ACDelco’s mission is to be the world-class provider of training and service information to the automotive aftermarket industry, ensuring customer satisfaction and increased sales revenues for ACDelco and our customers.
# TABLE OF CONTENTS

## Introduction

- Stepped In Tradition ................................................................................................................................. 1
- Focused For Success ................................................................................................................................. 2

## Professional Service Center Program .................................................................................................. 3

## Key Fleet Program ................................................................................................................................. 5

## Blended Learning Approach

- ACDelco Training Course Numbering Methodology .................................................................................. 6

## TRAINING ENROLLMENT ....................................................................................................................... 7

- ACDelco TechConnect Web-Site ................................................................................................................ 7
- Enrolling in Courses ............................................................................................................................... 7

## ACDelco Training Excellence Award Program ......................................................................................... 8

## Technical Training Course Delivery Methods .......................................................................................... 9

## Self-Study Training Course (SST) ........................................................................................................... 10

## Fundamental Web Based Training (WBT) ............................................................................................... 11

## Virtual Classroom Training (VCT) ........................................................................................................... 12

## Technical Training .................................................................................................................................. 14

### A0: Fundamentals / Emerging Technologies ......................................................................................... 15

- Tech 2 Familiarization ............................................................................................................................... 15
- Noise, Vibration and Harshness ................................................................................................................ 15
- Waterleak and Windnoise Management 1 .............................................................................................. 15
- Waterleak and Windnoise Management 2 .............................................................................................. 15
- SI Overview ............................................................................................................................................... 16
- Multiple Diagnostic Interface (MDI) Familiarization ............................................................................... 16
- ASEP Mentor Training .............................................................................................................................. 16
- Hybrid Introduction and Safety ............................................................................................................... 16
- Hybrid Vehicles: Theory, Operation and Service .................................................................................... 17
- High Voltage System Safety .................................................................................................................. 17
- Two-Mode Hybrid Introduction and Safety ............................................................................................. 17
- Two-Mode Hybrid 300 Volt Battery System Theory and Operation ..................................................... 18
- 2ML70 Transmission Theory and Operation ........................................................................................... 18
- Two-Mode Hybrid Supporting Systems Theory and Operation ................................................................ 18
- Two-Mode Hybrid System Diagnosis .................................................................................................... 19
- Chevrolet Volt Introduction and Safety .................................................................................................. 19
- High Voltage Energy Storage Systems .................................................................................................. 19
- Advanced Technology Vehicle Power Electronics .................................................................................. 19
- Advanced Technology Vehicle Transmission .......................................................................................... 20
- Advanced Technology Vehicle Supporting SYStems ............................................................................ 20
- eAssist Introduction ............................................................................................................................... 20
- eAssist Battery Storage Systems .......................................................................................................... 20
- Global Diagnostic System ....................................................................................................................... 21
- GM Safety Systems 1 .............................................................................................................................. 21
- GM Safety Systems 2 ............................................................................................................................... 21
- Rotating Electrical System Servicing Tips ............................................................................................. 22
- Fuel System Servicing Tips .................................................................................................................... 22
- Emission Control System Servicing Tips ............................................................................................... 22
- Power Steering System Servicing Tips ................................................................................................... 22
Brake System Servicing Tips ................................................................. 23
Battery Servicing Tips ........................................................................ 23
GM Parallel Hybrid Truck ................................................................... 23
Hybrid Technology ............................................................................. 24
Hybrid Aftermarket Service ................................................................. 24
Hydrogen Fuel Cell Technology ........................................................ 24
Emerging Technologies ...................................................................... 24
Body Electronics: Advanced Power Management ............................. 25
Body Electronics: Entertainment, Comfort, Safety & Global A Architecture ............................................................................. 25
Hybrid Technology and Service ......................................................... 25

A1: Engine Repair .................................................................................. 27
- Engine Mechanical Diagnosis and Measurement 1 ....................... 27
- Engine Mechanical Diagnosis and Measurement 2 ....................... 27
- Engine Mechanical Diagnosis and Measurement 3 ....................... 27
- Advanced Variable Valve Timing ..................................................... 27
- Camshaft Variable Valve Lift Systems and Active Fuel Management ................................................................. 28
- Spark Ignition Direct Injection ......................................................... 28
- Homogenous Charge Compression Ignition ................................... 28

A2: Automatic Trans / Transaxle ............................................................ 29
- Automatic Transmissions ............................................................... 29
- Automatic Transmission Gearset ..................................................... 29
- Automatic Transmission Mechanical Apply Components ............. 29
- Automatic Transmission Diagnosis ................................................. 29
- Automatic Transmission Hydraulics and Electrical Systems ......... 30
- Automatic Transmission Operation, Diagnosis & Service 1 ......... 30
- Automatic Transmission Operation, Diagnosis & Service 2 ........... 30
- Automatic Transmission Operation, Diagnosis & Service 3 ........... 30

A3: Manual DriveTrain and Axles .......................................................... 32
- All Wheel Drive / Four Wheel Drive Systems ................................ 32
- Manual Gearbox and Clutch ............................................................ 32
- Manual Clutch Diagnosis ............................................................... 32

A4: Suspension and Steering ................................................................. 33
- Vibration Correction ....................................................................... 33
- Steering Systems and Diagnostics .................................................. 33
- Axles and Propshafts ...................................................................... 33
- GM Chassis Control Systems .......................................................... 33
- Suspension Technology: Yesterday...Today...Tomorrow ............... 34
- Base Suspension ............................................................................. 34
- Tires, Wheels and Alignment ........................................................... 34
- Electronic Suspension Controls Overview ..................................... 34
- Electronic Suspension Controls Diagnostics ................................. 34
- Automatic Leveling Controls .......................................................... 35
- Tire Pressure Monitoring ............................................................... 35
- Vibration Correction Diagnostics ................................................... 35

A5: Brakes ............................................................................................. 36
- Braking Systems 1 ......................................................................... 36
- Braking Systems 2 ......................................................................... 36
- GM Braking Systems 1 ................................................................... 36
- GM Braking Systems 2 ................................................................... 36
- GM Braking Systems 3 ................................................................... 37
- GM Braking Systems 4 ................................................................... 37
# TABLE OF CONTENTS

Brake System Diagnostic Challenge ................................................................. 37
Servicing Today’s Brake Systems ................................................................. 37
Traction Control and Stability Enhancement Systems ................................. 38
Antilock Brake Systems ................................................................................ 38
Hybrid Regenerative Brake Systems ............................................................. 38
Foundation Brake Systems ........................................................................... 39
Brake Noise Diagnosis and Service .............................................................. 39
Braking Systems ............................................................................................ 39
ABS Operation and Diagnosis ..................................................................... 39

## A6: Electrical / Electronic Systems ............................................................. 41
- Electrical/Electronics Stage 1 ...................................................................... 41
- Electrical/Electronics Stage 2 ...................................................................... 41
- Electrical/Electronics Stage 3 ...................................................................... 41
- GM Body Control and Communication Systems ........................................ 41
- Body Control Systems Diagnostics ............................................................ 42
- Introduction to Automotive Oscilloscopes ................................................ 42
- Electrical Wiring Diagrams ........................................................................ 42
- Battery, Charging & Starting ...................................................................... 42
- Entertainment Systems 2 ............................................................................ 43
- Entertainment Systems 3 ............................................................................ 43
- Moveable Roof Systems .............................................................................. 43
- Saab Theft Protection 1 ................................................................................ 44
- Saab Theft Protection 2 ................................................................................ 44
- GM Moveable/Sun Roof Systems 1 ............................................................. 44
- GM Moveable/Sun Roof Systems 2 ............................................................. 44
- GM Global Electrical Systems .................................................................. 45
- Supplemental Restraint Systems ................................................................. 45
- Electrical System Diagnostic Challenge .................................................... 45
- Service Programming for the Aftermarket ................................................ 45
- Body Control Systems ................................................................................ 46
- Vehicle Communication System Diagnostics .............................................. 46
- Controller Area Network (CAN) Vehicle Communication ......................... 46
- Noise, Vibration and Harshness (NVH) and Safety .................................... 46
- Introduction to Hybrid Vehicles ................................................................. 47
- Electrical and Ignition Systems ................................................................. 47
- Advanced Charging and starting Systems ................................................. 47
- GM Theft Deterrent .................................................................................... 47
- Battery Marketer Program ......................................................................... 48
- Network Communication Diagnosis .......................................................... 48
- Electrical Power Management ................................................................. 48
- Enhanced Automotive Circuit Diagnosis .................................................. 49
- Body Electrical: Global Diagnostics .......................................................... 49
- Advanced Body Control System Electrical Diagnostics ......................... 49

## A7: Heating and Air Conditioning ................................................................. 51
- Introduction to Air Conditioning ................................................................. 51
- HVAC Systems Operation ........................................................................... 51
- Toyota HVAC .............................................................................................. 51
- Chrysler HVAC .......................................................................................... 51
- HVAC Systems and Operation Stage 1 ...................................................... 52
- HVAC Systems and Operation Stage 2 ...................................................... 52
- HVAC System Diagnostic Challenge ......................................................... 52
- Advanced Cooling Systems Diagnostics .................................................... 52
- Emerging A/C Technology and Service ..................................................... 53
# Table of Contents

Automotive Air Conditioning Advanced Refrigerant System Diagnostics ................................................................. 53
HVAC Control System Operation and Diagnostics ........................................................................................................ 53

A8: Engine Performance ............................................................................................................................................. 55
  Powertrain Performance 1 ........................................................................................................................................ 55
  Powertrain Performance 2 ........................................................................................................................................ 55
  Powertrain Performance 3 ........................................................................................................................................ 55
  Powertrain Performance 4 ........................................................................................................................................ 56
  Powertrain Performance 5 ........................................................................................................................................ 56
  OBD II Overview .................................................................................................................................................... 56
  OBD II GM ............................................................................................................................................................ 56
  Toyota Engine Performance .................................................................................................................................... 56
  Chrysler Engine Performance ................................................................................................................................. 57
  OBD II Operations and System Diagnostics – Ford ................................................................................................. 57
  OBD II Operations and System Diagnostics – Chrysler ......................................................................................... 57
  OBD II Operations and System Diagnostics – Honda ............................................................................................. 57
  6.5L Diesel Engine ................................................................................................................................................... 58
  Duramax 6600 Operation, Service and Diagnosis 1 .............................................................................................. 58
  Duramax 6600 Operation, Service and Diagnosis 2 .............................................................................................. 58
  Duramax 6600 Operation, Service and Diagnosis 3 .............................................................................................. 58
  Compressed Natural Gas (CNG) Fuel Systems ........................................................................................................ 59
  Engine Performance 1 ............................................................................................................................................... 59
  Engine Performance 2 ............................................................................................................................................... 59
  Engine Performance 3 ............................................................................................................................................... 59
  Engine Performance 4 ............................................................................................................................................... 60
  Engine Performance Diagnostic Challenge ............................................................................................................. 60
  Comeback Prevention Seminar .............................................................................................................................. 60
  Electronic Ignition System Diagnostics ................................................................................................................ 60
  GM On-Board Diagnostics – Generation II ............................................................................................................ 61
  Emission System Diagnostics ................................................................................................................................ 61
  Chrysler OBD II Fuel System Update .................................................................................................................... 61
  Engine Performance and Drivability ....................................................................................................................... 61
  Chrysler OBD II Non-Continuous Monitors and Data Networks .......................................................................... 62
  Duramax 6600 Diesel Engine ................................................................................................................................. 62
  Duramax 6600 Diesel Engine-RPO LB7 .................................................................................................................. 62
  Duramax 6600 Diesel Engine Features-RPO LLY .............................................................................................. 62
  Duramax 6600 Diesel Engine Features-2006 RPO LLY .......................................................................................... 63
  2007 Duramax 6600 Diesel Engine Update ......................................................................................................... 63
  Duramax 6600 Diesel Engine-2010/2011 LGH and LML ....................................................................................... 63
  Fuel System Service and Diagnostics .................................................................................................................. 63
  OBDII EVAP System Service and Diagnostics .................................................................................................... 64
  Engine Performance: Computer Controls and Ignition System Diagnosis .......................................................... 64
  Engine Performance: Air Induction and Fuel System Diagnostics ....................................................................... 64
  Engine Performance: Fault Monitoring and Emissions System Diagnostics ....................................................... 65
  Engine Performance: Advanced Driveability Diagnostics .................................................................................. 65
  Duramax Diesel Operation and Diagnosis ........................................................................................................... 65

National Automotive Technicians Education Foundation .......................................................................................... 67
  ACDelco’s Future Technician Training Program .................................................................................................. 67

Automotive Service Educational Program ................................................................................................................ 68
  A Unique Educational Program ............................................................................................................................ 68
  Program Overview ............................................................................................................................................... 69

Business Training Course Delivery Methods .......................................................................................................... 70
TABLE OF CONTENTS

ACDelco Business Training ................................................................. 70

Service Consultant Skills ............................................................... 71
  Learning Management System ...................................................... 71
  Sales Skills .................................................................................. 71
  Features and Benefits .................................................................. 71
  Customer Circumstances ............................................................. 71
  Customer Needs and Expectations ............................................. 72
  Self Management Skills ............................................................... 72
  Professional Skills Assessment ................................................... 72
  Stress Management ...................................................................... 72
  Time Management ........................................................................ 73
  Leadership Skills .......................................................................... 73
  Team Building ............................................................................... 73
  Problem Solving ........................................................................... 73
  Continuous Improvement ............................................................ 73

Customer Satisfaction Process ..................................................... 74
  Customer Trust/Quality Control .................................................. 74
  Repair Order Preparation ............................................................. 74
  Dispatching ................................................................................ 74
  Final Vehicle Inspection .............................................................. 74
  Customer Retention Management ............................................. 75
  Traffic Flow ................................................................................ 75
  Data Mining ................................................................................ 75
  Business Impact .......................................................................... 75
  Customer Handling ...................................................................... 76
  Vehicle Drop-Off ......................................................................... 76
  Vehicle Delivery .......................................................................... 76
  Follow-Up .................................................................................... 76

Financial Management ................................................................. 77
  Operations Management ............................................................. 77
  Facility Management ................................................................... 77
  Computer Systems ....................................................................... 77
  Personnel Management .............................................................. 77
  Profit Management ...................................................................... 78
  Gross Profit and Pricing .............................................................. 78
  Controlling Expenses ................................................................. 78
  Capital Management .................................................................... 78
  Growth Management ................................................................. 79
  Business Development ............................................................... 79
  Marketing ..................................................................................... 79
  Analysis ....................................................................................... 79

Marketing ......................................................................................... 80
  Making the Connection ............................................................... 80
  Marketing 101 – Creating a Plan ............................................... 80

Warehouse Distributor and Jobber ............................................... 81
  WD Selling Skills ........................................................................ 81
  WD Telephone Skills ................................................................. 81
INTRODUCTION

Steepled In Tradition

For years, ACDelco has been recognized as a world-class leader in the automotive aftermarket parts business and it’s no surprise, since the brand dates back as far as the turn of the 20th century.

