. This course focuses on air conditioning system service to prevent compressor failures and fuel system service to prevent electric fuel pump failures. All Delphi courses include a comprehensive textbook that has a durable cover to withstand shop use.

This course will help you to have a better understanding of:

- R&R requirements for air conditioning compressors
- System service essentials during A/C maintenance or component replacement
- Refrigerant, oil and flushing requirements: what to use and when
- Fuel service procedures
- R&R requirements for electric fuel pump
- What to do when replacing a fuel pump
- What is covered under a manufacturer's warranty and what is rejected
- How to reduce comebacks and increase customer satisfaction

**Provider:** Delphi Product & Service Solutions

**Enroll:** Contact your NAPA Under Hood / Delphi representative

**For:** TE - Novice to Intermediate

**Type:** Tech

**Format:** Lecture

**Location:** Trade school or local facility

**Length:** 4 hours

**Cost:** \$1995.00 per class, not to exceed 45 participants

**Course #:** SV11228-11B1

## Controller Area Networks (CAN) and Multiplexing

For more than two decades, Delphi has been a pioneer in electronic controls and communications; tying electronic modules together on multiplexed (serial) busses. This training course covers the latest CAN bus systems from the mid-1990s through current model year on GM, Ford and Chrysler vehicles. The course covers how to troubleshoot stubborn communications problems with electronic control modules. Practical tips on the uses of meters, scopes, and factory and aftermarket scan tools are combined with theory and real world case studies to demonstrate how to diagnose everything from U-codes to power mode masters to serial bus gateways. All Delphi courses include a comprehensive textbook that has a durable cover to withstand shop use.

This course will help you to have a better understanding of:

- How to identify CAN data and multiplexing bus systems
- Why CAN data and multiplexing is used
- The speeds of the multiplexing data bus systems
- CAN network architecture
- The pins of the DLC
- The communication nodes, module to module communication and message prioritization
- How to use a digital multi-meter on CAN data and multiplexing systems
- How to diagnose CAN data and multiplexing systems with an oscilloscope
- How to identify good and bad traces from an oscilloscope
- How CAN data and multiplexing systems are wired
- Manufacturer differences with CAN data and multiplexing systems

**Provider:** Delphi Product & Service Solutions  
**Enroll:** Contact your NAPA Under Hood / Delphi representative  
**For:** TE - Intermediate to Experienced  
**Type:** Tech  
**Format:** Lecture  
**Location:** Trade school or local facility  
**Length:** 4 hours  
**Cost:** \$1995.00 per class, not to exceed 35 participants  
**Course #:** SV11162-11B1

## Cylinder Head Reconditioning TEC 407 – School

The workshop is designed with a combination of classroom and hands-on education for automotive technicians and machinists involved with cylinder head service and repair. Expand your knowledge of cylinder head reconditioning and sealing characteristics of head gaskets. Analyze components to identify required service and machining procedures. This class includes servicing aluminum and cast iron cylinder heads. Analyze different cleaning methods, milling, pressure testing, straightening, crack detection and repair. Repair techniques such as welding, oven straightening, and stitching pins will be discussed with hands-on demonstrations and shop activities. Hands-on experience will be provided for aluminum and cast iron cylinder head reconditioning with quality parts, tools, and equipment.

**Provider:** Federal-Mogul  
**Enroll:** Contact Federal-Mogul Regional Sales Manager  
**Location:** Federal-Mogul TEC Training Center, St. Louis, MO  
**Length:** 4 days  
**Cost:** \$595.00 each person  
**Course #:**

## Diagnosing and Repairing Catalyst and O2 Monitor Failures

The technology used in controlling the oxygen sensor monitor has become very complex. This advanced course will guide you through the sophisticated strategies of the oxygen sensors and its logic. The many new types of oxygen sensors, from standard zirconia to planar to side band/air fuel, all have different diagnostic techniques. We will also discuss the close relationship of the catalyst efficiency test and oxygen sensor diagnostic strategy. You will learn how to get the most out of your scan tool in diagnosing O2 and catalyst failures, as well as verifying the repair to help prevent unnecessary comebacks. All Delphi courses include a comprehensive textbook that has a durable cover to withstand shop use.

This course will help you to have a better understanding of:

- Criteria affecting the oxygen sensor monitor
- Test methods a technician can use to confirm oxygen sensor failures
- Monitoring oxygen sensor values as a diagnostic aid
- The operation of catalytic converters and what causes failures
- How the power train control module (PCM) identifies inefficient catalytic converter operation
- Criteria affecting the catalyst efficiency monitor and thermostat monitors
- Test methods a technician can use to confirm catalyst failures
- The use of Mode \$05 and Mode \$06 for O2 and catalyst monitor failures

**Provider:** Delphi Product & Service Solutions  
**Enroll:** Contact your NAPA Under Hood / Delphi representative  
**For:** TE - Intermediate to Experienced  
**Type:** Tech

**Format:** Lecture  
**Location:** Trade school or local facility  
**Length:** 4 hours  
**Cost:** \$1995.00 per class, not to exceed 35 participants  
**Course #:** SV11246-11B1

## Diagnosing and Repairing EGR Monitor Failures

The EGR system has evolved from a simple system to a complex monitor in OBD-II vehicles. And did you know the EGR system also affects fuel economy? This course will give you an understanding of how today's systems are monitored, diagnosed and repaired. We will also discuss the EGR system components and testing procedures. You will gain an understanding of the function and purpose of the EGR system, and how it controls emissions. We will also provide information on how to use the scan tool and the Mode \$06 function to aid in diagnosis and how variable valve timing and camshaft phasing can replace the EGR system components. The course will include case studies and tech tips to improve diagnostic time and first time repair. All Delphi courses include a comprehensive textbook that has a durable cover to withstand shop use.

This course will help you to have a better understanding of:

- EGR system components
- EGR and fuel efficiency
- Emissions control
- EGR monitor strategy
- Using the scan tool
- EGR component testing
- Vehicle case study results
- Related tech tips

**Provider:** Delphi Product & Service Solutions  
**Enroll:** Contact your NAPA Under Hood / Delphi representative  
**For:** TE - Intermediate to Experienced  
**Type:** Tech  
**Format:** Lecture  
**Location:** Trade school or local facility  
**Length:** 4 hours  
**Cost:** \$1995.00 per class, not to exceed 35 participants  
**Course #:** SV10921-11B1

## Diagnosing and Repairing Evaporative Monitor Failures

Evaporative emission systems are mandated by the federal government for the control of Volatile Organic Compounds (VOCs). This course is designed to take you through a vehicle's evaporative control system, its components and diagnostic techniques to aid in a timely diagnosis and repair. In this course, we will discuss various system requirements that will help provide an understanding of why the malfunction indicator lamp (MIL) illuminates and the criteria for setting a code. Technicians will also become familiar with systems that use a pump and those that do not. Trying to locate a .020" leak can be very difficult, so we will cover the proper equipment, safety and procedures to do so. We will also demonstrate this by using industry case studies that prove monitor theories and diagnostic techniques. All Delphi courses include a comprehensive textbook that has a durable cover to withstand shop use.

This course is also available in Spanish.

This course will help you to have a better understanding of:

- Evaporative emission control (EVAP) systems (including operation and function)
- OBD-II EVAP monitor components, tests and pump systems
- The criteria affecting the EVAP monitor
- OBD-II EVAP diagnostic trouble codes and EVAP scan tool diagnosis
- Tools and techniques for EVAP leak diagnosis
- Testing for insufficient EVAP flow
- EVAP service bay tests
- Drivability concerns with EVAP systems
- Oxygen sensor operation with EVAP systems
- Using OBD-II monitors to diagnosis and verify repairs
- Evaporative emission component diagnosis

**Provider:** Delphi Product & Service Solutions  
**Enroll:** Contact your NAPA Under Hood / Delphi representative  
**For:** TE - Intermediate to Experienced  
**Type:** Tech  
**Format:** Lecture  
**Location:** Trade school or local facility  
**Length:** 4 hours  
**Cost:** \$1995.00 per class, not to exceed 35 participants  
**Course #:** SV10920-11B1 (Spanish Course # SV20003-11B1)

## Diagnosing and Repairing Fuel Trim and Fuel Control Monitor Failures

Diagnostic techniques have changed over the years as related to fuel control. The quantity of inputs and actuators have more than doubled to keep up with demand of fuel control, and technicians are faced with the challenge of keeping up with these advances in technology every day. This course is designed to give a comprehensive look at the OBD-II fuel monitor operational requirements used by automotive manufactures to meet the stringent standards fuel economy and emission control. In this course, we will review fuel system control monitoring and provide a generic diagnostic strategy process technicians can use to efficiently troubleshoot and repair the system, and provide a method of verifying repair effectiveness. We'll also look at the long- and short-term fuel trim values and discuss how to use fuel trim as a diagnostic tool. We will also examine the use of the scan tool and how Mode \$06 can help with some of the more difficult diagnosis. All Delphi courses include a comprehensive textbook that has a durable cover to withstand shop use.

