

SHOP TRAINING

2024 **NAPA Des Moines**



Proud Member of
Training Managers Council
ATMC



Technical, Sales and Management Training Programs:



Technicians



Service Advisors



Shop Owners and Managers



AUTOTECH



AUTOTECH

April 15th – 18th

Timing Chain Advanced Diagnostics Using Scopes, Transducers & Scan Tools

\$100 per seat

Locations

Timing Chain Advanced Diagnostics Using Scopes, Transducers and Scan Tools

Course No: 7305

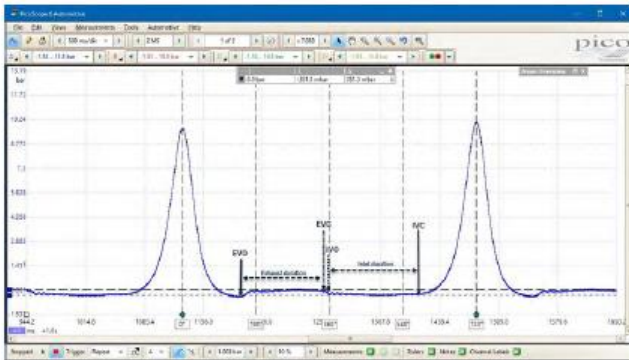
An engine needs three things to run: air, fuel, and ignition. This class will focus on "air" – getting it in, compressing it, and getting it out again.

A variety of testing techniques will be taught, using the scan tool and DSO (Digital Storage Oscilloscope) to inspect and identify engine mechanical problems that impact the engine's volumetric efficiency and its mechanical ability to compress the air/fuel mixture. Examples of "known good" and "known bad" will be included to help the student understand the concepts presented.

Recommended for A and B level technicians

- Digital Storage Oscilloscopes (DSO)
- Scope setup to read pressure
- Relative compression
- Cranking compression
- Scan tool resources
- Volumetric Efficiency (VE)
- Crank and cam sensors
- CKP and CMP patterns
- In-cylinder running pressure test

- *Can you diagnose bad timing chains without opening an engine?*
- *What tools do I need to achieve this capability?*
- *What does a bad waveform look like?*
- *What other diagnosis' can we make from this measurement?*



Dinner and book will be provided.

Monday, Apr 15th 6 - 9 PM

Pizza Ranch

425 US-30

Carroll, IA 51401



Tuesday, Apr 16th 6 - 9 PM

Holiday Inn Express & Suites

8789 Plum Drive

Urbandale, IA 50322



Wednesday, Apr 17th 6 - 9 PM

Residence Inn

730 33rd Ave SW

Cedar Rapids, IA 52404



Thursday, Apr 18th 6 - 9 PM

Scott Community College

500 Belmont Rd

Riverdale, IA 52722 (Quad Cities)



Dealer Name: _____ Account # _____

Contact Name: _____

Address: _____

Phone: _____ Email: _____

Servicing Store Town: _____ Servicing Store #: _____

Are you a Gold Certified



?

YES

NO

Attendees



AUTOTECH

June 3rd – 6th

Gasoline Direct Injection- Operation & Diagnostics

\$100 per seat

Locations

Gasoline Direct Injection – Operation and Diagnostics

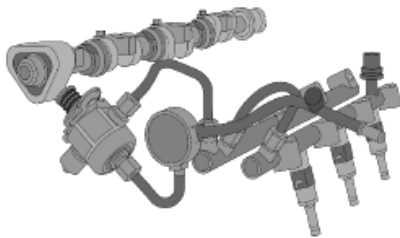
Course No: 7203

The purpose of direct fuel injection is to improve fuel economy and reduce tailpipe emissions through a precisely metered fuel charge delivered directly to the combustion chamber. Direct injection can significantly increase horsepower and torque, reduce hydrocarbons, and improve fuel economy.

This course provides students with the background to diagnose faults in direct injection fuel systems using service information and a variety of test equipment.

Recommended for all levels of Technicians

- Operation and purpose of direct fuel injection
 - Low-pressure side: fuel pump, fuel pump control module, low-side fuel pressure control
 - High-pressure side: high-pressure fuel pump
 - Fuel injectors, fuel pressure sensor
 - Engine misfire and valve deposit faults
- *What issues arise with Direct Injection?*
 - *Does my diagnosis differ versus MPFI?*
 - *What features are related to this technology?*



Dinner and book will be provided.