Our strong presence in the industry, as well as our commitment to the ultimate in quality, has stayed consistent, helping us build a worldwide reputation as a premium source for experience, dependability, technology and performance.

1901 The Remy brothers founded the Remy Electric Company.
1908 The AC Spark Plug Division was established by Albert Champion.
1910 C.F. Kettering invented electric starting equipment for automobiles and Dayton Engineering Laboratories Company (DELCO) began producing these parts.
1916 United Motors Corporation (UMC) was formed by Alfred P. Sloan, Jr.: That same year, UMC formed United Motors Service, Inc. (UMC) to distribute and service parts made by UMC. UMC was the forerunner for General Motors® parts business.
1926 Remy Electric merged with Dayton Engineering Labs Company (DELCO) to form Delco Remy Corporation.
1971 UMC changed its name to United Delco Division.
1974 United Delco and AC Spark Plug sales and marketing organizations merged resulting in the ACDelco Division.
1986 GM Service Parts Operations (GMSPO) was created and ACDelco represented it in the aftermarket.
1995 The ACDelco logo changed its appearance to reflect a continuing commitment to expanding its aftermarket presence with all-makes and all-models product coverage.
2010 Formerly “Service and Parts Operation”, GM changes the name to “Customer Care and Aftersales” to better reflect GM’s commitment to customer satisfaction. The new name better reflects GM’s critical role in customer retention and service after the sale.

Today ACDelco continues to reinforce its dedication to global aftermarket leadership with a strong pledge to uncompromising standards and a full offering of quality automotive replacement parts for all makes and all models of vehicles.

The early brains behind the brand, from left: Albert Champion, Frank Remy, and Alfred P. Sloan, Jr.

1908 – AC Spark Plug Division
1916 – United Motor Service, Inc.
1971 – United Delco Division
1974 – AC-Delco Division
1995 – The new ACDelco
Focused For Success

Training on Your Schedule... with Blended Learning

Exceptional training has always been one of ACDelco’s cornerstones to success — for us and our customers. We provide a “best in class” training environment, beneficial for everyone from Direct Accounts to Independent Service Centers (ISCs) and Fleets. We strive to offer the most comprehensive training package — receiving great praise for our technical insight and awareness of the changing aftermarket.

Our menu is broad and includes informative courses on business, customer care, automotive systems and diagnostic strategies. Now, significant portions of the ACDelco curriculums are available online... 24/7 through your computer! Of course, there are still seminars and hands-on training to offer personal attention and team learning as well.

Just like in other areas of our business, our training has very defined goals. Our technical hands-on courses are taught by ASE-certified instructors and are designed to Continuing Automotive Service Education (CASE) standards. Specifically, our standards paid off, ACDelco has received the prestigious Automotive National Training Excellence Award from the Automotive Training Manager’s Council (ATMC).
It All Adds Up

From world class training, to outstanding marketing, to ACDelco Rewards, to consumer and shop assurance, the ACDelco Professional Service Center Program can help your business become more efficient and more profitable. The more ACDelco parts you purchase, the higher level of support and services ACDelco offers. Receive discounts on everything from new cars to uniforms. More importantly earn ACDelco Rewards and gain access to training to help keep you and your technicians on the cutting edge of automotive service. Make it to the Blue Level and you can get it all - service and support worth upwards of $12,000 a year.

ACDelco Professional Service Center Program Requirements:

• Be sponsored by an ACDelco Dedicated Distribution Group (DDG) member
• Make ACDelco your first choice for quality automotive products
• Provide high quality service, fair value, convenience & dedication to customer satisfaction
• Employ at least one ASE certified technician and trained technicians
• Maintain a facility that is comfortable and professional in appearance
• Prominently display current ACDelco signage
• Purchase access to ACDelco Professional Service Center Program for an annual fee of $540

Key Benefits

Training
With ACDelco’s curriculum of hands-on, 24/7 web-based, and virtual classroom courses, you and your employees will be given the knowledge they need to stay on top. From new technologies to next-generation service tools, you will have the training to effectively diagnose and fix your customers’ vehicles right the first time.

Assurance
ACDelco PSC White and Blue members can claim labor reimbursement for eligible ACDelco parts originally installed at your shop should they fail within 25 miles.

All ACDelco PSC members can offer consumers a nationwide 12-month/12,000-mile limited parts and labor warranty for ACDelco parts installed. If the customer experiences a failure of an eligible part within the warranty period and is more than 25 miles from the original repair facility, the repair will be made at no additional cost to the PSC or customer.

Roadside Assistance can be offered to all consumers of an ACDelco PSC member, regardless of the brand of part installed or service performed. Customer must have a paid invoice from the PSC shop and covers a period of 12 months, with no mileage restrictions.

Rewards
For every ACDelco reported purchase, earn points that you can put back into your business or spend on yourself. You can earn up to 5% of all your ACDelco reported purchases. The more you purchase the more rewards you will be eligible for.

You earn the following percentages based on your monthly purchases and each month stands alone:
Marketing
The service locator is one of the most visited sections of acdelco.com, creating new business leads for ACDelco PSC members. All Blue and White level accounts are listed on the locator. ACDelco’s paid digital search agreements bring the ACDelco name to the top of almost every list.

Help your business stand out from the competition with material and signage elements from the ACDelco Image Program (description available through acdelcoadvantage.com). ACDelco can help you enhance your shop image (both inside and outside) and leave your customers with a great lasting impression.

ACDelco Professional Service Center Program Tiered Level Benefits

<table>
<thead>
<tr>
<th>Red Level (&lt; $18,000)</th>
<th>White Level ($18,000 - $41,999)</th>
<th>Blue Level (&gt; $42,000)</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Training</strong></td>
<td></td>
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<tr>
<td>Unlimited web-based training</td>
<td></td>
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<tr>
<td>One student per instructor led course</td>
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<tr>
<td>GM ASEP - Automotive Service Education</td>
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<tr>
<td>Tools and equipment discounts</td>
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<td></td>
</tr>
<tr>
<td><strong>Rewards</strong></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Up to 5% ACDelco Rewards starting from dollar one with no qualifier</td>
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<td></td>
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<tr>
<td>Expanded usage</td>
<td></td>
<td></td>
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<tr>
<td><strong>Assurance</strong></td>
<td></td>
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<tr>
<td>Consumer Assurance</td>
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<tr>
<td>- Outside 25 miles from the original PSC</td>
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<td></td>
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<tr>
<td>Roadside Assistance</td>
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<tr>
<td><strong>Marketing</strong></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Eligible for metal product signage</td>
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<tr>
<td>ACDelco Advantage website</td>
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<tr>
<td><strong>Marketplace Discounts</strong></td>
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<tr>
<td>GM Vehicle Supplier Discount</td>
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</tr>
<tr>
<td>Many more...</td>
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</tbody>
</table>

| **Training**           |                                 |                        |
| Unlimited web-based training |
| Up to three students per instructor led course |
| GM ASEP - Automotive Service Education |
| Tools and equipment discounts |
| **Rewards**            |                                 |                        |
| Up to 5% ACDelco Rewards starting from dollar one with no qualifier |
| Expanded usage |
| **Assurance**          |                                 |                        |
| Consumer Assurance |
| - Outside 25 miles from the original PSC |
| Roadside Assistance |
| **Marketing**          |                                 |                        |
| Eligible for all ACDelco image & signage |
| Acdelco.com Locator |
| - Listed on our consumer website |
| - Customizable landing page |
| - Add Photos & Recognition |
| Internet Leads Tool |
| - Online digital search |
| - Business listing management |
| - Internet Yellow Pages |
| - Mobile search |
| **Marketplace Discounts** |                             |                        |
| GM Vehicle Supplier Discount |
| Many more... |

| **Training**           |                                 |                        |
| Unlimited web-based training |
| Unlimited students per instructor led course (subject to availability) |
| - With preferred placement |
| No Charge Service Information (SI) |
| - Online access to vehicle diagnostic and service repair manuals |
| GM ASEP - Automotive Service Education |
| Tools and equipment discounts |
| **Rewards**            |                                 |                        |
| Up to 5% ACDelco Rewards starting from dollar one with no qualifier |
| Expanded usage |
| **Assurance**          |                                 |                        |
| Consumer Assurance |
| - Outside 25 miles from the original PSC |
| Roadside Assistance |
| **Marketing**          |                                 |                        |
| Eligible for all ACDelco image & signage |
| Acdelco.com Locator |
| - Listed on our consumer website |
| - Customizable landing page |
| - Add Photos & Recognition |
| - Link to your business website |
| Internet Leads Tool |
| - Online digital search |
| - Business listing management |
| - Internet Yellow Pages |
| - Mobile search |
| Call Tracking Program |
| - Track and record customer calls |
| **Marketplace Discounts** |                             |                        |
| GM Vehicle Supplier Discount |
| Many more... |

Levels are based on total dollars of annual reported purchases. Benefits are subject to change.

For more details regarding the ACDelco PSC Program, go to acdelcotechconnect.com or call the ACDelco Customer Support Center at 800.825.5886, Prompt 0.

This program is current at time of print and is subject to change at any time. For complete details, visit acdelcotechconnect.com.
Key Fleet Program

With the Key Fleet Program, ACDelco provides fleets with not only great ACDelco parts from 36 quality, dependable and durable product lines to help keep your fleet going strong, but also the support and services to help reduce your operating expenses and run your business more efficiently.

Once you reach the minimum ACDelco parts purchase qualifier, you will have access to the most important benefit of being a Key Fleet Program member—technical service training. With it, your technicians can stay up to date on this ever-changing world of technology and learn key techniques that will help you run your fleet efficiently. The more ACDelco products you purchase, the more technical service training you receive—reach the Blue Level and you get it all. Who else but ACDelco would offer you this level of support?

- For more details regarding any level or service call the Customer Support Center at 1.800.825.5886, prompt 0, or visit acdelcotechconnect.com.

Key Fleet Program Requirements:

- Meet ACDelco definition of fleet - A business or governmental unit that owns/leases and operates fifteen (15) or more motor vehicles that are operated to conduct the business of the Fleet Account.
- Service your own fleet vehicles/motorized equipment in-house
- Install 100 percent of the parts purchased on your own fleet vehicles

Fleet Program Tiered Level Benefits

<table>
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<tr>
<th></th>
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<td>Unlimited students per instructor led course (subject to availability)</td>
</tr>
<tr>
<td></td>
<td></td>
<td>- With preferred placement</td>
<td></td>
</tr>
<tr>
<td>Additional Benefits</td>
<td>Diagnostic Hotline</td>
<td>Techconnect Website and Newsletter</td>
<td>GM Service Information Discount</td>
</tr>
<tr>
<td></td>
<td>GM Service Manuals</td>
<td>GM Vehicle Supplier Discount</td>
<td>Bosch® diagnostic tools</td>
</tr>
<tr>
<td></td>
<td>Bosch® diagnostic tools</td>
<td>SPX Tools and equipment discounts</td>
<td>SPX Tools and equipment discounts</td>
</tr>
<tr>
<td></td>
<td>GM Service Information Discount</td>
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This program is current at time of print and is subject to change at any time. For complete details, visit acdelcotechconnect.com.
Blended Learning Approach

ACDelco’s “Blended Learning” approach to training combines a variety of proven training delivery methods to ensure the maximum learning benefit for the service professional. In addition to traditional instructor-led business and technical training courses & seminars, a wide selection of web-based courses are also available. Web-based courses offer the latest available business & technical updates right at your fingertips.

ACDelco’s Blended Learning approach offers on-line courses 24/7 which allow participants to complete the courses at their own pace and on their own schedule. In addition, they also precisely dovetail into the hands-on course offerings that are the “Gold Standard” of industry training. Because the web-based courses teach the course fundamentals, the instructor-led seminars and courses are shorter thus minimizing time away from the work environment. With the introduction of Virtual Classroom Training (VCT) courses in 2010, ACDelco offers the benefit of live instructor expertise coupled with the convenience of internet accessibility.

ACDelco Training Course Numbering Methodology

Each ACDelco training course has a unique number. This number not only individually identifies each course for enrollment and credit tracking, but is combined with an alpha or numeric suffix to inventory all associated course materials.
**ACDelco TechConnect Web-Site**

ACDelco has created an exciting web-site called TechConnect. TechConnect is a great way to link-up with ACDelco via the internet. It allows instant access to training information, diagnostic service information and details about local trade fairs and sales promotions. The site menu includes the following areas:

- Total Service Support
- WISE (Web Integrated Service Environment)
- TechConnect Newsletter
- Training Schedules and Enrollment
- SI (Service Information)
- Bookstore
- Fleet Support
- Marketing
- Incentives
- Technical Product Information

Each area has valuable information and support for Independent Service Centers and Fleets. Certain areas are exclusive for PSC/KFLT/FPPP participants and password protected.

Within TechConnect, a Learning Management System (LMS) is available to help PSC/KFLT/FPPP members with all their training needs. Visit the web-site today at: www.acdelcotechconnect.com.

**Enrolling in Courses**

Whether it’s a Customer Satisfaction seminar or HVAC System Diagnostics, enrollment couldn’t be more convenient.