This course will help you to have a better understanding of:

- Fuel control and Mode \$06
- The enabling, pending, and conflicting criteria affecting the fuel control monitor
- Test methods a technician can use to confirm fuel control failures
- A strategy-based diagnostic procedure to assist technicians in troubleshooting and repairing malfunctioning vehicles while reducing the risk of comebacks
- Fuel trim strategies used by the ECM for fuel control
- Fuel trim diagnosis and possible cause of fuel trim failures
- Tips & techniques for fuel system diagnosis
- Individual component testing

**Provider:** Delphi Product & Service Solutions  
**Enroll:** Contact your NAPA Under Hood / Delphi representative  
**For:** TE - Intermediate to Experienced  
**Type:** Tech  
**Format:** Lecture  
**Location:** Trade school or local facility  
**Length:** 4 hours  
**Cost:** \$1995.00 per class, not to exceed 35 participants  
**Course #:** SV10919-11B1

## Diagnosing and Repairing Misfire Monitor Failures

Misfire monitor failures, something that used to be relatively simple, have joined the ranks of "complex." With this comes the need for technology-driven diagnostic systems because an engine misfire can lead to high emissions and costly destruction of engine management components. In this course, we will discuss the strategies involved in OBD-II vehicles used to decide if a misfire has occurred and how the system knows which cylinder is affected. We will also explore how the PCM detects a misfire, the type of misfire detected, the components that can cause a misfire and the methods used to test them. Information is presented on how to use oscilloscopes and low amp probes to diagnose components like ignition coils and fuel injectors that can cause misfires. We'll also show varying methods used by scan tools, such as graphing and Mode \$06 capabilities. All Delphi courses include a comprehensive textbook that has a durable cover to withstand shop use.

- This course will help you to have a better understanding of: Misfire monitor system and rough road misfire strategies
- Misfire algorithm processing
- Component diagnosis
- Scan tool and oscilloscope diagnosis
- Equipment review

- Misfire detection and diagnostic methods
- Using oscilloscopes and the low amp probe

**Provider:** Delphi Product & Service Solutions  
**Enroll:** Contact your NAPA Under Hood / Delphi representative  
**For:** TE - Intermediate to Experienced  
**Type:** Tech  
**Format:** Lecture  
**Location:** Trade school or local facility  
**Length:** 4 hours  
**Cost:** \$1995.00 per class, not to exceed 35 participants  
**Course #:** SV10918-11B1

## Diagnosing Drivability

This course is designed for the experienced technician as well as those just starting to diagnose drivability problems with diagnostic equipment. Attendees will learn things to look for and tips on working more efficiently when using their diagnostic equipment.

### Misfire Diagnosis

- Diagnosing Ignition Systems (Scan tool and Scope)
- Diagnosing Fuel Injectors (Scan tool and Scope)
- Using Fuel Trim and O2 sensors to check for misfire

### No Code Drivability / Emission Failures

- Failed CAT diagnosis
- EGR Systems
- EVAP systems
- Low Power / Poor Economy

**Provider:** BOSCH  
**Enroll:** Contact your NAPA UHG or Tool and Equipment Sales Representative  
**Location:** Local facility  
**Length:** 3 hours  
**Cost:** Currently there is no charge for the clinic. Pre and Post Clinic Dealer surveys and follow up on behalf of the store is required. We highly encourage a charge (TBD by sponsoring NAPA location) to offset cost of meal and/or provide necessary meeting room arrangements.  
**Course #:** 3900

## Diagnosing Fuel Systems

This course is designed for advanced technicians as well as those beginning to use a scan tool or Oscilloscope. Attendees will learn things to look for and tips on working more efficiently when using their diagnostic equipment.

**Fuel Pumps testing:** Bi-directional testing using a scan tool, Current ramping with a scope, and waveform interpretation. Address the importance of pressure/volume/ and fuel quality and their affect on the fuel pump.

**Injector Testing:** Flow testing with a scan tool. Scope patterns, and understanding of voltage and current as they apply to diagnosing injectors.

**Oxygen Sensor Testing:** Oxygen Sensor heater circuits. Using a scan tool to monitor fuel trim, mode 6, voltage output. Use of waveforms to diagnose problems using the O2 sensor to help diagnose other problems with the vehicle.

**Provider:** BOSCH  
**Enroll:** Contact your NAPA UHG or Tool and Equipment Sales Representative  
**Location:** Local facility  
**Length:** 3 hours  
**Cost:** Currently there is no charge for the clinic. Pre and Post Clinic Dealer surveys and follow up on behalf of the store is required. We highly encourage a charge (TBD by sponsoring NAPA location) to offset cost of meal and/or provide necessary meeting room arrangements.  
**Course #:** 3910

## Domestic & Import Driveability Diagnostic Clinic #101

This seminar assists the technician in the diagnosis of driveability complaints when no codes are stored. Learn diagnostic and repair techniques to bring fuel, ignition, and emission systems up to manufacturer specifications. Improve customer communication skills to understand the vehicle's performance complaint. Seminar includes a learning guide and certificate of completion.

**Provider:** NAPA Fuel Pumps \ NAPA Gaskets \ Champion – Federal-Mogul  
**Enroll:** Contact your NAPA Under Hood representative.  
**Location:** Local facility  
**Length:** 3 hours  
**Cost:** Variable  
**Course #:** 3341

## Duramax Diesel Engine Performance

More and more GM Duramax 6.6 liter Engines are coming into repair shops with an Engine Performance issue or Check Engine (C/E) Light "ON". Come to this class and get the training and information you need to quickly and correctly diagnose and repair the five generations of this engine:

- Unique Duramax Systems & Components
- New Exhaust Particulate Filter & Service
- Intake Air Heater
- Variable Geometry Turbocharger
- Glow Plug Systems
- High & Low Pressure Fuel Supply Systems
- Common Rail Fuel Injection System
- Fuel Injector Diagnosis
- Engine Management Strategies
- Fuel Injection Control Module (FICM)

**Provider:** DENSO  
**Enroll:** Contact your NAPA Sales Representative  
**Location:** Trade school or local facility  
**Length:** 8.0 hours (2 nights)  
**Cost:** \$4,975 for up to 30 techs (recommend charging \$195 per tech)  
**Course #:** DDP

## Echlin Expert Counterperson Training Modules

This course is designed to turn your counterperson into an "Echlin Expert".

**This training includes:**

The online seminars consist of technical and sales training of all Echlin products lines. Online only, [NAPAEchlin.com](http://NAPAEchlin.com) and click on training link

**Topics which will be presented:**

- Guide to ignition Sales
- Guide to FI Sales
- Guide to Emission Sales
- Guide to Battery cable Sales
- Guide to Belden Wire Sales
- Guides ABS Sensor Sales
- Guides to Computer Control Sales

**Provider:** NAPA Echlin  
**Enroll:** [NAPAEchlin.com](http://NAPAEchlin.com)  
**For:** Counter  
**Type:** Prod  
**Format:** web based  
**Length:** 8 Hours  
**Cost:** Free

More modules will be added in 2012.

## Emissions Theory & Diagnostics

Most Technicians must now diagnose emissions and evap system failures. This course will help you evaluate and repair emissions control systems and drivability problems prior to smog/emissions testing. It can also help you maintain professional credentials such as ASE L1 test certification or the BAR 90 certificate. If you are new to Emissions diagnostics, it will provide you a basis to understand OBD-I & II diagnostics, diagnose emissions related drivability DTCs, and diagnose & Repair EVAP system failures:

- Identification & Testing of common emissions failures
- Evaporative Emissions function and testing procedures
- Catalytic converter operation & diagnosis
- Verification tests and PCM reset procedures
- Computerized systems diagnostic chart flow logic
- HC, CO, CO<sub>2</sub>, O<sub>2</sub>, and NO<sub>x</sub> emissions failure diagnosis
- Diagnosing component failures with a 5-gas analyzer

**Provider:** DENSO  
**Enroll:** Contact your NAPA Sales Representative  
**Location:** Trade school or local facility  
**Length:** 8.0 hours (2 nights)  
**Cost:** \$4,975 for up to 30 techs (recommend charging \$195 per tech)  
**Course #:** ETD

## Engine Management Systems

This drivability update course for the professional technician is specific to engine management, inputs signals, output commands, and control systems. We'll cover an overview of PCM/ECM's, powertrain sensors, including air, temperature, load, speed, throttle position and other related input sensors/signals. We'll also cover the latest information on planar O<sub>2</sub> sensors and wideband technology. During this course, we will discuss the characteristics of gasoline types, as well as alcohol-based fuel, and describe how the differences in fuel can affect today's diagnostics and repair processes. Additionally, we'll discuss, scanners/codes, technical service bulletins, diagnostic tips, and the latest factory updates. Today's drivability problems are still some of the most difficult problems for technicians to diagnose and pinpoint. Problem symptoms can often point toward multiple items being the possible cause, when in fact it is usually just one malfunctioning component creating the problem. By utilizing the information and diagnostic tips you learn in this course, you can be able to diagnose drivability problems quicker and more accurately. All Delphi courses include a comprehensive textbook that has a durable cover to withstand shop use.