Monday, Jun 3rd 6 - 9 PM

Holiday Inn Express & Suites

8789 Plum Drive

Urbandale, IA 50322



Tuesday, Jun 4th 6 - 9 PM

Pizza Ranch

425 US-30

Carroll, IA 51401



Wednesday, Jun 5th 6 - 9 PM

Country Inn and Suites

2605 SE 16th St

Ames, IA 50010



Thursday, Jun 6th 6 - 9 PM

Residence Inn

730 33rd Ave SW

Cedar Rapids, IA 52404



Dealer Name: _____ Account # _____

Contact Name: _____

Address: _____

Phone: _____ Email: _____

Servicing Store Town: _____ Servicing Store #: _____

Are you a Gold Certified



?

YES

NO

Attendees



AUTOTECH

August 19th – 22nd

Automotive Electrical: From A to CAN

\$100 per seat

Locations

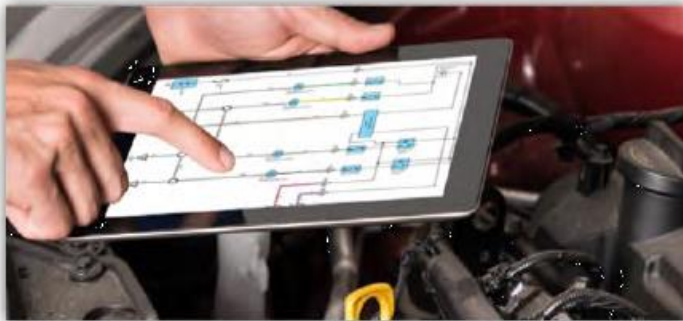
Automotive Electrical: From A to CAN

Course No: 7015

You know the names of many electrical testing techniques. Do you know how to perform these tests, or analyze their results? We will teach you how to determine the proper electrical tests for these systems and shed light on the best practices of electrical diagnosis.

Recommended for A and B level Technicians

- Utilize high and low current probes
- Demystify scope coupling (AC/DC) and signal filtration
- Capture relative compression without disassembly
- Quickly break down ignition waveforms
- Learn how to use your power probe without damaging a control module
- Cure hard-to-fix electrical noise issues
- Discover fast and simple electrical short finding techniques
- Analyze Controller Area Networking (CAN) signal



Monday, Aug 19th 6 - 9 PM

Pizza Ranch

425 US-30

Carroll, IA 51401

Tuesday, Aug 20th 6 - 9 PM

Holiday Inn Express & Suites

8789 Plum Drive

Urbandale, IA 50322

Wednesday, Aug 21st 6 - 9 PM

Indian Hills Community College

608 Indian Hills Dr

(ATC Building - Door 11)

Ottumwa, IA 52501

Thursday, Aug 22nd 6 - 9 PM

Scott Community College

500 Belmont Rd

Riverdale, IA 52722 (Quad Cities)

Dinner and book will be provided.

Dealer Name: _____ Account # _____

Contact Name: _____

Address: _____

Phone: _____ Email: _____

Servicing Store Town: _____ Servicing Store #: _____

Are you a Gold Certified



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YES

NO

Attendees



AUTOTECH September 30th – October 3rd

Vehicle Communication Diagnostics

\$100 per seat

Locations

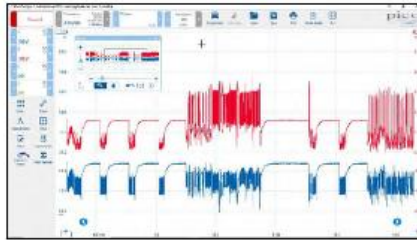
Vehicle Communication Diagnostics *NEW – Available July 2024* Course No: 7402

Communication faults can be daunting. What type of fault is it? Where is the fault located? Is it a module or a harness issue? In this course you will first identify the type of network you're working with; CAN bus, LIN bus, FLEXRAY, K-Line. Once identified, you can verify the signal you should be seeing on your scope. We will identify architectures, common voltage amplitudes for testing and overall network integrity testing.