To enroll, simply log onto www.acdelcotechconnect.com and select the “Training” tab on the home page to access the Learning Management System (LMS). You must be a registered user in order to gain access into the LMS.

If you are not a current user or need help with your user ID and password, contact the Help Desk between 8:00 a.m. and 5:00 p.m. (EST) at 1-800-825-5886 and select prompt 1. You will need your organization’s six-digit account number available to register as a user.

The LMS is easy to use and offers a convenient mechanism to view course schedules and either:

- Enroll in instructor-led, or virtual classroom training courses
- Request classes at remote training sites
- Link to web-based training courses

The LMS will also generate email notifications/reminders the week prior to training. Additionally, the LMS includes training reporting capabilities that allow tracking and monitoring of training sessions and training history.
ACDelco Training Excellence Award Programs for Technicians and Service Centers

ACDelco has a long heritage of technical training expertise. Now, to acknowledge technicians, Independent Service Centers and Key Fleets that commit to staying current with training, ACDelco announces two new recognition programs.

ACDelco Training Excellence Award - Technician

Industry-leading training is a hallmark for ACDelco. Now, ACDelco will provide a 3” custom magnetic medallion - to each technician every time a curriculum path is completed. The medallions can be placed on your toolbox so you can show off your achievement to your peers and shop customers. Additionally, you will receive a personalized letter from ACDelco which acknowledges your achievement, that you can frame and display. The four curriculum paths are:

ACDelco Training Excellence Award – Service Center

Successful Independent Service Centers and Key Fleets know customers expect quality parts and technical service expertise. By taking advantage of ACDelco’s industry-leading training curriculum, Independent Service Centers and Key Fleets can be confident that their technicians can deliver on the promise of technical service expertise. After completing 10 web-based training classes and six instructor-led classes under the shops account number, the shop will receive a customized ACDelco plaque that can be displayed, plus a personalized letter of recognition for the shop which can also be framed and displayed.
Blended Learning

The ACDelco “Blended Learning” approach offers courses at a variety of instructional levels and training methods to suit virtually every person’s needs. TechAssist and web-based classes cover the fundamental elements while VCTs, seminars and instructor-led courses teach more advanced level topics. Below is a brief description of the various course delivery methods:

TECH-ASSIST (TAS) courses are very brief web-based technical courses which require no prerequisites. They are accessed through the ACDelco Learning Management System (LMS). Each course is available for no additional charge to PSC/KFLT/FPPP participants and are also available to non-PSC/KFLT/FPPP customers for a nominal charge of $20.00.

SELF-STUDY TRAINING (SST) courses are typically less than an hour of web-based technical training available 24/7. These basic level courses are intended to help the non-technical employee or customer understand the technical aspects of the various vehicle systems. Self-study training courses are accessed through the ACDelco Learning Management System (LMS). Each technical training course is available for no charge to anyone who accesses the ACDelco web-site at www.acdelcotechconnect.com.

WEB-BASED TRAINING (WBT) courses are typically less than an hour of technical training available 24/7. They are accessed through the ACDelco Learning Management System (LMS). Each web-based course is available for no additional charge to PSC/KFLT/FPPP participants and is also available to non-PSC/KFLT/FPPP customers for a nominal charge of $100.00.

SIMULATION (SIM) courses are web-based interactive technical training available 24/7. They are accessed through the ACDelco Learning Management System (LMS). Each interactive simulation is available for no additional charge to PSC/KFLT/FPPP participants and is also available to non-PSC/KFLT/FPPP customers for a nominal charge of $50.00.

VIRTUAL CLASSROOM TRAINING (VCT) courses are 1-2 hour courses presented by an ACDelco instructor. Training is presented live over the internet utilizing animations, graphics and videos related to the content. Registration for these courses can be accessed through the ACDelco Learning Management System (LMS). Each instructor-led course is available for no additional charge to PSC/KFLT/FPPP participants and is also available to non-PSC/KFLT/FPPP customers for a nominal charge of $50.00.

SEMINARS (SEM) are typically presented by an ACDelco professional during the evening. Seminars usually last 3 to 4 hours and are interactive and fast paced. Registration for these seminars can be accessed through the ACDelco Learning Management System (LMS) or contact your local ACDelco representative for cost and availability.

INSTRUCTOR-LED TRAINING (ILT) courses are full-day courses presented by an ACDelco instructor. Training is presented utilizing vehicles and hands-on exercises. Registration for these courses can be accessed through the ACDelco Learning Management System (LMS). Each instructor-led course is available for no additional charge to PSC/KFLT/FPPP participants and is also available to non-PSC/KFLT/FPPP customers for a nominal charge of $175.00.

* Pricing subject to change
Customer and Non-Technical Employee Product Information

ACDelco Self-Study Training (SST) courses are easy-to-read web-accessed technical courses available 24/7. These basic level courses are intended to help customers and non-technical employees understand the various vehicle systems.

Each course PDF is available at no charge to anyone who accesses the Training Resources tab within the Training section at www.acdelcotechconnect.com.

These books can be viewed either on-line or printed for leisure reading. Making these books available to your customer is as easy as hitting the Print key on your computer. A quiz is available for LMS credit after completing the course.

The available SST courses are listed below:

<table>
<thead>
<tr>
<th>System</th>
<th>Course Code</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>Alternators/Generators and</td>
<td>S-FN00-01.02SST</td>
<td>Fluids and Chemicals</td>
</tr>
<tr>
<td>Starters</td>
<td>S-FN00-02.02SST</td>
<td>Fuel Systems</td>
</tr>
<tr>
<td>Batteries</td>
<td>S-FN00-03.02SST</td>
<td>HVAC</td>
</tr>
<tr>
<td>Belts and Hoses</td>
<td>S-FN00-04.02SST</td>
<td>Ignition</td>
</tr>
<tr>
<td>Brakes</td>
<td>S-FN00-05.02SST</td>
<td>Engine Cooling System</td>
</tr>
<tr>
<td>Chassis</td>
<td>S-FN00-06.02SST</td>
<td>Shocks, Struts, Rack and Pinion</td>
</tr>
<tr>
<td>Manual Transmission Clutch</td>
<td>S-FN00-07.02SST</td>
<td>Spark Plugs</td>
</tr>
<tr>
<td>Emissions</td>
<td>S-FN00-08.02SST</td>
<td></td>
</tr>
</tbody>
</table>
Fundamentals

The fundamental web-based training (WBT) program features over forty self-paced foundational service technical courses with testing and scoring features that provide tangible results. These courses offer ACDelco shops the opportunity to build upon their technician base, allowing learning when it is convenient for them. The main objective of these courses is to help shops build their business and enhance their customer satisfaction, with more experience and trained personnel.

This program helps aspiring technicians prepare to perform basic service repairs and maintenance on customer vehicles.

The available fundamental courses are listed below:

<table>
<thead>
<tr>
<th>Course Name</th>
<th>Code</th>
</tr>
</thead>
<tbody>
<tr>
<td>Introduction to HVAC</td>
<td>S-AC07-03.01WBT</td>
</tr>
<tr>
<td>Heating and Ventilation</td>
<td>S-AC07-04.01WBT</td>
</tr>
<tr>
<td>Air Conditioning</td>
<td>S-AC07-05.01WBT</td>
</tr>
<tr>
<td>HVAC Service</td>
<td>S-AC07-10.01WBT</td>
</tr>
<tr>
<td>Advanced HVAC Systems and Controls</td>
<td>S-AC07-11.01WBT</td>
</tr>
<tr>
<td>Base Brake Components</td>
<td>S-BK05-03.01WBT</td>
</tr>
<tr>
<td>Brake System Operating Components</td>
<td>S-BK05-04.01WBT</td>
</tr>
<tr>
<td>Introduction to Base Brakes</td>
<td>S-BK05-05.01WBT</td>
</tr>
<tr>
<td>Apply Assist System Repair</td>
<td>S-BK05-06.01WBT</td>
</tr>
<tr>
<td>Hydraulic System Repair</td>
<td>S-BK05-07.01WBT</td>
</tr>
<tr>
<td>ABS Systems</td>
<td>S-BK05-08.01WBT</td>
</tr>
<tr>
<td>Traction and Stability Control Systems</td>
<td>S-BK05-09.01WBT</td>
</tr>
<tr>
<td>Fasteners, Seals &amp; Gaskets</td>
<td>S-DS11-06.01WBT</td>
</tr>
<tr>
<td>Automotive Meters</td>
<td>S-DS11-07.01WBT</td>
</tr>
<tr>
<td>Automotive Testers</td>
<td>S-DS11-08.01WBT</td>
</tr>
<tr>
<td>Automotive Analyzers</td>
<td>S-DS11-09.01WBT</td>
</tr>
<tr>
<td>Precision Measuring Tools</td>
<td>S-DS11-10.01WBT</td>
</tr>
<tr>
<td>Electromagnetism</td>
<td>S-EL06-11.01WBT</td>
</tr>
<tr>
<td>Battery Theory</td>
<td>S-EL06-12.01WBT</td>
</tr>
<tr>
<td>Starting System Theory</td>
<td>S-EL06-13.01WBT</td>
</tr>
<tr>
<td>Charging System Theory</td>
<td>S-EL06-14.01WBT</td>
</tr>
<tr>
<td>Electrical Components</td>
<td>S-EL06-15.01WBT</td>
</tr>
<tr>
<td>Electrical Circuits</td>
<td>S-EL06-16.01WBT</td>
</tr>
<tr>
<td>Computer System Fundamentals</td>
<td>S-EL06-17.01WBT</td>
</tr>
<tr>
<td>Electrical Theory</td>
<td>S-EL06-18.01WBT</td>
</tr>
<tr>
<td>Electrical Schematics</td>
<td>S-EL06-25.01WBT</td>
</tr>
<tr>
<td>Advanced Battery Theory</td>
<td>S-EL06-26.01WBT</td>
</tr>
<tr>
<td>Exhaust System Theory</td>
<td>S-EP08-06.01WBT</td>
</tr>
<tr>
<td>Automotive Fuels</td>
<td>S-EP08-07.01WBT</td>
</tr>
<tr>
<td>Carburetor Fundamentals</td>
<td>S-EP08-08.01WBT</td>
</tr>
<tr>
<td>Diesel Emissions 1</td>
<td>S-EP08-09.01WBT</td>
</tr>
<tr>
<td>Engine Fundamentals</td>
<td>S-EP08-13.01WBT</td>
</tr>
<tr>
<td>Ignition System Fundamentals</td>
<td>S-EP08-14.01WBT</td>
</tr>
<tr>
<td>Fuel Injection Systems</td>
<td>S-EP08-15.01WBT</td>
</tr>
<tr>
<td>Fuel Induction Systems</td>
<td>S-EP08-16.01WBT</td>
</tr>
<tr>
<td>Maintenance - Automotive Fluids</td>
<td>S-FN00-16.01WBT</td>
</tr>
<tr>
<td>Maintenance - Behind the Wheel</td>
<td>S-FN00-17.01WBT</td>
</tr>
<tr>
<td>Maintenance - Under Car</td>
<td>S-FN00-18.01WBT</td>
</tr>
<tr>
<td>Maintenance - Underhood</td>
<td>S-FN00-19.01WBT</td>
</tr>
<tr>
<td>Steering System Operation</td>
<td>S-SS04-02.01WBT</td>
</tr>
<tr>
<td>Suspension System Operation</td>
<td>S-SS04-03.01WBT</td>
</tr>
<tr>
<td>Tires and Wheels</td>
<td>S-SS04-04.01WBT</td>
</tr>
<tr>
<td>Wheel Alignment</td>
<td>S-SS04-05.01WBT</td>
</tr>
</tbody>
</table>
Virtual Classroom Training

With just a simple purchase of a personal computer headset with attached microphone, ACDelco Professional Service Center (PSC) and Key Fleet (KFLT) participants will experience the latest technology ACDelco technical training has to offer! Below is the information related to what VCT is and how you can enroll and take part in this new training delivery method.

What is VCT?

VCT is a new learning technology that allows:

• Participants to engage directly with the instructor, other participants, and subject matter experts over the internet
• The ability to view animations, graphics and videos related to the content
• New repair and diagnostic techniques to be quickly launched with direct instructor interaction

How do I enroll?

You can enroll in a VCT course session in two ways. Begin by logging onto www.acdelcotechconnect.com and click on the Training tab and log in to the Training Website. If you are not sure of the course number, you can search for courses by clicking Take Training > Schedule > Search Course Sessions. Enter your desired criteria and click Submit.

If you know the course number, you can click Trake Training > Enrollment > Enroll in a Course. Select the course that you would like to attend from the drop down menu and click Submit. Only courses with scheduled sessions will appear in the list. The system will list all available sessions of the selected course, including start and end dates and times, locations, and seats available. To enroll in a Course Session, click the button next to the desired session, then click Submit.

For more information on the requirements for VCT, please refer to the VCT User Guide located under Main Menu > Resources on the training website.

What does my system need?

It is important to make sure that the computers and connections used for VCT training meet the minimum requirements necessary to launch a course. The following is a complete list of this information.

• PC headset with attached microphone
• High speed internet connection
• Windows 7, Vista, XP or 2000
• Internet Explorer 6 or higher
• Adobe Flash Player 8 or higher
• Screen resolution of 1024 x 786
ACDelco Total Service Support (PSC) and Key Fleet (KFLT) participants will experience the latest technology ACDelco technical training has to offer! Below is the information related to what VCT is and how you can enroll and take part in this new training delivery method.