This course will help you to have a better understanding of:

- The principles behind OBD-II monitors
- The difference between continuous monitors
- How the PCM sets codes and illuminates the MIL
- How OBD-II monitors are applied
- Criteria needed to run each monitor
- Conditions which will affect or disable the monitors
- Difference between continuous and non-continuous monitors
- OBD-II trips and drive cycles
- Criteria used to set codes and illuminate the MIL

**Provider:** Delphi Product & Service Solutions  
**Enroll:** Contact your NAPA Under Hood / Delphi representative  
**For:** TE - Intermediate to Experienced  
**Type:** Tech  
**Format:** Lecture **Location:** Trade school or local facility  
**Length:** 4 hours  
**Cost:** \$1995.00 per class, not to exceed 45 participants  
**Course #:** SV10924-11B1

## Engine Performance and Drivability I - TEC 304 - School

Designed using a combination of classroom and hands-on education to keep technicians current on changing vehicles management systems for Asian and Domestic vehicles. Engine operating control strategies and components are reviewed as they relate to OBD II. This course will help technicians become more proficient in using the information the scan tool provides for diagnostics. Real world problems will be diagnosed in our state-of-the-art service bays and the necessary system repairs will be performed using the latest diagnostic equipment. Establish a foundation utilizing 'strategy based diagnostics'. Popular DTC's from the Department of Motor Vehicle's Top Ten list will be looked at in class and diagnosed in the service bays.

**Provider:** Federal-Mogul



**Enroll:** Contact your Federal-Mogul Regional Sales Manager  
**Location:** Federal-Mogul TEC Training Center, St. Louis, MO  
**Length:** 2.5 days  
**Cost:** \$549.00  
**Course #:** 3304

## Engine Performance and Drivability II - TEC 307 - School

This workshop will concentrate on the most common driveability problems encountered on Asian and Domestic vehicles. The workshop is designed with a combination of classroom and hands-on education. Engine Misfires are one of the highest causes of the Check Engine Light being illuminated. Problems ranging from Ignition to Fuel Delivery to Engine Mechanical can be the cause a Misfire DTC. Both in-cylinder pressure transducers and manifold vacuum transducers can reduce valuable diagnostic and teardown time on today's Variable Valve Timing equipped multi-cam engines. The use of this equipment will be demonstrated in the service bays. Evaporative Emissions systems continue to change and be the cause of Check Engine Light illumination. NEW Evap system technologies will be explored. Technicians will learn to test the function of various engine management systems to validate root causes for many types of Engine Performance related problems. System repairs will be performed in our state-of-the art service bays. Explore the industry's newest aftermarket test equipment and procedures available for fast, efficient vehicle repair.

**Provider:** Federal-Mogul  
**Enroll:** Contact your Federal-Mogul Regional Sales Manager  
**Location:** Federal-Mogul TEC Training Center, St. Louis, MO  
**Length:** 2 days  
**Cost:** \$439.00 each person  
**Course #:** 3307

## Enhanced Ignition & Fuel Testing Clinic #104

Designed for automotive repair technicians, this class concentrates on coil on plug and coil near plug ignition systems, operations and diagnostic. Knowledge is gained on advanced fuel system diagnostics.

**Provider:** NAPA Fuel Pumps \ NAPA Gaskets \ Champion – Federal-Mogul  
**Enroll:** Contact your NAPA Under Hood representative  
**Location:** Local facility  
**Length:** 2.5 hours  
**Cost:** Variable  
**Course #:** 3410

## EPTS1: Ford 6.0L & 6.4L Power Stroke Diesel

This one night class will cover pattern failure and diagnosis of Ford's 6.0L Power Stroke diesel engines.

Many systems and components on these engines have a high failure rate and diagnosis is not hard if you know where to look.

### This Training Includes:

This course is designed to provide technicians the information they need to diagnose and fix these engine platforms quickly and accurately. Case studies will be used to demonstrate diagnostic techniques and pattern failures. A comparison between OE and aftermarket scan tools will be made to improve your understanding of the available data and how it can be used.

### Topics which will be presented:

- A complete breakdown of the changes in the 6.0: and 6.4L engines
- The use of scan data to troubleshoot the fuel injection system
- Variable vane turbo operation and troubleshooting
- Fuel delivery, HEUI Injection, and high pressure oil systems
- EGR system failures
- PCM Sensor and actuator operation and diagnosis
- Introduction to the new 6.4L engine and detailed best service practice for these engines

**Provider:** NAPA Echlin  
**Enroll:** Contact your NAPA Underhood/Echlin Representative  
**For:** TE  
**Type:** Tech  
**Format:** Interactive  
**Location:** Trade School or Local Facility  
**Length:** 4 Hours

Cost: \$1799 (Recommended \$89/Tech)

## EPTS2: Diagnose the Top GM Drivability Problems

This one night seminar will inform you about pattern failures, and provide techniques to make your diagnostics more efficient on GM Engine Control Systems. Field developed techniques will shorten your diagnostic time while providing accurate results. Case studies allow you to see the techniques in action and you will be prepared to "think outside the book."

### This Training Includes:

This one-night interactive training program is packed with Power Tips and diagnostic techniques covering GM fuel delivery including fuel pump control modules, fuel injection including SIDI, throttle controls, ignition and emission control. Diagnostic techniques will be demonstrated in a case study format. Dozens of field developed techniques and repair tips are included in the class and the manual.

### Topics which will be presented:

- Cassette Ignition System Diagnosis
- Throttle Actuator Control Diagnosis
- Cam Phasing Diagnosis
- Fuel Trim and O2 Sensor Diagnosis
- Fuel Delivery and Fuel Injection
- Diagnosis flex fuel Vehicles
- Active Fuel Management

Provider: NAPA Echlin  
 Enroll: Contact your NAPA Underhood/Echlin Representative  
 For: TE  
 Type: Tech  
 Format: Interactive  
 Location: Trade School or Local Facility  
 Length: 8 Hours  
 Cost: \$3499 (Recommended \$179/Tech)

## EPTS3: Diagnose the Top Ford Drivability Problems

Ford engine control systems present unique symptoms and pattern failures which can be difficult to diagnose. Fuel delivery and variable valve timing are common areas for failure.

We will provide techniques to make diagnostics more efficient and accurate on these systems. Field developed techniques will shorten your diagnostic time while providing accurate results.

### This Training Includes:

This one-night interactive training program is packed with Power Tips and diagnostic techniques covering Ford fuel delivery including fuel pump control modules, fuel injection, throttle controls, ignition and emission control. Diagnostic techniques will be demonstrated in a case study format. Dozens of field developed techniques and repair tips are included in the class and the manual.

### Topics which will be presented:

- How to solve Electronic Throttle Control issues
- How to solve PATS issues
- How to solve Fuel Trim DTCs
- How to solve ESM EGR system DTCs
- Misfire diagnosis using CAN Mode \$06
- How to analyze Freeze Frame and live scan data
- How to effectively analyze scan data graphs and lab scope waveforms
- Streamlined diagnostic techniques that are quick and accurate

Provider: NAPA Echlin  
 Enroll: Contact your NAPA Underhood/Echlin Representative  
 For: TE  
 Type: Tech  
 Format: Interactive  
 Location: Trade School or Local Facility  
 Length: 8 Hours

**Cost:** \$3499 (Recommended \$179/Tech)

## EPTS4: Toyota/Lexus Engine Performance

This one night seminar will cover the latest changes to Toyota/Lexus Engine Controls.

Get up to date on the latest Toyota/Lexus vehicle control systems including throttle controls, valve timing controls, and the many types of EVAP systems Toyota employs.

You will learn to "think outside the book" with common sense diagnostic techniques which will save time and improve accuracy.

### This Training Includes:

Learn how CAN OBDII has changed the way Toyota/Lexus vehicles set and report DTCs, Freeze Frames, and scan tool data PIDS. Learn diagnosis and repair of the latest EVAP systems from Toyota. See the application of active testing using the Toyota OE scan tool as well as the latest aftermarket offerings. Join in the diagnosis and repair of several case studies using real world vehicle failures.