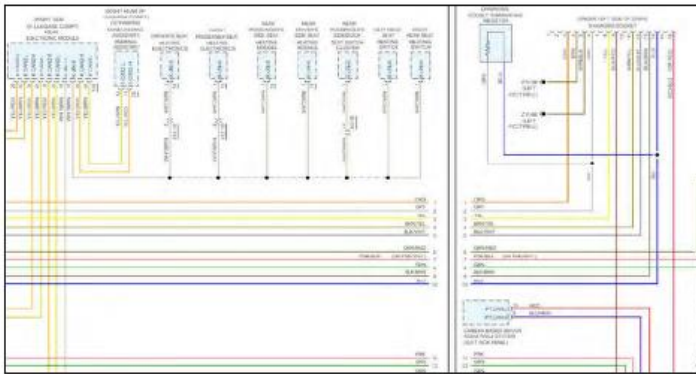
As always this is a holistic approach using your scan tools, service information, scope and multimeters to find the fault fast.

Recommended for all levels of technicians

- Identify the Network
- Test Network Integrity
- Bypass Testing Harness or Module
- Verify and Analyze Communication Signals
- Locating The Fault



- How many different types of network architecture exist in modern vehicles?
- How can you know what good communication looks like?
- Is the scan tool, the scope, or the multimeter the best tool for network diagnostics?
- What information is most helpful when a communication fault is intermittent?



Dinner and book will be provided.

Monday, Sept 30th 6 - 9 PM

Country Inn and Suites
2605 SE 16th St
Ames, IA 50010



Tuesday, Oct 1st 6 - 9 PM

Indian Hills Community College
608 Indian Hills Dr
(ATC Building - Door 11)
Otumwa, IA 52501



Wednesday, Oct 2nd 6 - 9 PM

Residence Inn
730 33rd Ave SW
Cedar Rapids, IA 52404



Thursday, Oct 3rd 6 - 9 PM

Scott Community College
500 Belmont Rd
Riverdale, IA 52722 (Quad Cities)



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 Servicing Store Town: _____ Servicing Store #: _____

Are you a Gold Certified



?

YES

NO

Attendees

November 18th – 21st

Advance Engine Diagnostics

\$100 per seat

Locations

Advanced Engine Diagnostics *NEW – Available October 2024* Course No: 7403

Oftentimes, a vehicle arrives in your bay after several faults have compounded into one customer complaint. This course will guide you through complex multifaceted driveability diagnostics. You will learn how to use scan tools, scopes, and multimeters to isolate faults and break down the causes.

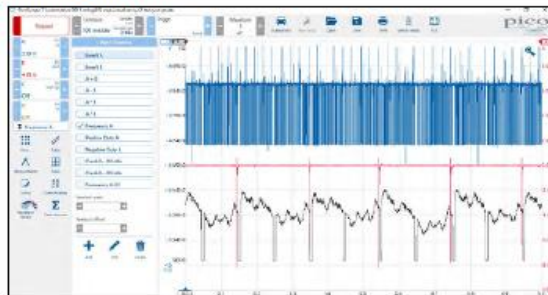
This course will cover several case studies where common fixes were applied and failed to address the customer concern or symptoms presented.

Recommended for A and B Technicians

- Pressure and Temperature Testing
- Signal Analysis
- Current and Primary Voltage Testing
- Ignition Waveforms
- Sensor and Component Tests



- *How do we proceed when there are no DTCs related to a poor performance concern?*
- *What can measured airflow and pressure tell us about engine performance?*
- *Are you familiar with the tools the manufacturers install on modern vehicles that we can use to help us diagnose them?*
- *Is there a process we can use that will quickly get us on the right track to finding the cause of the symptoms?*



Dinner and book will be provided.

Monday, Nov 18th 6 - 9 PM

Holiday Inn Express & Suites
8789 Plum Drive
Urbandale, IA 50322

Tuesday, Nov 19th 6 - 9 PM

Indian Hills Community College
608 Indian Hills Dr
(ATC Building - Door 11)
Ottumwa, IA 52501

Wednesday, Nov 20th 6 - 9 PM

Country Inn and Suites
2605 SE 16th St
Ames, IA 50010

Thursday, Nov 21st 6 - 9 PM

Scott Community College
500 Belmont Rd
Riverdale, IA 52722 (Quad Cities)

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 Servicing Store Town: _____ Servicing Store #: _____

Are you a Gold Certified



?