Available virtual classroom training courses:

<table>
<thead>
<tr>
<th>Course</th>
<th>Course Code</th>
<th>Course</th>
<th>Course Code</th>
</tr>
</thead>
<tbody>
<tr>
<td>HVAC System: Components and Lubricants</td>
<td>S-AC07-01.01VCT</td>
<td>GM Hybrid System Safety and Components</td>
<td>S-EL06-06.01VCT</td>
</tr>
<tr>
<td>HVAC System: Operation and Service Hints</td>
<td>S-AC07-02.01VCT</td>
<td>GM Hybrid System Diagnosis and Repair</td>
<td>S-EL06-07.01VCT</td>
</tr>
<tr>
<td>HVAC System: Flushing, Recovery and Diagnostics</td>
<td>S-AC07-03.01VCT</td>
<td>Camshaft Position Actuator Systems</td>
<td>S-EM01-01.01VCT</td>
</tr>
<tr>
<td>HVAC System: Engine Cooling, Controls and Communication</td>
<td>S-AC07-04.01VCT</td>
<td>Active Fuel Management Operation</td>
<td>S-EM01-02.01VCT</td>
</tr>
<tr>
<td>Electrical Circuit Function and Diagnosis</td>
<td>S-EL06-01.01VCT</td>
<td>Active Fuel Management Diagnosis</td>
<td>S-EM01-03.01VCT</td>
</tr>
<tr>
<td>Testing Electrical Signal and Control Circuits</td>
<td>S-EL06-02.01VCT</td>
<td>6.6L Duramax: Engine Diagnosis</td>
<td>S-EP08-01.01VCT</td>
</tr>
<tr>
<td>Serial Data Communication Networks</td>
<td>S-EL06-03.01VCT</td>
<td>6.6L Duramax: LMM Diesel Engine</td>
<td>S-EP08-02.01VCT</td>
</tr>
<tr>
<td>Communication Network Diagnosis</td>
<td>S-EL06-04.01VCT</td>
<td>6.6L Duramax: LGH and LML Diesel Engines</td>
<td>S-EP08-03.01VCT</td>
</tr>
<tr>
<td>How to Use VCT</td>
<td>S-FN00-01.01VCT</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>
ACDelco Technical Training

ACDelco Technical Training is organized in a manner consistent with the Automotive Service Excellence (ASE) certification categories. The courses are also listed within a category by difficulty level beginning with web-based courses, followed by simulations, VCTs, seminars and finally the more detailed instructor-led courses. At the end of each classification is a listing of available TechAssist courses related to that category. Below are the ASE technical category classifications:

- A0: Fundamentals and Emerging Technologies
- A1: Engine Repair
- A2: Automatic Trans/Transaxle
- A3: Manual Drivetrain and Axles
- A4: Suspension and Steering
- A5: Brakes
- A6: Electrical/Electronic Systems
- A7: Heating and Air Conditioning
- A8: Engine Performance
TECH 2 FAMILIARIZATION

Available Languages: English

Cost: PSC/KFLT/FPPP $0.00 Non-PSC/KFLT/FPPP $100.00

Pre-Course Recommendation: None

Course Description: This course covers an introduction to the screens, functions and navigation of the Tech 2. Upon completion of this course technicians will understand its purpose, design and accessories, its relationship with the vehicle, steps to update the tech 2 and CANdi module, setup and operation processes, DTC display, the use and features of snapshots, functional diagnostic process, diagnostic system check and Electronically Erasable Programmable Read Only Memory (EEPROM) steps.

NOISE, VIBRATION AND HARSHNESS

Available Languages: English/Spanish

Cost: PSC/KFLT/FPPP $0.00 Non-PSC/KFLT/FPPP $100.00

Pre-Course Recommendation: None

Course Description: This WBT course covers vibration theory and the operation of components that may cause abnormal noise or vibration concerns. It also covers diagnostic techniques such as road tests and test equipment used in diagnosing vibration concerns. Upon completion of this course component technicians will be able to identify characteristics of vibration; recall Electronic Vibrations Analyzer (EVA) characteristics, operation and configuration; recall Vibrate software functionality; identify how to diagnose vehicle vibration; identify how to diagnose tire and wheel vibration; identify shaft components vibration characteristics and diagnosis; recall how to measure runouts; recall angle measurements; and identify engine and transmission vibrations.

WATERLEAK AND WINDNOISE MANAGEMENT 1

Available Languages: English

Cost: PSC/KFLT/FPPP $0.00 Non-PSC/KFLT/FPPP $100.00

Pre-Course Recommendation: None

Course Description: Part one of this two part WBT course covers windnoise and waterleak theory, and types of sealers. The course also covers the characteristics and water management of hard moveable roofs, soft moveable roofs, and sunroofs. Upon completion of this course, technicians will be able to recall the theories of waterleak and windnoise, and recall the characteristics and water management of moveable hard roofs, moveable soft roofs, and sunroofs.

WATERLEAK AND WINDNOISE MANAGEMENT 2

Available Languages: English

Cost: PSC/KFLT/FPPP $0.00 Non-PSC/KFLT/FPPP $100.00

Pre-Course Recommendation: None

Course Description: Part two of this two part WBT course covers windnoise and waterleak diagnosis using windnoise and waterleak tests and visual inspections. It also covers glass and panel service using adjustment, sealing, and repair techniques. Upon completion of this component technicians will be able to recall the fundamentals of waterleak and windnoise diagnostics; recall how to diagnose waterleak and windnoise concerns using visual inspections, water tests, and customer worksheets; recall how to service panels and glass using adjustment techniques; and recall sealing and repair service techniques.
A0: FUNDAMENTALS / EMERGING TECHNOLOGIES

SI OVERVIEW S-FN00-02.02WBT

Available Languages: English

Cost: PSC/KFLT/FPPP $0.00 Non-PSC/KFLT/FPPP $100.00

Pre-Course Recommendation: None

Course Description: This WBT course provides a description of the components and navigation of Service Information (SI). Upon completion of this course technicians will be able to access SI through GM DealerWorld, perform searches of SI documents, identify and navigate through SI hyperlink icons, install the TIFF Viewer Plug-In, view SI schematics, view global schematics, troubleshoot and maintain GM DealerWorld.

MULTIPLE DIAGNOSTIC INTERFACE (MDI) FAMILIARIZATION S-FN00-20.02WBT

Available Languages: English

Cost: PSC/KFLT/FPPP $0.00 Non-PSC/KFLT/FPPP $100.00

Pre-Course Recommendation: None

Course Description: This WBT course covers common characteristics of the MDI including MDI Setup Software, MDI / On Vehicle operation, and the Service Programming System Procedure. Upon completion of this course technicians will be able to identify common characteristics of the MDI, identify MDI Setup Software, identify MDI / On Vehicle operation, and identify the Service Programming System Procedure.

ASEP MENTOR TRAINING S-SC31-01.01WBT

Available Languages: English

Cost: PSC/KFLT/FPPP $0.00 Non-PSC/KFLT/FPPP $100.00

Pre-Course Recommendation: None

Course Description: This one hour web-based course will orient the mentor to the various roles, responsibilities and standards of behavior for mentors. Expectations for trainees and some basic guidelines to help mentors plan their training including orientation and assigning daily work, ways to improve communications with trainees and types of trainee evaluations.

HYBRID INTRODUCTION AND SAFETY S-EL06-07.01WBT

Available Languages: English/Spanish/French

Cost: PSC/KFLT/FPPP $0.00 Non-PSC/KFLT/FPPP $100.00

Pre-Course Recommendation: None

Course Description: This one hour web-based course will familiarize technicians with proper safety practices required to service a vehicle equipped with a GM hybrid system. The course will identify the main components of the hybrid system, provide instructions for disconnecting the generator battery and identify specific hybrid system precautions. Upon completion of this course technicians will be able to explain mandatory safety procedures to promote safe working conditions and identify the main components of the 42-volt hybrid system.
HYBRID VEHICLES: THEORY, OPERATION AND SERVICE  S-EL06-08.01WBT

Available Languages: English

Cost: PSC/KFLT/FPPP $0.00 Non-PSC/KFLT/FPPP $100.00

Pre-Course Recommendation: S-EL06-07.01WBT

Course Description: This one hour web-based technician course describes the function of the primary and secondary components of GM hybrid vehicles and the theory behind their operation. Specific topics include: safety practices, generator battery, generator control module, generator assembly and secondary components such as the hybridized 4T45 transmission, hill hold valve and coolant system. Drive cycle modes and how they affect the operation of the hybrid is addressed. Upon successful completion of this course technicians will be able to identify hybrid system safe working practices, primary & secondary components and correct operation of hybrid system. Modes of operation during the drive cycle in the hybrid system and system diagnose using a Tech 2 is detailed.

HIGH VOLTAGE SYSTEM SAFETY  S-EL06-42.01WBT

Available Languages: English/French

Cost: PSC/KFLT/FPPP $0.00 Non-PSC/KFLT/FPPP $100.00

Pre-Course Recommendation: None

Course Description: This WBT course contains information on high voltage system safety practices and precautions, as well as personal protective equipment that must be used when working on high voltage systems. A video of the Class 0 isolation glove inspection procedure will also be included. Upon completion of this course technicians will be able to identify key high voltage system safety practices and precautions, identify personal protective equipment utilized when working on or around high voltage systems, identify the procedure for inspecting class 0 isolation gloves and recognize high voltage system warnings and labels. Note: While initial volume of these Two-Mode Hybrid products will be limited, all technicians should be aware of the high voltage safety issues.

TWO-MODE HYBRID INTRODUCTION AND SAFETY  S-EL06-43.01WBT

Available Languages: English/French

Cost: PSC/KFLT/FPPP $0.00 Non-PSC/KFLT/FPPP $100.00

Pre-Course Recommendation: S-FN00-02.01WBT, S-DS11-01.02WBT, S-EL06-01.03WBT, S-EL06-02.02WBT, S-EL06-03.02WBT and S-EL06-42.01WBT

Course Description: This WBT course will introduce technicians to the Two-mode Hybrid full size pick-ups and sport utility vehicles. The course also provides information on key safety features of the Two-mode vehicle and safety precautions that must be used when servicing, as well as a simulation of the high voltage battery disconnect procedure. Upon completion of this course technicians will be able to identify the different types of Two-mode Hybrid vehicles, identify the interior and exterior features specific to the Two-mode Hybrid vehicle, identify the unique Hybrid support systems utilized in Two-mode vehicles and identify the correct procedure to disable the high voltage system and verify it is disabled. Note: While initial volume of these Two-Mode Hybrid products will be limited, all technicians should be aware of the high voltage safety issues.
TWO-MODE HYBRID 300 VOLT BATTERY SYSTEM THEORY AND OPERATION  S-EL06-44.01WBT

Available Languages: English/French

Cost: PSC/KFLT/FPPP $0.00 Non-PSC/KFLT/FPPP $100.00

Pre-Course Recommendation: S-EL06-10.01WBT, S-EL06-04.01WBT, S-EL06-42.01WBT and S-EL06-43.01WBT

Course Description: This WBT course will introduce technicians to the Two-mode Hybrid full size pick-ups and sport utility vehicle 300 volt battery and battery system. The course also provides information on key safety features of the Two-mode vehicle and safety precautions that must be used when servicing the high voltage components, as well as a simulation of the high voltage battery disconnect procedure. Upon completion of this course technicians will be able to identify the components that make up the 300 volt battery, identify the components of the high voltage power electronics system, identify the safety practices required when working on the high voltage system and identify the correct procedure to disable the high voltage system and verify it is disabled.

2ML70 TRANSMISSION THEORY AND OPERATION  S-EL06-45.01WBT

Available Languages: English

Cost: PSC/KFLT/FPPP $0.00 Non-PSC/KFLT/FPPP $100.00

Pre-Course Recommendation: S-EL06-42.01WBT and S-EL06-43.01WBT

Course Description: This WBT course will introduce technicians to Two-mode Hybrid full size pick-ups and sport utility vehicle Two-mode transmissions. The course provides information on key safety features of the Two-mode vehicle and safety precautions that must be used when servicing the high voltage components. Upon completion of this course technicians will be able to identify the safety procedures and practices required when working on the high voltage system, identify the components that make up the Two-mode transmission and identify the modes of operation of the Two-mode transmission.

TWO-MODE HYBRID SUPPORTING SYSTEMS THEORY AND OPERATION  S-EL06-46.01WBT

Available Languages: English

Cost: PSC/KFLT/FPPP $0.00 Non-PSC/KFLT/FPPP $100.00

Pre-Course Recommendation: S-EP08-01.02WBT, S-EP08-02.02WBT, S-EP08-12.01WBT, S-AC07-01.01WBT, S-AC07-02.01WBT, S-BK05-01.02WBT and S-BK05-02.02WBT

Course Description: This WBT course will introduce technicians to Two-mode Hybrid full size pick-ups and sport utility vehicle supporting system components and operation. The course will provide information on key safety features of the Two-mode vehicle as well as safety precautions that must be used when servicing the high voltage components. Upon completion of this course technicians will be able to identify the Two-mode engine components and operation, identify the components and operation of the Two-mode power electronics cooling system, identify the components and operation of the Two-mode HVAC system, identify the components and operation of the Two-mode electronic power steering system and identify the Two-mode braking system components and operation.
A0: FUNDAMENTALS / EMERGING TECHNOLOGIES

TWO-MODE HYBRID SYSTEM DIAGNOSIS

Available Languages: English/French
Cost: PSC/KFLT/FPPP $0.00 Non-PSC/KFLT/FPPP $100.00
Pre-Course Recommendation: S-EL06-42.01WBT, S-EL06-43.01WBT, S-EL06-44.01WBT, S-EL06-45.01WBT and S-EL06-46.01WBT

Course Description: This WBT course will introduce technicians to the Hybrid LAN communication buss, the types of communication used and the diagnosis of the Hybrid LAN. This course will also identify the data list and special functions of the Tech 2 scan tool that are unique to this type of vehicle as well as discuss the use of this information to help properly diagnose the hybrid system. Also we will discuss normal Two-mode operating conditions that could be perceived as a concern. Upon completion of this course technicians will be able to identify the Hybrid Diagnostic Approach, identify the Hybrid LAN, diagnose the Hybrid LAN, identify the types of communication used by the hybrid system, identify the function of and rationale of torque-based strategy, recall the Tech 2 data lists and special functions for the Hybrid system and identify Two-mode Hybrid vehicle design intent factors that customers may identify as concerns.

CHEVROLET VOLT INTRODUCTION AND SAFETY

Available Languages: English/French
Cost: PSC/KFLT/FPPP $0.00 Non-PSC/KFLT/FPPP $100.00
Pre-Course Recommendation: None

Course Description: This course introduces technicians to the Chevrolet Volt and covers key features, components, modes of operation and characteristics of the electrical and charging systems. It also covers vehicle communication and High Voltage Interlock Circuit (HVIC) systems, as well as the diagnostic process and safety precautions.