### Topics which will be presented:

- Fuel and Ignition system analysis
- Variable Valve Timing
- Electronic Throttle Control
- Mass Airflow Sensor diagnostics
- Toyota's version of the Air Fuel Sensor
- The Toyota "Pump Type" EVAP system
- Case studies to demonstrate diagnostic techniques

**Provider:** NAPA Echlin  
**Enroll:** Contact your NAPA Underhood/Echlin Representative  
**For:** TE  
**Type:** Tech  
**Format:** Interactive  
**Location:** Trade School or Local Facility  
**Length:** 4 Hours  
**Cost:** \$1799 (Recommended \$89/Tech)

## EPTS5: Hybrid Service & Repair

This one night seminar is designed to demonstrate the most common repairs and services required on Hybrid vehicles.

With more than 2 million units on the road and over 22 models being sold, the service and repair demands for these vehicles will drive them into your shop.

Be prepared to safely and efficiently repair these vehicles

### This Training Includes:

The class will start with information on the latest Hybrid models and technology. Next we will focus on the systems that require service and what you need to be prepared to take care of them. We will demonstrate diagnostic and repair techniques that can be performed at your shop. We will show how the OE scan tools report information and how aftermarket tools compare.

### Information will be presented on:

- High Voltage Components and Service
- Jump Starting
- Battery Charging for HV and Auxiliary Batteries
- HVAC System service and repair
- Cooling system service and repair
- Brake and wheel service issues
- Case studies on real vehicles to demonstrate the service and repair opportunities

**Provider:** NAPA Echlin  
**Enroll:** Contact your NAPA Underhood/Echlin Representative  
**For:** TE  
**Type:** Tech  
**Format:** Interactive  
**Location:** Trade School or Local Facility  
**Length:** 4 Hours

**Cost:** \$1799 (Recommended \$89/Tech)

## **EPTS6: Solving the Top 10 DTCs**

The one night seminar provides diagnostic insights on solving the DTCs (Diagnostic Trouble Codes) you will see the most in your shop.

This course uses field developed techniques designed to shorten diagnostic time.

10 case studies allow you to see the techniques in action. Learn to “think outside the book.”

### **This Training Includes:**

This class will demonstrate effective diagnostic techniques which can be applied immediately. The DTCs were chosen through a compilation of numerous surveys and real world experience. The diagnostic strategies will be demonstrated on 10 specific vehicles but can be applied in most situations. For each DTC, the class will cover the definition, the criteria for setting the DTC, action taken by the PCM when the DTC sets, diagnosis, and follow up with a case study.

Power Tips will point out pattern failures for a variety of manufacturers. This class will help you to have a better understanding of these DTCs, how they affect other systems, and how to diagnose them using a variety of scan tools.

### **Topics which will be presented:**

- Pattern Failures
- DTC Set Parameters
- DTC Repair Verification
- EVAP Systems
- Fuel trim Diagnosis
- EGR Systems
- MAF and MAP Sensor DTC Diagnosis
- Streamlined diagnostic techniques that are quick and accurate
- Data mining techniques to quickly find the information you need
- Specific DTC strategies for numerous vehicles
- Reset and relearn procedures

**Provider:** NAPA Echlin

**Enroll:** Contact your NAPA Underhood/Echlin Representative

**For:** TE

**Type:** Tech

**Format:** Interactive

**Location:** Trade School or Local Facility

**Length:** 4 Hours

**Cost:** \$1799 (Recommended \$89/Tech)

## **EPTS7: Electrical Diagnostic Strategies**

This one night seminar will introduce new techniques that can be applied to common electrical problems.

Become prepared to troubleshoot the complex electrical systems on today's cars and into the future.

New tools and procedures will be demonstrated on real world failures.

### **This Training Includes:**

This class will discuss automotive electrical and electronic components and test procedures. New techniques and tools will be demonstrated while diagnosing numerous failed components and systems. We will identify components, trace circuits, and locate critical test points in wiring schematics from a variety of vehicle manufacturers.

Throughout the class we will use tools ranging from the simple test light to the lab scope to improve your ability to diagnose electrical problems. Diagnostic strategies will be demonstrated using case studies of real vehicle failures.

After attending this class you will have techniques to apply to the diagnosis of any electrical system on the automobile.

### **Topics which will be presented:**

- Avoid common pitfalls when using test equipment
- Case studies on actual vehicles to demonstrate the techniques and equipment
- Effective electrical test procedures that can be applied tomorrow
- How to quickly differentiate between wiring and component faults
- How to make fewer tests that provide greater diagnostic information

- How to tackle a complex wiring system and find the root cause of a problem

**Provider:** NAPA Echlin  
**Enroll:** Contact your NAPA Underhood/Echlin Representative  
**For:** TE  
**Type:** Tech  
**Format:** Interactive  
**Location:** Trade School or Local Facility  
**Length:** 4 Hours  
**Cost:** \$1799 (Recommended \$89/Tech)

## EPTS8: Misfire Diagnostic Strategies

The one night seminar will introduce new techniques that can be applied to misfire DTCs or misfires that don't set codes but cause customer complaints.

Become prepared to troubleshoot misfires caused by fuel, ignition, timing, or engine mechanical faults.

New tools and procedures will be demonstrated on real world failures.

### This Training Includes:

This class will prepare technicians to diagnose tough misfire issues on a variety of vehicles. Sometimes, the DTCs don't direct the technician to a specific cylinder or the correct cylinder; let alone the root cause of the misfire. Learn to quickly determine if a misfire is caused by fuel, ignition, timing, or mechanical conditions. During this class we will use scan data, scope waveforms, and other tools to locate misfires.

### Topics which will be presented:

- Efficient diagnostic procedures that can be applied to many different vehicle brands
- How to avoid common pitfalls when diagnosing misfire DTCs
- Case studies on actual vehicles to demonstrate the techniques and equipment
- Effective test procedures that can be applied tomorrow
- How to quickly differentiate between fuel, ignition, and engine mechanical misfires
- How to make fewer tests that provide greater diagnostic information
- How to tackle multiple or random misfire DTCs on a variety of vehicle makes

**Provider:** NAPA Echlin  
**Enroll:** Contact your NAPA Underhood/Echlin Representative  
**For:** TE  
**Type:** Tech  
**Format:** Interactive  
**Location:** Trade School or Local Facility  
**Length:** 4 Hours  
**Cost:** \$1799 (Recommended \$89/Tech)

## EPTS9: No-Code Diagnostics

This one night seminar will introduce new techniques that can be applied to engine performance symptoms that either do not set a DTC or set unrelated DTCs. Be prepared to troubleshoot symptoms caused by fuel, ignition, timing, engine control systems and components, or engine mechanical faults. Techniques and procedures will be demonstrated on real world failures.

### Training Includes:

How to service the vehicle when it runs bad, stalls, won't start, is hard to start, cuts out, hesitates, but there are no codes. Or, the codes that are set don't make sense or are no help in finding a diagnostic direction.

Some of the situations that occur after vehicles are put into service were never considered by the engineers that designed the on-board diagnostic system. When incorrect parts are installed or there are intermittent connections in the wiring, the PCM might not be able to run a successful diagnostic.

### Topics which will be presented:

- Efficient diagnostic procedures that can be applied to many different vehicle brands
- Use scan data, waveforms, factory information, and common sense to determine the cause for a variety of symptoms that the PCM is unable to diagnose
- Cause studies on actual vehicles are used to demonstrate the techniques and equipment
- Effective test procedures that can be applied tomorrow

- How to quickly find direction on symptoms that do not set a DTC
- How to make fewer tests that provide greater diagnostic information
- Dealing with vehicles with multiple failure layers

**Provider:** NAPA Echlin  
**Enroll:** Contact your NAPA Underhood/Echlin Representative  
**For:** TE  
**Type:** Tech  
**Format:** Interactive  
**Location:** Trade School or Local Facility  
**Length:** 4 Hours  
**Cost:** \$1799 (Recommended \$89/Tech)

## Ford Engine Performance

Ford OEM repair information lacks system operation and strategic details that give you the diagnostic edge. With information not available anywhere else, documented using field research, you will learn how the following systems function:

- How Ford PCMs monitor voltage drops for diagnostics
- CAN & Mode 06 information
- Extensive Misfire diagnostics information
- Multiple EVAP & EGR system testing options
- Rear Fuel Trim
- 6-circuit stepper-motors used for idle and EVAP purge control

**Provider:** DENSO  
**Enroll:** Contact your NAPA Sales Representative  
**Location:** Trade school or local facility  
**Length:** 8.0 hours (2 nights)  
**Cost:** \$4,975 for up to 30 techs (recommend \$195 per tech)  
**Course #:** FEP

## Ford Power Stroke Diesel Engine Performance

More and more Ford F-Series Super Duty, Econoline, and Excursion applications with 6.0L and 7.3L Ford Powerstroke Engines are coming into repair shops with a Engine Performance issues or Check Engine (C/E) Lights "ON". This seminar provides the training and information you need to quickly and correctly diagnose and repair:

- Fuel Charging & Control system
- Glow Plug system
- Injection Control Pressure (ICP) system
- Charge Air Cooler
- Fuel Charging & Controls
- Ignition Diagnostic Module
- Wastegate Design Turbocharger
- High Pressure Oil System
- Horizontal Fuel Control Module (HFCM)
- Variable Geometry Design Turbocharger
- Diagnosis & Testing (Codes, No Codes, Self Tests)
- Wiring Diagrams (both E/P and Networking)

**Provider:** DENSO  
**Enroll:** Contact your NAPA Sales Representative  
**Location:** Trade school or local facility  
**Length:** 8.0 hours (2 nights)  
**Cost:** \$4,975 for up to 30 techs (recommend charging \$195 per tech)  
**Course #:** FDP

## Fuel Pump Program Clinic (NFP)

This program contains technical information on mechanical to electrical module fuel pumps. This also covers features & benefits of these fuel systems. Fuel pump installation procedure and flushing fuel systems process. Also covered the CV1000 diagnostic tool.