YES

NO

Attendees

Additional Training Available

Complete Tech Update Course List

Course Descriptions

ADAS Calibration and Procedures.....	
Advanced Engine Diagnostics <i>NEW – Available October 2024</i>	
Asian Smart Charging Systems.....	
Automotive Electrical: From A to CAN.....	
Chrysler Network Communications and Gateways.....	
Deciphering Gasoline Turbo Driveability	
Diesel Aftertreatment – Domestic and European.....	
Domestic Smart Charging Systems.....	
Enhanced Air/Fuel Diagnostics	
Essential Scope Tests <i>NEW – Available April 2024</i>	
European Smart Charging Systems.....	
Ford EcoBoost Family of Engines.....	
Gasoline Direct Injection – Operation and Diagnostics.....	
HVAC Series – Cooling System and Refrigerants.....	
Hybrid and EV – AC Diagnostics	
Hybrid and EV – Batteries and Charging.....	
Hybrid and EV – Drivetrain	
Intake Airflow Technologies.....	
Making Sense of Sensors.....	
Modern Electronic Steering and Suspension Systems.....	
Network Communication and Diagnostics	
Proper Electrical Testing <i>NEW – Available January 2024</i>	
Tactical Diagnostic Series – Another Day in the Bay	
Tactical Diagnostic Series – Scan and Scope.....	
Tactical Diagnostic Series – Strategies for a Successful Day in the Bay	
Tesla Service Essentials	
Timing Chain Advanced Diagnostics Using Scopes, Transducers and Scan Tools.....	
Vehicle Communication Diagnostics <i>NEW – Available July 2024</i>	



**Contact your NAPA Wholesale Manager for Details
Including Available Dates, Pricing
or to Register for a Class!**

Additional Training Available

Build-A-Skill & Build-A-Technician

Build-A-Skill

Build-A-Skill classes are 8-hour in-person, hands-on classes that cover in-depth topics and provide individual attention. The length of the class allows for both theory and practical components and provides attendees with real skills.

Build-A-Technician

Build-A-Technician courses are 24 hours over 3 days, with class size limited to 16 participants. This in-person allows the instructor to provide students with individual attention and time to practice. Each course covers the fundamentals of brakes, electrical, steering and suspension or HVAC.



Contact your NAPA Wholesale Manager for Details

Additional Training Available

Service Advisor Training

The Service Advisor class is a dynamic, uplifting, and interactive environment.

Presented in a 2-day / 16-hour class format, this in-person course will equip your Service Advisor with communication skills and techniques to build a more trusting relationship with customers.

Service Advisors should have enough technical information, in certain areas, to better explain repairs and recommendations with customers, and this class will give them that confidence.



Contact your NAPA Wholesale Manager for Details

Additional Training Available

Online E-Learning Courses

(Available with any Course Sign-Up)

Testing / Assessments

ASE Test Preparation

- A1-A9 Automotive Series
- A4-A5 Autotech Test Preparation Series
- C1 Service Consultant
- G1 Auto Maintenance and Light Repair
- L1 Advanced Engine Performance
- L2 Medium/Heavy Truck Electric Diesel Engine Diagnosis
- P2 Automotive Parts Specialist
- T1-T8 Truck Series
- X1 Exhaust Systems

Assessments/Tests

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

Selling Service

Service Sales

- Air Conditioning for Service Sales
- Alignment for Service Sales
- Brakes for Service Sales
- Communication for Service Sales
- Hybrid and EV General Safety for Non-Technicians

Safety

- Best Practices for Proper Hoist Usage
- Bloodborne Pathogens: Don't Take the Risk!
- Chemical Handling Safety: Basic Principles