HIGH VOLTAGE ENERGY STORAGE SYSTEMS

Available Languages: English/French
Cost: PSC/KFLT/FPPP $0.00 Non-PSC/KFLT/FPPP $100.00
Pre-Course Recommendation: None

Course Description: This course covers the Chevrolet Volt high voltage energy storage system. It also covers drive motor battery; drive motor battery components, thermal management system operation and the troubleshooting process for the integrated charger. Upon completion of this course technicians will be able to identify the characteristics and operation of the high voltage battery, the high voltage system disable and enable procedures, high voltage battery components, the thermal management system, and troubleshooting process for the On-Board Charger Module (OBCM).

ADVANCED TECHNOLOGY VEHICLE POWER ELECTRONICS

Available Languages: English/French
Cost: PSC/KFLT/FPPP $0.00 Non-PSC/KFLT/FPPP $100.00
Pre-Course Recommendation: None

Course Description: This course covers power electronics found in advanced technology vehicles. Upon completion of this course technicians will be able to identify the correct operation of the drive motor/generator power inverter module, the accessory DC power module and thermal management system.
ADVANCED TECHNOLOGY VEHICLE TRANSMISSION  
Available Languages: English/French  
Cost: PSC/KFLT/FPPP $0.00 Non-PSC/KFLT/FPPP $100.00  
Pre-Course Recommendation: None  
Course Description: This course covers the 4ET50 transmission. A good understanding of automatic transmission principals and operation is recommended prior to taking this course. Upon completion of this course technicians will be able to identify the characteristics and modes of operation, the mechanical and electrical system characteristics and the correct fluid flow and power flow for each operating mode of the 4ET50 transmission.

ADVANCED TECHNOLOGY VEHICLE SUPPORTING SYSTEMS  
Available Languages: English/French  
Cost: PSC/KFLT/FPPP $0.00 Non-PSC/KFLT/FPPP $100.00  
Pre-Course Recommendation: None  
Course Description: This course covers the unique characteristics of the 1.4L engine. Upon completion of this course technicians will be able to identify the correct operation of the fuel and evaporative emissions control systems, the refuel request switch and the braking system, regenerative braking capabilities and modes of operation. It also covers the unique characteristics of the heating, ventilation, and air conditioning system including the high voltage heater, electric air conditioning compressor and drive motor battery coolant cooler.

eASSIST INTRODUCTION  
Available Languages: English  
Cost: PSC/KFLT/FPPP $0.00 Non-PSC/KFLT/FPPP $100.00  
Pre-Course Recommendation: None  
Course Description: This WBT course covers the characteristics of the eAssist system and the impact the system has on the drive cycle. This course also covers the components of the eAssist system, including the starter generator, liquid cooling system, accessory drive belt system, high voltage battery assembly, and supporting systems. Upon completion of this WBT technicians will be able to recall the characteristics of the eAssist system and identify the components of the eAssist system.

eASSIST BATTERY STORAGE SYSTEMS  
Available Languages: English  
Cost: PSC/KFLT/FPPP $0.00 Non-PSC/KFLT/FPPP $100.00  
Pre-Course Recommendation: None  
Course Description: This WBT course describes the eAssist battery storage system. Specific topics include the components, characteristics, and function of the generator control and battery module assembly, the generator battery assembly, the generator control module and the battery cooling system. Upon completion of this course technicians will be able to identify the eAssist generator control and battery module assembly components, describe the generator battery assembly components and characteristics, identify the generator control module characteristics and functions, and describe the battery cooling system components, characteristics and operation.
GLOBAL DIAGNOSTIC SYSTEM  
**Available Languages:** English  
**Cost:** PSC/KFLT/FPPP $0.00 Non-PSC/KFLT/FPPP $100.00  
**Pre-Course Recommendation:** None  
**Course Description:** This WBT course introduces the new Global Diagnostic System (GDS), including software and hardware components, set up and operation, and diagnostic procedures. Upon completion of this course technicians will be able to recall the key features of the Global Diagnostic System, identify the administration and navigation procedures, recall the characteristics of diagnostic packages, identify the operation the vehicle identification and home screens, and recall the diagnostic functions of the Global Diagnostic System.

GM SAFETY SYSTEMS 1  
**Available Languages:** English/Spanish  
**Cost:** PSC/KFLT/FPPP $0.00 Non-PSC/KFLT/FPPP $100.00  
**Pre-Course Recommendation:** None  
**Course Description:** Part one of this two part WBT course covers the primary restraints, including seat belt systems, pretensioners, and child restraints. Supplemental restraints are also discussed, including airbag systems, active head restraints, and knee bolsters. Topics include restraint system design, operation, diagnostics, servicing and handling procedures. Upon completion of this course, technicians will be able to recall the function and operation of occupant safety systems. recall the function and operation of seat belt restraint systems, recall the function and operation of child restraint systems, recall the function and operation of Supplemental Inflatable Restraint (SIR) systems, and recall how to diagnose and service Supplemental Inflatable Restraint (SIR) systems.

GM SAFETY SYSTEMS 2  
**Available Languages:** English/Spanish  
**Cost:** PSC/KFLT/FPPP $0.00 Non-PSC/KFLT/FPPP $100.00  
**Pre-Course Recommendation:** None  
**Course Description:** Part two of this two-part WBT course covers the components, operation, diagnostic and service procedures for safety systems found on General Motors (GM) vehicles including Rear Vision Camera (RVC), Parking Assist, Lane Departure, Side Blind Zone Alert (SBZA), and the Brake Override System. Upon completion of this course, technicians will be able to identify the components, operation, and diagnostic and service procedures of the Rear Vision Camera (RVC) system; identify the characteristics, components, operation, and diagnostic and service procedures of the Parking Assist System; identify the components, operation, and diagnostic and service procedures of the Lane Departure System; identify the components, operation, diagnostic and service procedures of the Side Blind Zone Alert (SBZA) System; and identify the components, operation, and diagnostic and service procedures of the Brake Override System.
A0: FUNDAMENTALS / EMERGING TECHNOLOGIES

ROTATING ELECTRICAL SYSTEM SERVICING TIPS S-DS11-02.01SEM

Available Languages: English

Cost: Contact your local ACDelco representative for cost and availability.

Pre-Course Recommendation: None

Course Description: This one-hour seminar covers key service items related to various vehicle systems to prevent early failures of rotating electrical system components. The seminar will provide proper service techniques to improve the technician’s skills when replacing various on-vehicle components. The seminar will also cover some of the latest bulletins, service tips and diagnostics when servicing charging and starting systems.

FUEL SYSTEM SERVICING TIPS S-DS11-03.01SEM

Available Languages: English

Cost: Contact your local ACDelco representative for cost and availability.

Pre-Course Recommendation: None

Course Description: This one-hour seminar covers key service items related to various vehicle systems to prevent early failures of fuel system components. The seminar will provide proper service techniques to improve the technician’s skills when replacing various on-vehicle components. The seminar will also cover some of the latest bulletins, service tips and diagnostics when servicing fuel systems.

EMISSION CONTROL SYSTEM SERVICING TIPS S-DS11-04.01SEM

Available Languages: English

Cost: Contact your local ACDelco representative for cost and availability.

Pre-Course Recommendation: None

Course Description: This one-hour seminar covers key service items related to various vehicle systems to prevent early failures of emission control components. The seminar will provide proper service techniques to improve the technician’s skills when replacing various on-vehicle components. The seminar will also cover some of the latest bulletins, service tips and diagnostics when servicing emission control systems.

POWER STEERING SYSTEM SERVICING TIPS S-DS11-05.02SEM

Available Languages: English

Cost: Contact your local ACDelco representative for cost and availability.

Pre-Course Recommendation: None

Course Description: This one-hour seminar covers key service items related to various vehicle systems to prevent early failures of power steering system components. The seminar will provide proper service techniques to improve the technician’s skills when replacing various on-vehicle components. The seminar will also cover some of the latest bulletins, service tips and diagnostics when servicing power steering systems.
COOLING SYSTEM SERVICING TIPS

Available Languages: English

Cost: Contact your local ACDelco representative for cost and availability.

Pre-Course Recommendation: None

Course Description: This one-hour seminar covers key service items related to various vehicle systems to prevent early failures of cooling system components. The seminar will provide proper service techniques to improve the technician’s skills when replacing various on-vehicle components. The seminar will also cover some of the latest bulletins, service tips and diagnostics when servicing cooling systems.

BRAKE SYSTEM SERVICING TIPS

Available Languages: English

Cost: Contact your local ACDelco representative for cost and availability.

Pre-Course Recommendation: None

Course Description: This one-hour seminar covers key service items related to various vehicle systems to prevent early failures of brake systems. The seminar will provide proper service techniques to improve the technician’s skills when replacing various on-vehicle components. The seminar will also cover some of the latest bulletins, service tips and diagnostics when servicing brakes.

BATTERY SERVICING TIPS

Available Languages: English

Cost: Contact your local ACDelco representative for cost and availability.

Pre-Course Recommendation: None

Course Description: This one-hour seminar covers key service items related to various vehicle systems to prevent early failures of batteries. The seminar will provide proper service techniques to improve the technician’s skills when servicing the battery. The seminar will also cover some of the latest bulletins, service tips and diagnostics when servicing batteries.

GM PARALLEL HYBRID TRUCK

Available Languages: English

Cost: Contact your local ACDelco representative for cost and availability.

Pre-Course Recommendation: None

Course Description: This 3 to 4 hour technician seminar combines information on the automotive industries 36/42 volt technology with an in-depth look at GM’s Parallel Hybrid Truck (PHT) and its unique use of the 36/42 volt system. Topics include 36/42 volt system configurations, 36/42 volt issues, system variations, operation safety and service procedures.
HYBRID TECHNOLOGY
Available Languages: English
Cost: Contact your local ACDelco representative for cost and availability.
Pre-Course Recommendation: None
Course Description: This 3 to 4 hour technician seminar presents the latest technology found on current production hybrid vehicles. Some of the topics include the history of hybrid vehicles, hybrid designs, the benefits of electric propulsion, energy storage, power delivery & transfer, hybrid vehicle controls and service overview. This seminar will familiarize technicians with the implications associated with the various types of hybrid vehicles currently appearing out on the roadways.

HYBRID AFTERMARKET SERVICE
Available Languages: English
Cost: Contact your local ACDelco representative for cost and availability
Pre-Course Recommendation: None
Course Description: This seminar provides an overview of current Hybrid vehicle technology and its effect on typical aftermarket service procedures. Specific topics include, Hybrid Market Overview: A look at the Hybrid models and types in today’s market. Hybrid types: the major differences between series and parallel Hybrids, as well as single-mode and Two-mode Hybrids. Hybrid service considerations: Service of Hybrid vehicles is explored in terms of safety, tools and basic service procedures.

HYDROGEN FUEL CELL TECHNOLOGY
Available Languages: English
Cost: Contact your local ACDelco representative for cost and availability.
Pre-Course Recommendation: None
Course Description: This 3 to 4 hour technician seminar explains the rapidly evolving technology found on hydrogen fuel cell equipped vehicles. Some of the topics include the evolution of vehicle power, aspects of hydrogen fuel cell service, hydrogen as a fuel, fuel cell overview, system components, system operation and dispelling common hydrogen fuel cell myths. This seminar will familiarize technicians with the implications associated with this exciting new direction in automotive design.

EMERGING TECHNOLOGIES
Available Languages: English
Cost: Contact your local ACDelco representative for cost and availability.
Pre-Course Recommendation: None
Course Description: This 3 to 4 hour technician seminar is designed to focus on some of the latest technology found on current production vehicles. Some of the topics include E-85 fuels, spark ignition direct injection, cam phasing and Duramax diesel engine updates.
**BODY ELECTRONICS: ADVANCED POWER MANAGEMENT**

**S-FN00-02.01SEM**

Available Languages: English

Cost: Contact your local ACDelco representative for cost and availability

Pre-Course Recommendation: None

Course Description: This one-hour seminar covers key operation and diagnosis of the electrical center and power management systems. The seminar will provide proper service techniques to improve the technician’s system knowledge to help increase customer satisfaction and profits by repairing vehicles right the first time. The seminar will also cover some of the latest bulletins, service tips and diagnostics when servicing the electrical center and power management systems.

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**BODY ELECTRONICS: ENTERTAINMENT, COMFORT, SAFETY & GLOBAL A ARCHITECTURE**

**S-FN00-03.01SEM**

Available Languages: English

Cost: Contact your local ACDelco representative for cost and availability

Pre-Course Recommendation: None

Course Description: This one-hour seminar covers key operation and diagnosis of the ECU piconets, integrated radio controllers, comfort and convenience systems, safety features, and Global A Architecture system. The seminar will provide proper service techniques to improve the technician’s system knowledge to help increase customer satisfaction and profits by repairing vehicles right the first time. The seminar will also cover some of the latest bulletins, service tips and diagnostics when servicing ECU piconets, Integrated Radio Controllers, comfort and convenience systems, safety features, and the Global A Architecture system.