**Provider:** NAPA Fuel Pumps - Federal-Mogul  
**Enroll:** Contact your NAPA Under Hood Sales Representative  
**Location:** NAPA Store or Local Facility

Length: 45 minutes - 1 hour  
 Cost: Free  
 Course # 3340

## Fuel System Delivery Clinic #102

This course is designed to give technical information on electronic fuel systems – the operations, troubleshooting both pressure and electrical, and repair. Explore fuel pump diagnosis and system maintenance, learn new systems including returnless and make diagnostic recommendations.

Provider: NAPA Fuel Pumps - Federal-Mogul  
 Enroll: Contact your NAPA Under Hood representative.  
 Location: Local facility  
 Length: 2.5 hours  
 Cost: Variable

## Fuel Systems Diagnostics - TEC 306 - School

This course is designed for technicians servicing drivability, emission, and tune-up repair on today's vehicles using a combination of classroom and hands-on education. Several fuel delivery system types will be reviewed and diagnostic procedures will be explained using today's most common testing equipment. A complete comprehensive study of the vehicles fuel delivery system ranging from the fuel pump to the fuel injector will be covered. Fuel trim diagnostics will be explained and applied using enhanced scan tool information. In depth lab scope diagnostics will be performed in our service bays to diagnose fuel delivery and fuel injector concerns. Proper fuel pressure and volume testing techniques will be covered using various types of shop equipment.

Provider: Federal-Mogul  
 Enroll: Contact your Federal-Mogul Regional Sales Manager  
 Location: Federal-Mogul TEC Training Center, St. Louis, MO  
 Length: 2.5 days  
 Cost: \$549  
 Course #: 3306

## Fuel Trim & Misfire Diagnostics Clinic #105

This seminar will show how to diagnose engine performance related problems through using fuel trim information. Emphasis is placed on fuel and ignition related misfires, engine mechanical problems (cylinder sealing), exhaust systems & faulty sensor inputs. Learn how to understand the relationship between lambda and fuel trim and use this information to diagnose engine performance issues.

Provider: NAPA Fuel Pumps \ NAPA Gaskets \ Champion \ Sealed Power – Federal-Mogul  
 Enroll: Contact your NAPA Under Hood representative.  
 Location: Local facility  
 Length: 2.5 hours  
 Cost: Variable  
 Course #:

## General Motors Engine Performance

The push for better performance and lower emissions has resulted in some complex new technologies on General Motors vehicles. This seminar provides concise system explanations and unique testing procedures for these new systems, as well as many new diagnostic strategies for testing systems back to 1996. With information not available anywhere else, documented using field research, you will learn how the following systems function:

- Displacement On Demand
- Direct Injection (2,500 psi!)
- Controller Area Network (CAN)
- Variable Camshaft Timing Systems
- Multiple Drive-By-Wire Variations
- All Ignition & Fuel Systems
- Enhanced EVAP, Misfire, Fuel Trim, & EGR

Provider: DENSO  
 Enroll: Contact your NAPA Sales Representative  
 Location: Trade school or local facility  
 Length: 8.0 hours (2 nights)  
 Cost: \$4,975 for up to 30 techs (recommend charging \$195 per tech)  
 Course #: GEP



## High Performance Engine Service and Sealing TEC 405- School

Designed for the "street/strip" enthusiast and experienced machinist. Acquire knowledge and instruction on the selection and application of Speed-Pro and Fel-Pro performance parts. Calculate engine displacement, compression ratio, cam and piston selection. Measure cylinder head combustion area. Discuss the outcome when selecting high performance engine parts. Hands-on experience will be provided in critical machining procedures. Knowledge is gained on design changes for proper component selection, assembly and sealing of engines.

**Provider:** Federal-Mogul  
**Enroll:** Contact Federal-Mogul Regional Sales Manager  
**Location:** Federal-Mogul TEC Training Center, St. Louis, MO  
**Length:** 4 days  
**Cost:** \$595.00 each person  
**Course #:** 3410

## Honda/Acura Engine Performance

The Honda/Acura product line has grown and the vehicles and systems are much more complicated. This seminar includes hundreds of live Scan Tool, Lab Scope, and Graphing Multimeter captures from known good and faulty systems, as well as, voltage & current measurements. This information is not in the factory manual or in your repair information system! With information not available anywhere else, documented using field research, you will learn how the following systems function:

- SCS Diagnostics
- Drive-By-Wire Systems
- VTEC and i-VTEC Systems & Var Intake Manifolds
- Onboard Ignition Voltage Monitoring
- Multi-Speed Fuel Pumps & Air Bypass Systems
- Extensive HO2S and A/F Sensor Diagnostics
- Electronic Load Detection Charging Systems
- Hybrid Vehicle Service

**Provider:** DENSO  
**Enroll:** Contact your NAPA Sales Representative  
**Location:** Trade school or local facility  
**Length:** 8.0 hours (2 nights)  
**Cost:** \$4,975 for up to 30 techs (recommend \$195 per tech)  
**Course #:** HEP

## Hybrid Electric Vehicles – First Look

This course is intended to provide an overview of hybrid electric vehicles (HEVs) and covers the different hybrid designs, systems and operation principles. It will help today's automotive technicians prepare for the future of servicing and retaining current customers who purchase hybrid electric vehicles. This course will introduce shop owners and technicians to HEVs. We will cover the history of hybrids and review different hybrid types and designs. This course also covers proper safety practices and precautions when using specialty tools or performing basic service on HEVs. All Delphi courses include a comprehensive textbook that has a durable cover to withstand shop use.

**This course is also available in Spanish.**

This course will help you to have a better understanding of:

- The importance of safety while servicing HEVs
- Different types of hybrids
- Hybrid designs
- How high voltage (HV) batteries are constructed and recharged by regenerative braking
- The function of an inverter
- The function of a direct current (DC) to DC converter in an HV system
- Alternating current (AC) motor applications in hybrids
- The idle stop features of hybrids
- The basics of servicing hybrid vehicles

**Provider:** Delphi Product & Service Solutions  
**Enroll:** Contact your NAPA Under Hood / Delphi representative  
**For:** TE - Novice to Intermediate  
**Type:** Tech

**Format:** Lecture  
**Location:** Trade school or local facility  
**Length:** 4 hours  
**Cost:** \$2295.00 per class, not to exceed 30 participants  
**Course #:** SV10908-11B1 (Spanish Course # SV20005-11B1)

## Hybrid Electric Vehicles – For First Responders

Toyota Prius, Ford Escape Hybrid, Honda Civic Hybrid, Cadillac Escalade Hybrid, the list goes on and on. All kinds of hybrid electric vehicles are on the road today. Each year thousands of them are involved in accidents and roadside breakdowns. Most have potentially lethal levels of high voltage electrical current that can further complicate the jobs of police, fire, rescue and recovery personnel. We want to help you stay as safe as possible by providing hands on practical and accurate training in the handling of hybrid vehicle high voltage situations. All Delphi courses include a comprehensive textbook that has a durable cover to withstand shop use.