- Compressed Gas: Safety Awareness
- Confined Space Ventilation
- Distracted Driving: Rewind (SP)
- Environment Matters: Environmental Awareness
- Fear and Anxiety: Living with Uncertainty
- Forklifts: Understanding the Risks! (SP)
- Hand Safety Best practices
- Hazardous Communication Best Practices
- HazCom: Are You GHS Ready?
- HazMat Awareness
- Housekeeping Safety: A Team Approach
- Lifting and Lowering Best Practices
- Lockout/Tagout Best Practices
- Marking, Labeling, And Placarding: HazMat for Transportation
- Parking Lot, Bay Area Navigation and Vehicle Safety
- Pause for Performance (Microlearning)
 - Back Safety (SP)
 - Box Cutter Safety
 - Dealing with Stress
 - Distracted Driving (SP)
 - Eye Safety (SP)
 - Forklift Safety (SP)
 - Hand Washing (SP)
 - HAZCOM Labels (SP)
 - Health and Wellness
 - Lockout / Tagout (SP)
- Spill Prevention, Control, and Countermeasure
- Personal Fall Protection: Your Lifelines
- Powered High-Lift Trucks: Order-Picker Safety
- Powered Lift Trucks: Walkie and Walkie/Talkie Safety
- Safe Driving Best Practices

- Safe Driving: Take Control (SP)
- Safety Data Sheets: The Information Connection
- Safety Matters Series:
 - Back Safety (SP)
 - Electrical Safety (SP)
 - Emergency Action Planning (SP)
 - Hearing Protection
 - Heat Stress
 - Lockout/Tagout (SP)
 - Machine Guarding
 - Personal Protective Equipment (SP)
 - Portable Fire Extinguishers
 - Slips, Trips and Falls
 - Strains and Sprains
 - Winter Safety
- Scissor and Boom Lift Safety
- Shop Safety
- Stairways and Ladders: A Safe Step
- Sulfuric Acid: Safe Handling
- Take Two...for Safety A New T.A.K.E.: Hearing Protection
- Take Two...for Safety A New T.A.K.E.: Welding Safety
- The Newcomers: Safety Awareness
- Tire Installation That's Good to Go
- Tool Usage and Maintenance
- Working Remotely: Stay Productive and Connected
- Workplace Ergonomics

Technician – New or Experienced

Alignment, Steering, Suspension

- Alignment Angles - Diagnostic Angles
- Alignment Angles – The Basic Three
- Alignment Angles - The Real Truth
- Automatic Parking Introduction
- Diagnostic Specialists - Noise, Vibration, and Harshness
- Modern 4-Wheel Alignment
- Ride and Vibration
- Steering and Suspension Inspections
- Steering and Suspension System Theory
- Tire Pressure Monitoring Systems



Online E-Learning Courses... continued...

Brakes Service *(Many in Spanish & French)*

- Basic ABS Troubleshooting and Service
- Brake System Inspections
- Brake System Service
- Brake System Theory
- Diagnosing Antilock Brake Systems

Diesel Training

- 21st Century Diesels
- Diesel Exhaust Aftertreatment Diagnostics
- Diesel No Start, No Code Diagnostics: Dodge Ram Cummins
- Diesel No Start, No Code Diagnostics Series: Ford 6.0L Power Stroke and 6.4L and 7.3L
- Diesel No Start, No Code Diagnostics – GM Duramax
- Dodge Cummins High Pressure Fuel System
- Dodge Cummins Issues and Updates
- Dodge Cummins Low Pressure Fuel System
- Ford 6.4L Power Stroke Diagnostics – Fuel System
- Ford 6.7 PowerStroke Diagnostics - Part 1 and 2
- Fuel System Analysis Series: Ford Power Stroke 6.0L, 6.4L, 6.7L, and 7.3L
- Fuel System Analysis - Ford Power Stroke Fuel Testing
- Fuel System Analysis - Ford Power Stroke Fuel Volume Requirements
- GM Duramax Diesel
- GM Duramax Diesel Update – Exhaust Aftertreatment
- GM Duramax Diesel Update – Glow Plug and Intake Air Heater Systems
- GM Duramax Diesel Update – LB7 Thru LMM Fuel Systems
- GM Duramax Diesel Update – LML Fuel System Operation and Diagnostics
- GM Duramax Diesel Update – Sensor Operation and Diagnostics
- GM Duramax Diesel Update – System Overview
- Power Stroke 6.0L Diesel
- Power Stroke 7.3L Diesel