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**HYBRID TECHNOLOGY AND SERVICE**

**S-EL06-12.01ILT**

Available Languages: English

Cost: PSC/KFLT/FPPP $0.00 Non-PSC/KFLT/FPPP $175.00

Pre-Course Recommendation: S-EL06-42.01WBT, S-EL06-43.01WBT and S-EL06-44.01WBT

Course Description: This course will introduce technicians with past, current, and future advances in Hybrid technology. The instructor will guide technicians through information regarding hybrid history, safety considerations while servicing Hybrid vehicles systems, the disable procedure for the high voltage system, various Hybrid system designs and types and hybrid components. Hands on exercises will be performed on a Hybrid vehicle, in which students will explore locating and identifying Hybrid system components, performing the jump assist procedure disabling and enabling the high voltage system and diagnosing issues with the Hybrid system.
### Additional Resources:

Following is a list of TechAssist courses for this training category:

<table>
<thead>
<tr>
<th>Course Number</th>
<th>Course Name</th>
</tr>
</thead>
<tbody>
<tr>
<td>S-DS11-07.01TAS</td>
<td>Tire Pressure Monitoring System (TPM) Diagnostics</td>
</tr>
<tr>
<td>S-EL06-23.01TAS</td>
<td>Saturn AURA &amp; Chevrolet Malibu Hybrid</td>
</tr>
<tr>
<td>S-FN00-01.01TAS</td>
<td>Micrometer Basics</td>
</tr>
<tr>
<td>S-FN00-02.01TAS</td>
<td>Brake Drum Measurement</td>
</tr>
<tr>
<td>S-FN00-04.01TAS</td>
<td>Introduction to Automotive Oscilloscope</td>
</tr>
<tr>
<td>S-EL06-48.01TAS</td>
<td>eAssist Safety</td>
</tr>
<tr>
<td>S-EL06-54.01TAS</td>
<td>Chevrolet Volt High Voltage Disable Procedure</td>
</tr>
<tr>
<td>S-FN00-05.01TAS</td>
<td>Service Information Search</td>
</tr>
<tr>
<td>S-ST10-05.01TAS</td>
<td>Multi-Panel Panoramic Roof</td>
</tr>
</tbody>
</table>
A1: ENGINE REPAIR

ENGINE MECHANICAL DIAGNOSIS AND MEASUREMENT 1  S-EM01-01.01WBT
Available Languages: English/Spanish/French
Cost: PSC/KFLT/FPPP $0.00 Non-PSC/KFLT/FPPP $0.00
Pre-Course Recommendation: None
Course Description: Part two of this two-part WBT course will introduce technicians to basic engine mechanical concepts, disassembly and assembly procedures and component measuring. Upon completion of this course technicians will be able to identify correct methods for assembling the overhead cam and camshaft, assembling the crankshaft, inspecting the crankshaft, assembling the piston & rods, assembling the cylinder head, inspecting the valve train and diagnosing upper and lower engine noise.

ENGINE MECHANICAL DIAGNOSIS AND MEASUREMENT 2  S-EM01-02.01WBT
Available Languages: English/Spanish/French
Cost: PSC/KFLT/FPPP $0.00 Non-PSC/KFLT/FPPP $100.00
Pre-Course Recommendation: None
Course Description: Part two of this two-part WBT course will introduce technicians to basic engine mechanical concepts, disassembly and assembly procedures and component measuring. Upon completion of this course technicians will be able to identify correct methods for assembling the overhead cam and camshaft, assembling the crankshaft, inspecting the crankshaft, assembling the piston & rods, assembling the cylinder head, inspecting the valve train and diagnosing upper and lower engine noise.

ENGINE MECHANICAL DIAGNOSIS AND MEASUREMENT 3  S-EM01-03.01WBT
Available Languages: English
Cost: PSC/KFLT/FPPP $0.00 Non-PSC/KFLT/FPPP $100.00
Pre-Course Recommendation: None
Course Description: Part three of this three-part WBT covers the re-assembly of the engine as well as diesel engine component service procedures. Upon completion of this course, technicians will be able to recall how to re-assemble the engine and recall how to service diesel engine components.

ADVANCED VARIABLE VALVE TIMING  S-EM01-01.01SEM
Available Languages: English
Cost: Contact your local ACDelco representative for cost and availability
Pre-Course Recommendation: None
Course Description: This seminar is intended for engine mechanical and engine performance technicians. The seminar will familiarize technicians with some of the latest engine technologies found on today’s vehicles. Some of the topics include: Variable Valve Timing (VVT), Spline Phaser system, Vane Phaser Overhead Cam (OHC) system, and Vane Phaser Overhead Cam (OHC) magnetically controlled system. This seminar will cover operation and unique service procedures related to each system.
A1: ENGINE REPAIR

CAMSHAFT VARIABLE VALVE LIFT SYSTEMS AND ACTIVE FUEL MANAGEMENT  S-EM01-02.01SEM

Available Languages: English

Cost: Contact your local ACDelco representative for cost and availability

Pre-Course Recommendation: None

Course Description: This seminar is intended for engine mechanical and engine performance technicians. The seminar will familiarize technicians with some of the latest engine technologies found on today’s vehicles. Topics include camshaft variable valve lift systems and Active Fuel Management (AFM). The seminar will cover operation and unique service procedures related to each system.

SPARK IGNITION DIRECT INJECTION  S-EM01-03.01SEM

Available Languages: English

Cost: Contact your local ACDelco representative for cost and availability

Pre-Course Recommendation: None

Course Description: This seminar is intended for engine mechanical and engine performance technicians. The seminar will familiarize technicians with some of the latest engine technologies found on today’s vehicles. Some of the topics include: Spark Ignition Direct Injection (SIDI), the fuel delivery system, scan tool diagnostics and service, piezoelectric injector, and the SIDI start/stop feature. The seminar will cover operation and unique service procedures related to each system.

HOMOGENOUS CHARGE COMPRESSION IGNITION  S-EM01-04.01SEM

Available Languages: English

Cost: Contact your local ACDelco representative for cost and availability

Pre-Course Recommendation: None

Course Description: This seminar is intended for engine mechanical and engine performance technicians. The seminar will familiarize technicians with some of the latest engine technologies found on today’s vehicles. A future GM system referred to as Homogenous Charger Compression Ignition (HCCI) will be covered, as well as 2.2 Ecotec engines and the highlights and benefits of HCCI.

Additional Resources:

Following is a list of TechAssist courses for this training category:

<table>
<thead>
<tr>
<th>Course Number</th>
<th>Course Name</th>
</tr>
</thead>
<tbody>
<tr>
<td>S-EM01-02.01TAS</td>
<td>4.3L Timing Tensioner Kit</td>
</tr>
<tr>
<td>S-EM01-03.01TAS</td>
<td>New Cylinder Bore Liner/ Piston Sleeve Replacement</td>
</tr>
<tr>
<td>S-EM01-04.01TAS</td>
<td>2003 Sierra/Silverado/Cavalier CNG Fuel System</td>
</tr>
<tr>
<td>S-EM01-05.01TAS</td>
<td>Camshaft Variable Lift Systems</td>
</tr>
</tbody>
</table>
A2: AUTOMATIC TRANS / TRANSAXLE

AUTOMATIC TRANSMISSIONS  
S-AT02-01.01WBT

Available Languages: English/Spanish
Cost: PSC/KFLT/FPPP $0.00  Non-PSC/KFLT/FPPP $100.00
Pre-Course Recommendation: None
Course Description: This WBT course introduces automatic transmissions. This course also covers specifications, powerflow, cases, torque converters, and gear select indicators. Upon completion of this course, technicians will be able to detail correct powerflow through an automatic transmission, recall the characteristics of automatic transmission cases, identify the proper operation of automatic transmission torque converters and detail the correct function of automatic transmission gear select indicators.

AUTOMATIC TRANSMISSION GEARSET  
S-AT02-02.01WBT

Available Languages: English/Spanish
Cost: PSC/KFLT/FPPP $0.00  Non-PSC/KFLT/FPPP $100.00
Pre-Course Recommendation: None
Course Description: This WBT course covers the characteristics of planetary and differential gearsets. The course also discusses the operation and disassembly/assembly of gearsets and how to service differential gearsets. Upon completion of this course technicians will be able to identify the characteristics of planetary and differential gearsets, the operation of gearsets, gearsets components and identify how to service differential gearsets.

AUTOMATIC TRANSMISSION MECHANICAL APPLY COMPONENTS  
S-AT02-03.01WBT

Available Languages: English
Cost: PSC/KFLT/FPPP $0.00  Non-PSC/KFLT/FPPP $100.00
Pre-Course Recommendation: None
Course Description: This WBT course covers the mechanical and apply components used in automatic transmissions. Upon completion of this course, technicians will be able to understand apply component characteristics, operation of the 1-2-3-4 clutch, 3-5 reverse clutch, 4-5-6 clutch and the 2-6 clutch. Explain operation of the Low and Reverse Clutch has Low Clutch Sprag characteristics.

AUTOMATIC TRANSMISSION DIAGNOSIS  
S-AT02-04.01WBT

Available Languages: English
Cost: PSC/KFLT/FPPP $0.00  Non-PSC/KFLT/FPPP $100.00
Pre-Course Recommendation: None
Course Description: This WBT course covers the processes and procedures for diagnosing automatic transmission concerns. Upon completion of this course, technicians will be able to recall the procedure for performing a preliminary inspection, the process for performing a road test, and post-road test diagnosis.
A2: AUTOMATIC TRANS / TRANSAXLE

AUTOMATIC TRANSMISSION HYDRAULICS AND ELECTRICAL SYSTEMS S-AT02-05.01WBT

Available Languages: English
Cost: PSC/KFLT/FPPP $0.00 Non-PSC/KFLT/FPPP $100.00
Pre-Course Recommendation: None
Course Description: This WBT course covers the components and operation of the hydraulic system and the electronic controls that drive the hydraulic system. Upon completion of this course technicians will be able to explain how the hydraulic system operates, the functions of the valves & solenoids, the characteristics of the electronic control modules, control module operation and explain characteristics of transmission adaptive functions.

AUTOMATIC TRANSMISSION OPERATION, DIAGNOSIS & SERVICE 1 S-AT02-06.01WBT

Available Languages: English
Cost: PSC/KFLT/FPPP $0.00 Non-PSC/KFLT/FPPP $100.00
Pre-Course Recommendation: None
Course Description: Part one of this three part WBT covers automatic transmissions principles, hydraulics, torque converter characteristics, and mechanical system fundamentals. Upon completion of this course, technicians will be able to recall principals of automatic transmissions and hydraulics, identify fundamentals of the torque converter, identify fundamentals of the mechanical system and identify characteristics of the one way clutch and the final drive.

AUTOMATIC TRANSMISSION OPERATION, DIAGNOSIS & SERVICE 2 S-AT02-07.01WBT

Available Languages: English
Cost: PSC/KFLT/FPPP $0.00 Non-PSC/KFLT/FPPP $100.00
Pre-Course Recommendation: None
Course Description: Part two of this three-part WBT covers the hydraulic system characteristics, valve body components and types, electrical system inputs and outputs of automatic transmission systems. Upon completion of this course, technicians will be able to recall the hydraulic system characteristics of an automatic transmission, identify characteristics of the valve body, identify the electrical system inputs in an automatic transmission, and identify the electrical system outputs in an automatic transmission.

AUTOMATIC TRANSMISSION OPERATION, DIAGNOSIS & SERVICE 3 S-AT02-08.01WBT

Available Languages: English
Cost: PSC/KFLT/FPPP $0.00 Non-PSC/KFLT/FPPP $100.00
Pre-Course Recommendation: None
Course Description: Part three of this three-part WBT covers the automatic transmission control system powerflow and modes of operation. This course also covers the steps of the diagnostic process, and the diagnostic and service procedures for automatic transmissions. Upon completion of this course, technicians will be able to recall automatic transmission control system power flow and modes of operation, identify the steps of the automatic transmission diagnostic process, recall automatic transmission diagnostic procedures, and describe how to perform automatic transmission service procedures.
Additional Resources:

Following is a list of TechAssist courses for this training category:

<table>
<thead>
<tr>
<th>Course Number</th>
<th>Course Name</th>
</tr>
</thead>
<tbody>
<tr>
<td>S-AT02-01.01TAS</td>
<td>Diagnosing the 4T65-E Valve Body</td>
</tr>
<tr>
<td>S-AT02-02.01TAS</td>
<td>PTO Operation &amp; Programming</td>
</tr>
<tr>
<td>S-AT02-03.01TAS</td>
<td>4L60E Input Speed Sensor Overview</td>
</tr>
</tbody>
</table>
A3: MANUAL DRIVETRAIN AND AXLES

ALL WHEEL DRIVE / FOUR WHEEL DRIVE SYSTEMS

Available Languages: English
Cost: PSC/KFLT/FPPP $0.00 Non-PSC/KFLT/FPPP $100.00
Pre-Course Recommendation: None
Course Description: Intended for experienced driveline and transmission service technicians, this WBT course investigates construction and operation of All-Wheel Drive, 4-Wheel Drive, and Automatic 4-Wheel Drive systems. Upon completion of this course, technicians will be able to identify the operations and customer concerns for Part-time Four Wheel Drive (PT4WD), All Wheel Drive (AWD), Full-time Four Wheel Drive (FT4WD), Automatic Four Wheel Drive (Auto 4WD), front axle assembly and propeller shafts.

MANUAL GEARBOX AND CLUTCH

Available Languages: English/Spanish
Cost: PSC/KFLT/FPPP $0.00 Non-PSC/KFLT/FPPP $100.00
Pre-Course Recommendation: None
Course Description: This WBT course introduces technicians to the manual transmission gearbox and clutch assembly. Items discussed in this course include the transverse mounted gearbox, clutch assemblies, clutch controls, synchronizers and electrical components. Upon completion of this course, technicians will understand the operation of the transverse mounted gearbox, diagnostic charts, component inspection, clutch controls, service procedures and electrical components.

MANUAL CLUTCH DIAGNOSIS

Available Languages: English
Cost: Contact your local ACDelco representative for cost and availability.
Pre-Course Recommendation: None
Course Description: This 3 to 4 hour technician seminar details ACDelco clutch kit features and benefits as well as the procedures recommended for diagnosing customer concerns. Clutch system operation, inspection, testing, symptom diagnosis, repair and customer communications will be discussed.

Additional Resources:

Following is a list of TechAssist courses for this training category:

<table>
<thead>
<tr>
<th>Course Number</th>
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</thead>
<tbody>
<tr>
<td>N/A</td>
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</tbody>
</table>
A4: SUSPENSION AND STEERING

VIBRATION CORRECTION

Available Languages: English
Cost: PSC/KFLT/FPPP $0.00 Non-PSC/KFLT/FPPP $100.00
Pre-Course Recommendation: None

Course Description: This one hour web-based technician course will provide technicians with a better understanding of the types of vehicle vibrations that result in customer concerns. By the completion of this course technicians will understand the key elements that make-up vibrations and use a systematic approach to identifying the causes of vibrations. The course shows the proper use of diagnostic tools and details the appropriate service procedures for reducing and eliminating vehicle vibration concerns.