This course will help you to have a better understanding of:

- Quick access to clear and accurate information for handling hybrid vehicle rescue or recovery events safely
- Myth busting information for hybrid vehicles involved in collisions, floods, and roadside break downs
- High voltage shut down procedures, victim extrication do's and don'ts, jump starting and towing best practices
- Hidden 12 volt and High Voltage (HV) battery pack disconnect locations, high voltage capacitor concerns and shift lock release information – listed model by model
- Heavy-duty book to keep in rescue or recovery vehicle containing full color pictures and procedures all listed vehicle by vehicle for quick reference

**Provider:** Delphi Product & Service Solutions  
**Enroll:** Contact your NAPA Under Hood / Delphi representative  
**For:** First Responders (Fire, Police, EMS, Public Safety) - Novice to Intermediate  
**Type:** Task  
**Format:** Lecture  
**Location:** Trade school or local facility  
**Length:** 4 hours  
**Cost:** \$2295.00 per class, not to exceed 30 participants  
**Course #:** SV11117-11B1

## Hybrid Electric Vehicles – Service and Maintenance

This course is designed to educate technicians and shop owners on proper methods when servicing and maintaining hybrid vehicles. One of the most important aspects of this type of work is maintaining proper safety precautions – it is crucial when dealing with high voltage vehicles. The electronic components on these vehicles are often complex and expensive; therefore, proper diagnostic techniques and procedures are also crucial. Hybrid vehicles differ from year and manufacturer, and this course will guide you through the differences and similarities of the various hybrid vehicles you are likely to service. All Delphi courses include a comprehensive textbook that has a durable cover to withstand shop use.

This course will help you to have a better understanding of:

- The importance of safety while servicing hybrid electric vehicles
- Various hybrid platforms and configurations
- Hybrid designs (Series hybrid, Parallel hybrid, and Series-Parallel hybrid)
- Engine technologies used in hybrid vehicles
- High voltage (HV) battery construction, servicing and precautions
- Procedures for understanding and servicing brake systems in hybrid vehicles
- How to enter service or inspection modes for in shop repairs

**Provider:** Delphi Product & Service Solutions  
**Enroll:** Contact your NAPA Under Hood / Delphi representative  
**For:** TE - Intermediate to Experienced  
**Type:** Tech  
**Format:** Lecture  
**Location:** Trade school or local facility  
**Length:** 4 hours  
**Cost:** \$2295.00 per class, not to exceed 30 participants

Course #: SV11240-11B1

## Hybrid Vehicle Safety & Service

Unlike other Hybrid vehicle training, this class does not go into hours of technical explanation for systems you will never repair. The premise of this class is that you need to know what systems you can work on, what systems to leave alone, and how to safely and profitably service these vehicles. Every Hybrid vehicle still has a PCM, a gas engine, hydraulic brakes, and standard vehicle components. **THIS CLASS TAKES THE MYSTERY OUT OF THESE VEHICLES** and gets them in-and-out of the service bay profitably and quickly:

- Driving and operating characteristics
- Safety information
- Disabling procedures for the high-voltage systems
- Drive-By-Wire throttle controls
- Power conversion & inversion
- Normal engine services (fluids, mechanical repairs)
- Dual cooling systems
- Regenerative braking

Provider: **DENSO**

Contact: Contact your NAPA Sales Representative

Cost: \$4,975 for up to 30 techs (recommend charging \$195 per tech)

## Ignition Systems Diagnostics – TEC 305 – School

This workshop is designed for technicians servicing driveability, emission and tune up repair on today's vehicle using a combination of classroom and hands-on education. Modern Ignition systems of all types will be discussed. Enhanced Scan Tool data used to diagnose P0300 Misfire DTC's will be covered. Primary and Secondary Ignition waveform diagnostics will be performed in the service bays using a variety of lab scope test equipment to aid in diagnosis of No Code misfires. Mode 6 diagnostics are put to the test on problem vehicles. Techniques to help the technician become more proficient at diagnosing problems such as hard start, no start, and intermittent misfire related DTC's using aftermarket scan tools and test equipment for quick and accurate analysis will be emphasized.

Provider: **Federal-Mogul**

Enroll: Contact your Federal-Mogul Regional Sales Manager

Location: Federal-Mogul TEC Training Center, St. Louis, MO

Length: 2 days

Cost: \$479

Course #:

## Intermittent Electrical & Drivability Diagnosis

DENSO Seminars contain great strategies for thinking your way through a diagnosis. However, most strategies call for duplicating the symptom or code. This can be extremely frustrating with intermittent problems. Faults are usually present and measurable even if the symptoms or codes are intermittent, so we've developed a repeatable strategy for flushing out these elusive faults. Additionally, we have assembled the best tools and tests for isolating faults and validating repairs, including:

- Customer & technician worksheets
- Best practices for voltage measuring tools
- Largely unused DVOM features & functions
- Specific Scan Tool tips & tricks
- Homemade tools for
  - Circuit isolation
  - Fault isolation
  - Load substitution
- Case studies to reinforce every concept

Provider: **DENSO**

Enroll: Contact your NAPA Sales Representative

Location: Trade school or local facility

Length: 8.0 hours (2 nights)

Cost: \$4,975 for up to 30 techs (recommend charging \$195 per tech)

Course #: IED

## Lower Block Reconditioning and Sealing TEC 404 - School

Designed with a combination of classroom and hands-on education for automotive repair technicians and machinists involved in engine rebuilding. Disassembly, cleaning, critical measurements and selection of the proper sequence in reconditioning will be thoroughly covered.

Cylinder boring and honing, surface milling and connecting rod reconditioning will all be demonstrated using proven techniques and tools. Assembly preparation will also be discussed for engine components. The technician will leave with the knowledge to make a determination of what machine shop services are required along with selecting the proper replacement parts for performance and service life. Knowledge is gained on O.E. design changes for proper assembly and sealing of aluminum and cast iron engines; analyze failed composition of O.E. and replacement gaskets.

**Provider:** Federal-Mogul  
**Enroll:** Contact your Federal-Mogul Regional Sales Manager  
**Location:** Federal-Mogul TEC Training Center, St. Louis, MO  
**Length:** 4 days  
**Cost:** \$595.00 each person  
**Course #:** 3390

## Mode \$06 Data and Drive Cycle Diagnostics

Mode \$06 data is some of the most misunderstood and underused scan tool data available on today's vehicles. This course will help you understand and interpret Mode \$06 data in order to use it to its full advantage. Mode \$06 diagnostic skills also give the technician the opportunity to identify marginally performing components and advise the vehicle owner of future potential problems. Combined with drive cycle diagnostics, Mode \$06 diagnostic skills can be looked at as a kind of "insurance policy" against unnecessary comebacks. All Delphi courses include a comprehensive textbook that has a durable cover to withstand shop use.

This course is also available in Spanish.

This course will help you to have a better understanding of:

- Decoding Mode \$06
- Non-continuous monitor raw data and test results
- Monitor IDs (MID), Test IDs (TID) and component IDs (CID)
- Mode \$06 test values, results, test limits, limit types and values
- OBD-II trips and drive cycles
- The criteria used to set codes and illuminate the MIL lamp

**Provider:** Delphi Product & Service Solutions  
**Enroll:** Contact your NAPA Under Hood / Delphi representative  
**For:** TE - Intermediate to Experienced  
**Type:** Tech  
**Format:** Lecture  
**Location:** Trade school or local facility  
**Length:** 4 hours  
**Cost:** \$1995.00 per class, not exceed 35 participants  
**Course #:** SV10922-11B1 (Spanish Course # SV20006-11B1)

## Modern Power Train Management

With Dave Buckshaw or Hector Orlandi

This course is for professional technicians. It will teach how today's onboard microprocessors interact and control vehicle systems. The modern control module and data bus will be explored from OBD2's inception the SAE J1850 protocol to today's CAN BUS serial network. Items covered in this class include-

- PCM's, TCM's (transmissions) and ECM's.
- Sensors and functions
- DTC's, No code failures, EPA readiness tests
- On board testing, Fuel trim analysis, Crank angle calibration, Misfire diagnosis.
- Anti-Theft, VATS and PASSKEY interaction
- OEM vs Aftermarket scan tools
- Programming subscriptions, how to get started programming ecm's and pcm's.

**Provider:** Autolite  
**Enroll:** Contact Jay M Buckley, Technical Training Manager Honeywell Consumer Products Group 248-629, 3680  
**Location:** Local facility or webinar  
**Length:** 3 hours  
**Cost:** 500.00 per clinic, no limit on attendance

Course #: 3211: This class now available in Spanish language

## NAPA Gaskets by Fel-Pro Clinic (FPG)

This clinic covers basic product training class with information about problem solver gaskets, how to use them and what sealer to apply. Learn product installation tips, features & benefits, PDP & Severe Duty Gaskets, how to sell and packaging review. Instruction on how to effectively use the catalog and additional catalog tips and features.

**Provider:** NAPA Gaskets by Fel-Pro – Federal-Mogul  
**Enroll:** Contact your NAPA Under Hood Sales Representative  
**Location:** NAPA Store or Local Facility  
**Length:** 45 minutes - 1 hour  
**Cost:** Free  
**Course #**

## NAPA Lamps Clinic (LMP)

This clinic covers product installation tips, features & benefits, how to sell, premium product including Long Life Minis and HID's.