Drivetrain

- Powertrain Diagnostics: Transmissions - 4WD/AWD Diagnostics

- Powertrain Diagnostics: Transmissions - Common Issues
- Powertrain Diagnostics: Transmissions - Diagnostics Strategies
- Powertrain Diagnostics – Ford 4-Wheel Drive Systems
- Powertrain Diagnostics – GM 4-Wheel Drive Systems
- Powertrain Diagnostics – Jeep 4-Wheel Drive Systems

Electrical, Starting and Charging

- Introduction to Automotive Electrical/Electronics
- Airbags Service and Repair
- CAN BUS – Series 1 Chrysler
- CAN BUS – Series 2 GM
- CAN BUS – Series 3 Ford
- Electrical World Class Diagnostics Online
- Sensor Testing and Waveform Analysis – 1
- Sensor Testing and Waveform Analysis – 2
- Starting and Charging System Service
- Starting and Charging System Theory
- Tips and Tricks for Charging System Diagnostics
- Using Your Digital Multimeter

Engine Performance and Diagnostics

- Diagnostic Specialist - Communication Diagnostic Routines
- Diagnostic Specialist - Fuel System Lean Conditions
- Diagnostic Specialist - Fuel System Testing
- Diagnostic Specialist - MAF and VE
- Diagnostic Specialists – Noise, Vibration, and Harshness
- Diagnostic Specialists – O2 and Air/Fuel Ratio Sensors
- Diagnostic Specialist - PCM Logic and Testing
- Diagnostic Specialist - Pinpointing Driveability Issues
- Diagnostic Trouble Codes and OBD II Diagnostics

- Dynamic Engine Testing - WT and Waveform Diagnostics
- OBDII Diagnostics
- OBDII Major Monitors
- Using the Low Amp Probe for Advanced Diagnostics

Fuel, Ignition and Emissions

- Automotive Computer Operations
- Basics of Fuel Injection Systems
- Distributorless Ignition Systems: Spark Control
- Electrical - Practical Scope Testing
- Electrical - Voltage Drop
- EVAP Guru - Chrysler System
- EVAP Guru - Ford Diagnostics
- EVAP Guru - Ford System Operation
- EVAP Guru - General Motors System
- EVAP Guru - The Basics
- Fuel Delivery Systems
- Fuel System Analysis
- Ignition System Maintenance
- PCM Diagnosis and Repairs
- Troubleshooting Distributorless Ignition Systems
- Understanding Sensors and Diagnostic Procedures

Heating, Cooling and A/C

- Air Conditioning System Service
- Air Conditioning System Theory
- ASE Section 609 Online Test Prep
- Automatic Temperature Control
- Belts and Hoses
- Catastrophic A/C Failures: What to Do
- Critical Air Conditioning Service Techniques

Hybrid

- Introduction to Hybrid Systems
- Hybrid and EV Safety 1: Basics
- Hybrid and EV Safety 2: Advanced
- Hybrid and EV General Safety for Non-Technicians
- Hybrid Maintenance and Service Part 1
- Hybrid Maintenance and Service Part 2
- Prius Diagnostics Part 1
- Prius Diagnostics Part 2



Online E-Learning Courses... continued...

Preventive Maintenance Services

- Air and Cabin Filters
- ASE Intro to Auto Service Series:
 - Preparation and Documentation
- Fluids, Filters, Belts and Hoses Inspection and Service
- Suspension, Tire and Brake Inspection and Service
- Body, Battery, Charging and Electrical systems Inspection and Service
- Final Quiz
- Automatic Transmission Service
- Battery Service and Replacement
- Cooling System Maintenance
- Fluid Inspection and Top Off
- Fuel System Maintenance
- Lamp Bulb and Fuse Replacement
- Oil Change Service
- Timing Belts and Chains
- Tire Service
- Vehicle Inspections

Manufacturer/Supplier Product

- Autel
- Autolite
- BBB
- Belden
- Bosch
- Castrol
- Chevron
- Delphi
- Dorman
- Echlin
- Gates
- Mobil 1
- NAPA Batteries
- NAPA Belts & Hoses
- NAPA Brakes
- NAPA Filters
- NAPA Mounts
- NAPA Temp
- NGK
- Valvoline

Business Management

Shop Management - Workflow

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

Shop Management - Production

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

Managing People

Leadership Development Series

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

Self-Development Series

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