STEERING SYSTEMS AND DIAGNOSTICS

Available Languages: English
Cost: PSC/KFLT/FPPP $0.00 Non-PSC/KFLT/FPPP $100.00
Pre-Course Recommendation: None

Course Description: This course covers the characteristics, types, operation, and diagnosis of the steering system and its main components, as well as a high level overview of some disassembly and assembly service procedures and tools. Upon completion of this course technicians will be able to identify steering system fundamentals, identify steering column and brake transmission shift interlock components and diagnosis, identify steering gear and steering pump components and diagnosis, identify features of electronically controlled hydraulic steering systems, identify types, characteristics and diagnosis of electronic power steering systems, and identify steering system performance factors, improvement features, and safety precautions.

AXLES AND PROPSHAFTS

Available Languages: English
Cost: PSC/KFLT/FPPP $0.00 Non-PSC/KFLT/FPPP $100.00
Pre-Course Recommendation: None

Course Description: This course is intended for driveline service technicians and will include characteristics, operation, diagnostic and service procedures of front and rear axles and propshafts. Topics include propshafts, universal joints, rear axle, differential assembly, front axle and electrical system. Upon completion of this course, technicians will be able to identify the characteristics of the propshafts and universal joints, recall diagnostic and service procedures for propshafts and universal joints, identify the characteristics of rear axles, recall diagnostic and service procedures for rear axles, identify characteristics and operation of differential assembly, recall diagnostic and service differential assembly-locker, identify the characteristics and operation of front axle and identify electrical systems operation and service procedures.

GM CHASSIS CONTROL SYSTEMS

Available Languages: English
Cost: PSC/KFLT/FPPP $0.00 Non-PSC/KFLT/FPPP $100.00
Pre-Course Recommendation: None

Course Description: This course provides the basics of several commonly used suspension types. It also covers level control, damping, tire pressure, monitoring, and alignment. Upon completion of this course, technicians will be able to identify suspension system types and their operation, identify air suspension components and operation, identify level control, including mechanical and electrical controlled damping, identify tire pressure monitoring system variations and operations, identify alignment types, including characteristics, components and operation and identify commonly adjustable and non-adjustable angles.
A4: SUSPENSION AND STEERING

SUSPENSION TECHNOLOGY: YESTERDAY...TODAY...TOMORROW S-SS04-01.01SEM

Available Languages: English

Cost: Contact your local ACDelco representative for cost and availability.

Pre-Course Recommendation: None

Course Description: This 3 to 4 hour technician seminar examines the evolution of automotive suspension systems and their integration with other chassis components. Focus is placed on the wide variety of input sensors and output control devices used on modern ride control systems. Other topics include a review of suspension electronic control functions & diagnostics as well as an examination of new and upcoming suspension/chassis technology.

BASE SUSPENSION S-SS04-02.01SEM

Available Languages: English

Cost: Contact your local ACDelco representative for cost and availability

Pre-Course Recommendation: None

Course Description: This one-hour seminar is designed to provide an overview of base suspension components, operation and diagnostics. Specific topics include vehicle suspension designs and their components; vehicle support as it relates to vehicle suspension operation; operation and characteristics of spring dampening; suspension parts, how they operate and how they function together as a system.

TIRES, WHEELS AND ALIGNMENT S-SS04-03.01SEM

Available Languages: English

Cost: Contact your local ACDelco representative for cost and availability

Pre-Course Recommendation: None

Course Description: This one-hour seminar is designed to provide an overview of tires, wheels and wheel alignment. Specific topics include current and future tire designs, mandatory tire data, tire inflation, specifications, tire related service issues and ACDelco alignment solutions.

ELECTRONIC SUSPENSION CONTROLS OVERVIEW S-SS04-04.01SEM

Available Languages: English

Cost: Contact your local ACDelco representative for cost and availability

Pre-Course Recommendation: None

Course Description: This one-hour seminar is designed to provide an overview of electronic suspension control systems. Specific topics include shock basics, functions of the selectable ride system, purpose and operation of MagneRide systems and the importance of inputs, outputs and controllers.

ELECTRONIC SUSPENSION CONTROLS DIAGNOSTICS S-SS04-05.01SEM

Available Languages: English

Cost: Contact your local ACDelco representative for cost and availability

Pre-Course Recommendation: None

Course Description: This one-hour seminar is designed to provide an overview of manual select ride (MSR), real time dampening (RTD), continuously variable RTD (CV-RTD) and MagneRide systems. The strategy based diagnostic (SBD) process will also be covered.
AUTOMATIC LEVELING CONTROLS S-SS04-06.01SEM

Available Languages: English
Cost: Contact your local ACDelco representative for cost and availability
Pre-Course Recommendation: None
Course Description: This one-hour seminar is designed to provide an overview of automatic leveling control systems. Specific topics include types of automatic leveling control systems, operation of each type of system and diagnostic tips for servicing automatic leveling control systems.

TIRE PRESSURE MONITORING S-SS04-07.01SEM

Available Languages: English
Cost: Contact your local ACDelco representative for cost and availability
Pre-Course Recommendation: None
Course Description: This one-hour seminar is designed to provide an overview of tire pressure monitoring (TPM) systems. Specific topics include reasons TPM is necessary, legal requirements of TPM, antilock braking based TPM systems, transmitter-based TPM systems and common programming procedures.

VIBRATION CORRECTION DIAGNOSTICS S-SS04-01.01ILT

Available Languages: English
Cost: PSC/KFLT/FPPP $0.00 Non-PSC/KFLT/FPPP $175.00
Pre-Course Recommendation: S-SS04-01.01WBT
Course Description: This full-day technician classroom course begins with a review of the basic principles of vibration diagnosis and correction. The course involves performing real-world exercises practicing skills needed to correctly diagnose and repair vehicle vibrations. Technicians learn the principles of vibration diagnosis and correction. Topics include the operating modes of the MTS 4100 NVH Vetronix vibration analyzer, measuring tire road force variation and driveline system balancing.

Additional Resources:
Following is a list of TechAssist courses for this training category:

<table>
<thead>
<tr>
<th>Course Number</th>
<th>Course Name</th>
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<tbody>
<tr>
<td>S-DS11-07.01TAS</td>
<td>Tire Pressure Monitoring System (TPM) Diagnostics</td>
</tr>
<tr>
<td>S-SS04-01.01TAS</td>
<td>2004 Pontiac Grand Prix Steering Click Noise Repair</td>
</tr>
<tr>
<td>S-SS04-02.02TAS</td>
<td>VSES System Operation</td>
</tr>
<tr>
<td>S-SS04-03.01TAS</td>
<td>Electric Power Steering Systems</td>
</tr>
<tr>
<td>S-SS04-04.01TAS</td>
<td>Installing GM Accessory Wheels MY 2007</td>
</tr>
<tr>
<td>S-SS04-05.01TAS</td>
<td>Base Suspension</td>
</tr>
<tr>
<td>S-SS04-06.01TAS</td>
<td>Rack-mount Electric Steering</td>
</tr>
<tr>
<td>S-SS04-07.01TAS</td>
<td>Saab Tire Pressure Monitoring System (TPM) Diagnostics</td>
</tr>
<tr>
<td>S-ST10-03.01TAS</td>
<td>Procedure for installing GM Accessory 20&quot; Wheels</td>
</tr>
</tbody>
</table>
A5: BRAKES

**BRAKING SYSTEMS 1**

Available Languages: English

Cost: PSC/KFLT/FPPP $0.00 Non-PSC/KFLT/FPPP $100.00

Pre-Course Recommendation: None

Course Description: Part one of this two-part WBT course introduces the base brake system operation. It covers system configurations, components and diagnostic process for serviceing braking systems. Upon completion of this course technicians will be able to explain braking system operation, types of brake systems, identify diagnostic processes and techniques, identify drum and rotor service procedures, identify the correct methods and tools for inspecting and servicing brakes, recognize proper master cylinder operation and brake system bleeding procedures.

**BRAKING SYSTEMS 2**

Available Languages: English

Cost: PSC/KFLT/FPPP $0.00 Non-PSC/KFLT/FPPP $100.00

Pre-Course Recommendation: S-BK05-01.02WBT

Course Description: Part two of this two-part WBT course covers an introduction to antilock braking systems (ABS) used in GM vehicles, including theory and operation, component overview and component location. Upon completion of this course technicians will be able to identify the types of brake boosters, define the steps of power brake booster operation, recognize the correct methods for visually inspecting hydraulic boosters, identify the components in the electro-hydraulic braking system, define different types of ABS, recall the characteristics of ABS and traction control systems (TCS) and identify the steps of TCS operation.

**GM BRAKING SYSTEMS 1**

Available Languages: English

Cost: PSC/KFLT/FPPP $0.00 Non-PSC/KFLT/FPPP $100.00

Pre-Course Recommendation: None

Course Description: Part one of this four part WBT course covers braking system operation, configuration, and characteristics. It also covers hydraulic braking systems; operation of valves, components, and characteristics; power assist brake types; drum and disc brake systems; and parking brake types. Upon completion of this course, technicians will be able to identify and recall the braking systems operation, configuration, and characteristics, identify the hydraulic braking system, identify the types of power assist brakes, identify and recall the drum and disc brake system, and identify and recall the types of parking brakes.

**GM BRAKING SYSTEMS 2**

Available Languages: English

Cost: PSC/KFLT/FPPP $0.00 Non-PSC/KFLT/FPPP $100.00

Pre-Course Recommendation: S-BK05-10.01WBT

Course Description: Part two of this four part WBT course covers Antilock Braking System (ABS) characteristics and operation, and automatic traction control characteristics and operation. This course also covers vehicle stability enhancement system theory, characteristics, and operation. Upon completion of this course, technicians will be able to identify antilock braking system characteristics and operation, recall the automatic traction control system’s characteristics and operation, and identify vehicle stability enhancement system theory, characteristics, and operation.
GM BRAKING SYSTEMS 3

Available Languages: English
Cost: PSC/KFLT/FPPP $0.00 Non-PSC/KFLT/FPPP $100.00
Pre-Course Recommendation: S-BK05-10.01WBT, S-BK05-11.01WBT

Course Description: Part three of this four part WBT course covers the diagnosis of base, hydraulic, and anti-lock brake systems. The learner will be able to diagnose customer concerns regarding brake noise, brake performance, as well as inspect individual brake system components. Upon completion of this course, technicians will be able to recall how to troubleshoot brake system concerns, recall how to diagnose hydraulic brake system concerns, identify how to diagnose drum and disc brake assemblies using visual inspection, recall how to diagnose Anti-lock Brake System (ABS) brakes using DTC-based diagnostics, and recall how to diagnose Automatic Traction Control and Vehicle Stability Enhancement Systems.

GM BRAKING SYSTEMS 4

Available Languages: English
Cost: PSC/KFLT/FPPP $0.00 Non-PSC/KFLT/FPPP $100.00
Pre-Course Recommendation: S-BK05-10.01WBT, S-BK05-11.01WBT, S-BK05-12.01WBT

Course Description: Part four of this four part WBT course covers base brake, Antilock Braking System (ABS) and Vehicle Stability Enhancement System servicing. This course covers service procedures for both drum and disc brakes. Upon completion of this course, technicians will be able to: Recall base brake service practices and procedures Recall drum and disc brake service practices and procedures Recall Antilock Braking System (ABS) and Vehicle Stability Enhancement System service practices and procedures.

BRAKE SYSTEM DIAGNOSTIC CHALLENGE

Available Languages: English
Cost: PSC/KFLT/FPPP $0.00 Non-PSC/KFLT/FPPP $50.00
Pre-Course Recommendation: None

Course Description: This course is a web-based brake simulation which is designed to challenge the skilled service technician. This simulation is not a training exercise and therefore minimal feedback is provided during the duration of the activity. Upon completion of the simulation a score is provided based upon following the optimal strategy based diagnostic path and how much time it took to complete the simulation. This simulation may be repeatedly taken to improve your score.

SERVICING TODAY’S BRAKE SYSTEMS

Available Languages: English
Cost: Contact your local ACDelco representative for cost and availability.
Pre-Course Recommendation: None

Course Description: This 3 to 4 hour technician seminar focuses on up-to-date service procedures to address customer concerns and reduce come-back issues. Brake technology is continually advancing on modern vehicles and it is important for service technicians to keep pace. This seminar covers important service tips to achieve quality results and increase customer satisfaction.
A5: BRAKES

TRACTION CONTROL AND STABILITY ENHANCEMENT SYSTEMS  S-BK05-02.01SEM

Available Languages: English

Cost: Contact your local ACDelco representative for cost and availability.

Pre-Course Recommendation: None

Course Description: This one-hour seminar covers Traction Control and Stability Enhancement systems, as well as similar systems found on various vehicle manufacturers. The history and future trends of these systems will also be covered.

The main components of Traction Control systems will be covered, including engine speed components, throttle position, ECM / PCM, throttle actuator module, TCS “OFF” switch, and lateral accelerometer. Operation of this system, including engine management and brake intervention will be covered. Operation and control of Stability Enhancement systems will be briefly discussed, including understeer and oversteer, zero point calibration, active yaw control, and vehicle stability assist. The seminar will also cover the typical components within Stability Enhancement systems, including lateral and longitudinal accelerometers, yaw rate sensor, wheel speed sensor, and steering wheel position sensor.

Diagnosis of the two systems and how they are integrated together will also be covered.

ANTILOCK BRAKE SYSTEMS  S-BK05-03.01SEM

Available Languages: English

Cost: Contact your local ACDelco representative for cost and availability.

Pre-Course Recommendation: None

Course Description: This one-hour seminar covers the major suppliers of Anti-lock Brake Systems (ABS). The major components of ABS will be covered, including the Electronic Brake Control Module (EBCM) and Brake Pressure Modulator Valve (BPMV), as well as how these components enable operation of the system. Operation of the system will be discussed in comparison with non-ABS vehicles. ABS service and diagnostics will also be covered, include brake bleed procedures and tire replacement.

HYBRID REGENERATIVE BRAKE SYSTEMS  S-BK05-04.01SEM

Available Languages: English

Cost: Contact your local ACDelco representative for cost and availability.