**Provider:** NAPA Lamps – Federal-Mogul  
**Enroll:** Contact your NAPA Under Hood Sales Representative  
**Location:** NAPA Store or Local Facility  
**Length:** 45 minutes - 1 hour  
**Cost:** Free  
**Course #**

## NGK Spark Plugs Ignition Clinic

This clinic is intended to familiarize counter sales staff, service advisors and service technicians with technical and current trends within the spark plug, ignition wire and coil-on-plug product groups. This clinic will provide the associate with-

- What are the differences between nickel, platinum, and iridium tip spark plugs
- When is one technology preferred over the other?
- Our history and technology, what makes NGK the #1 OEM brand and the preferred choice for ignition products
- Understanding spark plug heat ranges and the impact on engine operation
- Import wire sets and their future
- Additional information about NGK wires, non-automotive plugs and glow plug products

**Provider:** NGK Spark Plugs  
**Enroll:** Contact – Ann Robinson, National Accounts Manager, NGK Spark Plugs 248-926-6334  
**For:** TE  
**Type:** Prod, Tech  
**Format:** Hands-on  
**Location:** Local facility  
**Length:** 90 minutes  
**Cost:** Free  
**Course#:** TBD

## NAPA Windshield (WIP)

This clinic covers basic product training on all wiper product offerings, connector styles, installation tips and features and benefits. Instruction on how to effectively use the catalog for proper application look up.

**Provider:** NAPA Wipers – Federal-Mogul  
**Enroll:** Contact your NAPA Under Hood Sales Representative  
**Location:** NAPA Store or Local Facility  
**Length:** 45 minutes - 1 hour  
**Cost:** Free  
**Course #**

## Nissan & Mitsubishi Engine Performance

Nissan & Mitsubishi OEM repair information lacks the system operation and strategic details to give you the diagnostic edge. This seminar provides you with information not available anywhere else, documented using field research, you will learn how the following systems function:

- How Nissan and Mitsubishi PCMs monitor voltage
- 2-Speed Fuel Pump Control

- Hidden Nissan & Mitsubishi engine management strategies
- EGR, EVAP, and other Emissions Systems
- Distributor, Coil-On-Plug, and DIS Ignition Systems
- Detailed Monitor & Trouble Code information
- Network Communications (Controller Area Network)
- 6-circuit stepper motors used for idle and EVAP purge control

**Provider:** DENSO  
**Enroll:** Contact your NAPA Sales Representative  
**Location:** Trade school or local facility  
**Length:** 8.0 hours (2 nights)  
**Cost:** \$4,975 for up to 30 techs (recommend \$195 per tech)  
**Course #:** NEP

## OBDII & Coil on Plug Clinic #103

This seminar covers the strategies for using scan tools on OBD II systems. Learn how the system works and how to incorporate into present drivability strategies. Become proficient in the various monitoring systems for common applications. Learn the Coil on Plug systems for GM, Ford and Chrysler.

**Provider:** NAPA Fuel Pumps \ NAPA Gaskets \ Champion – Federal-Mogul  
**Enroll:** Contact your NAPA Under Hood representative.  
**Location:** Local facility  
**Length:** 2.5 hours  
**Cost:** Variable  
**Course #:**

## Selling Strategies

Selling Strategies is a seminar for anyone involved in selling. Sales representatives for any segment of the automotive business will add tools to their selling skills to become more effective in selling to new or existing customer base. The topics covered will help company reps, warehouse and store sales people become more effective in not only getting new business, but also making sure the customers gets what they want from your products or services.

- Buying personalities, who are you selling to and what motivates them?
- Buying decisions, Why choose your product or service?
- Features and Benefits selling, What will your offering do for me?
- Customer Communications, Speaking and writing more effectively
- Selling Yourself, What the customer wants to know about you?
- The selling process, What is the natural order of the selling process?
- Written and Oral presentations, How to be effective in less time.

**Provider:** Honeywell  
**For:** Sales, Task  
**Length:** Two 8 Hour Days  
**Cost:** \$400 per day, no limit on attendees  
**Course #:** 3800

## Toyota/Lexus/Scion Engine Performance

Toyota is now the largest manufacturer in the U.S. with millions of units in operation. This seminar prepares you to diagnose the engine and emissions control systems on these vehicles, and is packed with critical information that explains how to test & repair OBD II Systems and includes tips and strategies for those troublesome OBD I components and systems (1990-1995). This seminar provides you with information not available anywhere else, documented using field research, you will learn how the following systems function:

- Revised OBD II Drive Cycles
- Diagnostic Strategies
- Engine Position Signals (NE, G1, G2, etc).
- Fuel Injectors & Variable Speed Fuel Pumps
- IAC, EGR, & Enhanced EVAP Diagnosis
- Oxygen & Air/Fuel Sensors & Heaters
- Variable Valve Timing (VVT-i & VVTL-i)
- Acoustic Control Induction Systems (ACIS)
- Direct Gas Injection Systems
- Distributor, DIS, Coil On Plug, and Combination (COP & DIS) Ignition

**Provider:** DENSO  
**Enroll:** Contact your NAPA Sales Representative  
**Location:** Trade school or local facility  
**Length:** 8.0 hours (2 nights)  
**Cost:** \$4,975 for up to 30 techs (recommend \$195 per tech)  
**Course #:** TEP

## Vehicle Maintenance and Repairs for MPG

It's been reported that up to 60% of vehicles on the road today have maintenance issues that are being ignored. Many have severe underperformed, or non-performed service that is having a significant impact on fuel economy. This course is designed to help shop owners identify service opportunities. We'll also provide the skills to help create an organized, comprehensive inspection and performance analysis process using known methods and information to create meaningful service recommendations for the vehicle owner. Often, these services result in improved fuel economy, performance and longer vehicle life. This course is targeted to service writers/advisors, owners and technicians who perform repairs and services. The business will benefit from uncovering needed maintenance that may have gone unattended. Additionally, the customers will benefit from having an optimally performing vehicle that can help enhance fuel economy, improve performance and reduce emissions. All Delphi courses include a comprehensive textbook that has a durable cover to withstand shop use.

### TOPICS COVERED INCLUDE:

- Should you redefine your business strategy?
- Are you focused on repair-driven service, or maintenance-driven service?
- See why many shops are making maintenance services a priority.
- Total vehicle inspection process that includes underhood and undercar systems and components
- How to integrate the OE preventive maintained schedule to standard and non-standard operation
- How to promote maintenance services and perform other fuel-saving services
- Create a comprehensive, bumper-to-bumper vehicle report including engine performance, safety, and preventative maintenance information
- Develop a unique method for performing in-depth inspections and maintenance assessments
- Integrate the process into your overall marketing and customer-retention promotions model

### BENEFITS TO THE INDEPENDENT SHOP AND TECHNICIANS

- Using this process to capture the lost repairs and maintenance business that may be going to the competition
- Leverage various maintenance schedules, inspection lists, and sales approaches to communicate a process that will focus on fuel economy and the consumers' awareness of gas prices
- Opportunity to fill bays with higher-return maintenance services
- How to capture repeat business
- How to get customers to make and keep future commitments
- Improve bay traffic throughput
- More maintenance work to perform – less-demanding, higher margins
- Providing a valuable service that keeps your customer returning on a planned, regular basis

### BENEFITS TO CUSTOMERS

- Maximize the fuel economy and extending the life of their vehicle
- Increase customer's awareness of how performing maintenance will reduce more costly repairs later
- Higher vehicle resale due to keeping current on preventative maintenance
- Promotes consumer confidence by helping to mitigate breakdowns due to lack of maintenance

**Provider:** Delphi Product & Service Solutions  
**Enroll:** Contact your NAPA Under Hood / Delphi representative  
**For:** SA, Mgr, Own, and TE - Novice to Intermediate  
**Type:** Mgmt, Sales, and Tech  
**Format:** Lecture  
**Location:** Trade school or local facility  
**Length:** 4 hours  
**Cost:** \$1995.00 per class, not to exceed 45 participants  
**Course #:** SV10930-11B1



## Volkswagen/Audi Engine Performance

The German product line has continued to grow over the past few decades, and the vehicles and systems are much more complicated. This seminar includes the latest tips and fixes from our talented instructors as well as hundreds of live Scan Tool, Lab Scope, and Graphing Multimeter captures from known good and faulty systems, including voltage & current measurements. This information is not in the factory manual or in your repair information system. **With information not available anywhere else, documented using field research, you will learn how the following systems function:**

- "Current Track" Wiring Schematics
- Repair information on ignition, fuel, and emissions
- Throttle Adaptation
- Test & repair Volkswagen & Audi OBD-II Systems
- Diagnosing faults that are flow chart resistant
- Module Coding, the infamously cryptic "Measuring Blocks"

Provider: DENSO  
 Enroll: Contact your NAPA Sales Representative  
 Location: Trade school or local facility  
 Length: 8.0 hours (2 nights)  
 Cost: \$4,975 for up to 30 techs (recommend \$195 per tech)  
 Course #: VEP

## Under Hood – Self Study and Manuals

### NAPA Filtration eLearning

Our goal is to provide you with the most complete and up-to-date information on filter construction, filtration technologies and proper installation. It includes three levels: Tech Level, Expert Level and Master Level. Once you complete a level you will receive a certificate of completion.

#### NAPA Automotive Light Truck Part I

Description:

You will learn:

- The Value of Filtration
- Good Filtration
- Measuring Filter Performance
- Importance of Periodic Maintenance/ Correct Oil
- Buying a Durable Filter
- True Cost of Neglected Oil
- Oil Filter Construction
- Our Brand is Better than Brand X
- Fuel Filters Fit and Function

Provider: NAPA Filter – Filtration eLearning Center  
 Location: [www.napafilters.com](http://www.napafilters.com)  
 Format: Self Study  
 Cost: Free  
 Course: Tech Level

#### NAPA Automotive Light Truck Part II

Description:

- Establish a Filter Replacement Schedule
- Air Filter Replacement Tips
- Installing the Correct Filter
- How Cabin Air Filters Work, Features & Locations

Provider: NAPA Filter – Filtration eLearning Center  
 Location: [www.napafilters.com](http://www.napafilters.com)  
 Format: Self Study  
 Cost: Free  
 Course : Tech Level

## Other

### Advanced Service Advisor Course

This training is based off of the sound principles and procedures that are instilled in the SIP course 3 days of intense training, engagement, practicing and role playing. Attain specific Automotive Service Advisor skills and realize the true potential of your repair facility.

Role-Play Exercises:

- Booking the next appointment
- Presenting an Inspection
- Presenting an Estimate
- Presenting an Invoice
- Performing and getting paid for Diagnosis
- Dealing with Phone-in Customers
- Dealing with upset customers
- Internal marketing
- Growing referral business
- Managing a team
- MFM – My Fault Management

In this course you will:

- Learn to present Inspections on every vehicle for maintenance & safety
- Utilize proper scheduling systems and procedures
- Attain proper Technician to Service Advisor ratio
- Book the next appointment window sticker program each and every time
- Work Order write-up tools & parts matrixing programs
- Utilize consistent, customer value added maintenance programs
- Have a Team Labor Management System (TLMS) in place
- Utilize proper diagnostic systems & procedures using diagnostic labor rate

Provider: Total Automotive Consulting & Training (TACT)  
 Enroll:  
 For: Shop Owners, Management, Service Advisor  
 Type:  
 Format: Classroom  
 Location: Local facility  
 Length: 3 days  
 Cost: \$1395 per Registrant  
 Course#: TBD

### Introductory to ProShop

This brief session which usually takes place in the evening after supper gives a sample of how powerful the ProShop teachings are how these systems and procedures if implemented can transform even poorly run shops into profitable and successful centers of business. TACT encourages NAPA reps to find current and perhaps more importantly new potential accounts to attend this course.

Provider: Total Automotive Consulting & Training (TACT)  
 Enroll:  
 For: Shop Owners, Management, Service Advisors  
 Type:  
 Format: Classroom  
 Location: Local facility  
 Length: 1 evening, 6:00PM – 9:00PM  
 Cost: \$1750 for the session. Free for ASP's to attend  
 Course#: TBD

### NAPA Lamp Education – Fundamentals of Lamps

This PDF was designed to teach Technicians the fundamentals of Eiko lighting, now available in NAPA stores. It includes sections on how lamps produce light, the elements of a lamp and lamps base types, as well as general lighting terms and information.

Provider: NAPA  
 Enroll: N/A  
 For: TE  
 Type: Prod  
 Format: Multimedia (PDF)  
 Location: N/A  
 Length: N/A  
 Cost: N/A  
 Course #: N/A

## NAPA ProShop Performance Groups

Typically 10-16 members per group. This is a monthly session (January-July, September-November) where members bring their concerns, questions and numbers to the course where a trained professional consultant analyses, guides and aids each member, as a group and one on one, about the very best ways to implement the teachings of the SIP course and how best to train, engage, mentor, measure and manage their personnel, business clients and customers.

Provider: Total Automotive Consulting & Training (TACT)  
 Enroll:  
 For: Shop Owners and Management of ASP  
 Type:  
 Format: Classroom  
 Location: Local facility  
 Length: monthly  
 Cost: \$3950 per group per month

## NAPA Windshield Product Clinic

The clinic covers product knowledge of all WIP product groups, application information and sales techniques. The clinic is aimed at counter personnel and installer customers. These are to be conducted by the UnderHood Sales Group District Sales Manager upon request.

Provider: NAPA Windshield Products  
 Enroll: Contact your NAPA UnderHood Sales Group representative.  
 Location: Local facility  
 Length: 1 hour  
 Cost: Free

Course#: TBD

## NSFT – NAPA Sales Force Training

Deals with NAPA representatives and relationship building with shop owners and building parts purchasing loyalty. Valuable as well to NAPA reps who wish to bring on new accounts and strengthen current ASP relationships.

Provider: Total Automotive Consulting & Training (TACT)  
 Enroll:  
 For: NAPA Sales Staff  
 Type:  
 Format: Classroom  
 Location: Local facility  
 Length: 2 days  
 Cost: \$390 per person billed to NAPA DC  
 Course#: TBD

## Shop Improvement Program Training (SIP Program)

In three solid interactive training days you, your Service Advisor and/or your technicians will be in a much better position to take better care of your customer, save them money and allow your shop to be more profitable than ever before. Deals with increasing productivity and efficiency with the Automotive Service Providers (ASP) business, from the technician through to Ownership. This is the course that starts the ball rolling for the monthly performance groups.

In this course we will:

- Provide Service Advisors with the organizational tools & skills to operate a highly efficient & profitable repair facility.

- Provide a true and accurate Service Advisor job description.
- Present & write profitable work-orders.
- Provide advanced selling techniques, word usage and communication skills.
- Introduce the WOW factor to remove stress from your customer.
- Help you to understand and recognize your customers needs.
- Help you to sell & promote the benefits of your facility.

**Provider:** Total Automotive Consulting & Training (TACT)  
**Enroll:**  
**For:** Shop Owners, Management, Technicians, Apprentices and Service Advisors  
**Type:**  
**Format:** Classroom  
**Location:** Local facility  
**Length:** 3 days  
**Cost:** \$995 per Registrant, \$195 per NAPA Representative  
**Course#:** TBD

## Speaking Engagement

David Meunier and his team of automotive management training professionals have spoke at a variety of events put on by many different organizations. From 30 minutes talks, focus groups, discussion panels, town hall meetings and auditorium mass gatherings to several hour-long engagements. Dave and his team regularly speak at national and international conventions across North and South American always in association with NAPA or its affiliates within the industry.

**Provider:** Total Automotive Consulting & Training (TACT)  
**Enroll:**  
**For:** Automotive Industry  
**Type:**  
**Format:** Classroom  
**Location:** Local facility  
**Length:** 1 day  
**Cost:** \$2995 per event. Increased price if event runs 2 or several days. Expenses may be factored in.  
**Course#:** TBD

## Valvoline Lubricants Product Knowledge – Valvoline Learning Solutions

Valvoline Learning Solutions (VLS) is an online training system that's absolutely free. This Internet-based program is easy to use and can be accessed 24-hours-a-day through our Website at [www.learnvalvoline.com](http://www.learnvalvoline.com). Learn at your own pace, without the need for an instructor. Simply log on and take courses designed specifically for your role. VLS contains interactive courses designed to familiarize you with Valvoline Products, their benefits, and their application. (Many courses are also offered in Spanish.)

Once a course is selected, experience true interactive learning, not boring blocks of text. Our learning specialists work with experts in product engineering, customer relations, and auto-service management to deliver content in a fun and engaging environment. You can even test your skills before you use the real world through a series of quizzes and simulations.

**Provider:** Valvoline  
**Enroll:** Contact your Valvoline representative.  
**Location:** N/A  
**Length:** 30 mins. Per course  
**Cost:** Free  
**Available**  
**Courses:** DuraBlend® Motor Oil

NextGen Recycled Motor Oils  
 MaxLife® ATF  
 MaxLife® Motor Oil  
 SynPower® Motor Oil  
 Zerex® Antifreeze/Coolant  
 Developing Motor Oil  
 Lubrication Basics  
 Braking System  
 Transmission System  
 Power Steering System

Cooling System  
The Combustion Engine  
Automotive Systems  
Oil System Service

Course #: V-6667