Pre-Course Recommendation: None

Course Description: This one-hour seminar covers the physics and diagnostics of Hybrid regenerative braking systems. The use of inertia, force and mass will be discussed, as well as the principles of electric motor operation. Operation and diagnosis of the pedal feel emulator will also be covered.

In order to promote safety while working with Hybrid vehicles, the importance of wearing Personal Protective Equipment (PPE), properly identifying conduit color of the high voltage system, and deactivating the high voltage system will be reviewed.

Specific common customer concerns will also be covered, as well as general diagnostic procedures and service tools needed to address these concerns.
FOUNDATION BRAKE SYSTEMS  S-BK05-05.01SEM
Available Languages: English
Cost: Contact your local ACDelco representative for cost and availability.
Pre-Course Recommendation: None
Course Description: This one-hour seminar covers base brake systems, including the components and operation of these systems as they apply to different brake suppliers. Disc brakes, drum brakes, boost systems and hydraulic assist will be covered. The course will also discuss service and diagnosis of disc brakes, calipers, drum brakes, hydraulics, and brake fluid.

BRAKE NOISE DIAGNOSIS AND SERVICE  S-BK05-06.01SEM
Available Languages: English
Cost: Contact your local ACDelco representative for cost and availability.
Pre-Course Recommendation: None
Course Description: This one-hour seminar covers diagnosis of various brake noises. Specific topics include evaluating brake noise, sources of brake noise, tips for preventing brake noise, and suspension noise. The seminar will also cover the service tools necessary to diagnose brake noises, including micrometers, brake lathe, measuring tools, and hydraulic pressure gauge.

BRAKING SYSTEMS  S-BK05-01.01ILT
Available Languages: English
Cost: PSC/KFLT/FPPP $0.00 Non-PSC/KFLT/FPPP $175.00
Pre-Course Recommendation: S-BK05-01.02WBT and S-BK05-02.02WBT
Course Description: This full-day technician classroom course builds upon what is learned in the web-based courses Brakes 1 & 2. It provides system operation and diagnostic information on various base and antilock brake systems and their related components. The technician will learn the latest techniques used in diagnosing concerns related to base brake subsystems and components. Operation of antilock brakes as well as common mechanical and antilock braking concerns are covered in detail.

ABS OPERATION AND DIAGNOSIS  S-BK05-02.01ILT
Available Languages: English
Cost: PSC/KFLT/FPPP $0.00 Non-PSC/KFLT/FPPP $175.00
Pre-Course Recommendation: S-BK05-01.02WBT and S-BK05-02.02WBT
Course Description: This full-day technician classroom course builds upon what is learned in the web-based courses Brakes 1 & 2. It provides system operation and diagnostic information on various base and antilock brake systems and their related components. The technician will learn the latest techniques used in diagnosing concerns related to base brake subsystems and components. Operation of antilock brakes as well as common mechanical and antilock braking concerns are covered in detail.
A5: BRAKES

Additional Resources:

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<table>
<thead>
<tr>
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<tbody>
<tr>
<td>S-BK05-01.01TAS</td>
<td>Active/ Hall Wheel Speed Sensor Operation</td>
</tr>
<tr>
<td>S-BK05-02.01TAS</td>
<td>On-Car Brake Lathe</td>
</tr>
<tr>
<td>S-BK05-03.01TAS</td>
<td>Active Booster Brake System</td>
</tr>
<tr>
<td>S-BK05-05.01TAS</td>
<td>Anti-lock Braking Systems Overview</td>
</tr>
<tr>
<td>S-BK05-06.01TAS</td>
<td>Hummer H2 &amp; H3 Electro-Hydraulic Brake Boost System</td>
</tr>
<tr>
<td>S-BK05-08.01TAS</td>
<td>GM Electric Parking Brakes</td>
</tr>
</tbody>
</table>
**ELECTRICAL/ELECTRONICS STAGE 1**

Available Languages: English/Spanish/French  
Cost: PSC/KFLT/FPPP $0.00 Non-PSC/KFLT/FPPP $100.00  
Pre-Course Recommendation: None  
Course Description: This course will examine the fundamentals of electricity and how it pertains to successful vehicle diagnosis and repair. Upon completion of this course, technicians will be able to identify the basic characteristics of electricity, basic characteristics of automotive electric circuits, characteristics of the Digital Multimeter (DMM) and characteristics of electrical circuit types.

**ELECTRICAL/ELECTRONICS STAGE 2**

Available Languages: English/Spanish/French  
Cost: PSC/KFLT/FPPP $0.00 Non-PSC/KFLT/FPPP $100.00  
Pre-Course Recommendation: S-EL06-01.03WBT  
Course Description: This course will examine the fundamentals of electricity and how it pertains to successful vehicle diagnosis and repair. Upon completion of this course, technicians will be able to identify electrical circuit components, characteristics and functions of wire control devices, characteristics and functions of circuit protectors, characteristics of electrical circuit faults and properties of permanent magnets and electromagnets.

**ELECTRICAL/ELECTRONICS STAGE 3**

Available Languages: English/Spanish/French  
Cost: PSC/KFLT/FPPP $0.00 Non-PSC/KFLT/FPPP $100.00  
Pre-Course Recommendation: S-EL06-01.03WBT and S-EL06-02.02WBT  
Course Description: This one hour web-based technician course presents information on capacitors, solid state devices, transformers, microprocessors, electro-static discharge, component handling techniques, theory of electrical fault diagnosis and electrical magnetism. Upon completion of this course, technicians will be able to identify the characteristics of capacitors and solid-state devices used in electrical circuits and computer data communications. The technician will be able to recognize the effect that magnetism has on current flow, identify the relationship of electromagnetic induction in the operation of transformers and generators and use of electromagnetic induction in the operation of relays and solenoids.

**GM BODY CONTROL AND COMMUNICATION SYSTEMS**

Available Languages: English  
Cost: PSC/KFLT/FPPP $0.00 Non-PSC/KFLT/FPPP $100.00  
Pre-Course Recommendation: None  
Course Description: This one hour web-based technician course covers concepts and applications of multiple body controllers with multiple inputs and outputs. Communication languages, multiplexing and complex networks in automotive applications are also presented. Upon completion of this course, technicians will be able to define a body control system, identify power moding and the characteristics of networked module systems. GM LAN electrical architecture and the benefits of the GM LAN is discussed as well as discrete input/output functions and the purpose of fail-soft. Diagnostics and module programming strategies and procedures for electronically controlled systems are covered.
A6: ELECTRICAL / ELECTRONIC SYSTEMS

BODY CONTROL SYSTEMS DIAGNOSTICS  S-EL06-05.01WBT
Available Languages: English
Cost: PSC/KFLT/FPPP $0.00 Non-PSC/KFLT/FPPP $100.00
Pre-Course Recommendation: S-EL06-04.01WBT
Course Description: This course involves in depth discussions on applications of multiple body controllers with multiple inputs and outputs. It includes many on vehicle and other types of exercises. Communication languages, multiplexing, and complex networks in automotive applications are also presented. Upon completion of this course technicians will be able to identify power framing and its application to BCS diagnostics, identify the characteristics of networked module systems and their application to BCS diagnostics, define the LAN electrical architecture, identify discrete input/output functions and their application to BCS diagnostics, define communicated input/output functions and their application to BCS diagnostics, define the purpose of failsofts and their application to BCS diagnostics, identify diagnostics and module programming of a body control system and apply diagnostic strategies and procedures for electronically controlled systems.

INTRODUCTION TO AUTOMOTIVE OSCILLOSCOPES  S-EL06-06.01WBT
Available Languages: English
Cost: PSC/KFLT/FPPP $0.00 Non-PSC/KFLT/FPPP $100.00
Pre-Course Recommendation: None
Course Description: This one hour web-based technician course introduces the basic operation and use of the oscilloscope in the automotive field. The course presents how oscilloscopes work and when to use them. Topics covered in this course include historic overview, points of diagnostic relevance, scope set-up, measurement types and waveform interpretation.

ELECTRICAL WIRING DIAGRAMS  S-EL06-09.01WBT
Available Languages: English/Spanish/French
Cost: PSC/KFLT/FPPP $0.00 Non-PSC/KFLT/FPPP $100.00
Pre-Course Recommendation: None
Course Description: This course provides the technician the ability to identify the basic operation and the selected properties of simple electrical circuits, identify selected wiring diagram basic elements, symbols and component properties, navigate through the wiring diagram application in TIS 2000, identify the operation of selected advanced electrical circuits in the wiring diagrams, identify selected electrical component test methods, select a correct component diagnostic strategy and identify selected defective components in an electrical circuit.

BATTERY, CHARGING & STARTING  S-EL06-10.02WBT
Available Languages: English/Spanish/French
Cost: PSC/KFLT/FPPP $0.00 Non-PSC/KFLT/FPPP $100.00
Pre-Course Recommendation: None
Course Description: This course covers the Battery, Charging, and Starting systems including battery functionality, operation, and charging. Additional content includes causes of battery discharge, advanced battery charging, charging system components, operation and control. In addition starting system overview, operation, and diagnosis will be covered.
A6: ELECTRICAL / ELECTRONIC SYSTEMS

ENTERTAINMENT SYSTEMS 1  
S-EL06-19.02WBT
Available Languages: English/Spanish  
Cost: PSC/KFLT/FPPP $0.00 Non-PSC/KFLT/FPPP $100.00  
Pre-Course Recommendation: None  
Course Description: Part one of this three part WBT is intended for technicians who will be servicing GM entertainment system components, including radios, antennas, and speakers; and servicing radio frequency interference concerns. Topics discussed include different types of radio waves and how they travel, the types of noise that affect radio reception; types of antennas, including fixed mast, glass mounted, and roof / trunk mounted, along with the procedures to test antenna reception. This course also discusses the procedures to diagnose radio speaker concerns, the procedures for isolating the cause of radio frequency interference, and the noise suppression devices to service radio frequency interference.

ENTERTAINMENT SYSTEMS 2  
S-EL06-20.01WBT
Available Languages: English/Spanish  
Cost: PSC/KFLT/FPPP $0.00 Non-PSC/KFLT/FPPP $100.00  
Pre-Course Recommendation: None  
Course Description: Part two of this three-part WBT course provides information on the characteristics, operation and diagnosis of various GM entertainment systems. Entertainment systems covered include the integrated center stack entertainment system, rear seat entertainment systems, mobile digital media system, Bluetooth® equipped radios and Bluetooth® equipped OnStar®. Upon completion of this course technicians will be able to recall the characteristics, operation, and diagnosis of integrated center stack entertainment systems, the characteristics and diagnosis of rear seat entertainment systems, the characteristics, operation, and diagnosis of mobile digital media system, operation of Bluetooth® equipped radios and diagnosis of Bluetooth® equipped OnStar®.

ENTERTAINMENT SYSTEMS 3  
S-EL06-21.01WBT
Available Languages: English/Spanish  
Cost: PSC/KFLT/FPPP $0.00 Non-PSC/KFLT/FPPP $100.00  
Pre-Course Recommendation: None  
Course Description: Part three of this three-part WBT course covers the fundamental operation of entertainment systems found in General Motors vehicles. Navigation radio functionality will be discussed as well as satellite communication, module interfacing, and inputs needed for basic radio operation. XM satellite radio description and operation is also covered and includes radio bands, antenna systems, and navigation radio interfacing. Lastly, the course will cover OnStar functionality, generations, and modules.

MOVEABLE ROOF SYSTEMS  
S-EL06-22.01WBT
Available Languages: English  
Cost: PSC/KFLT/FPPP $0.00 Non-PSC/KFLT/FPPP $100.00  
Pre-Course Recommendation: None  
Course Description: This WBT course will explain basic hydraulic and electrical theory behind moveable roof operation. It will also describe system specific functions and identify components of hydraulic, electrical, and mechanical roof systems. Upon completion of this course technicians will be able to explain basic hydraulic theory for moveable roof operation, identify characteristics of the Pontiac Solstice, Saturn SKY, Saab 9.3 Chevrolet Corvette soft top and Cadillac XLR and Chevrolet SSR hard top system.
A6: ELECTRICAL / ELECTRONIC SYSTEMS

SAAB THEFT PROTECTION 1

Available Languages: English
Cost: PSC/KFLT/FPPP $0.00 Non-PSC/KFLT/FPPP $100.00
Pre-Course Recommendation: None
Course Description: Part two of this two-part WBT course will familiarize the service technician with the theory and operation of the theft protection systems found on today’s Saab 9-5 vehicles. The service technician will also become familiarized with the theft protection systems’ components and their functions, as well as the various modules used on each vehicle. Upon completion of this course technicians will be able to identify the theft protection system operation and related concerns on the Saab 9-5 vehicles.

SAAB THEFT PROTECTION 2

Available Languages: English
Cost: PSC/KFLT/FPPP $0.00 Non-PSC/KFLT/FPPP $100.00
Pre-Course Recommendation: None
Course Description: Part two of this two-part WBT course will familiarize the service technician with the theory and operation of the theft protection systems found on today’s Saab 9-5 vehicles. The service technician will also become familiarized with the theft protection systems’ components and their functions, as well as the various modules used on each vehicle. Upon completion of this course technicians will be able to identify the theft protection system operation and related concerns on the Saab 9-5 vehicles.

GM MOVEABLE/SUN ROOF SYSTEMS 1

Available Languages: English
Cost: PSC/KFLT/FPPP $0.00 Non-PSC/KFLT/FPPP $100.00
Pre-Course Recommendation: None
Course Description: Part one of this two part WBT course covers the types of moveable roof systems, hydraulic roof systems, soft top, and hard top systems. This course also covers the components, operation, and service of the moveable roof systems. Upon completion of this course technicians will be able to identify the components and operation for the types of moveable roof systems; identify the components, operation, and diagnostic and service procedures for hydraulic roof systems; identify operation and service procedures for the soft top roof systems; and identify components and operation for the hard top system.

GM MOVEABLE/SUN ROOF SYSTEMS 2

Available Languages: English
Cost: PSC/KFLT/FPPP $0.00 Non-PSC/KFLT/FPPP $100.00
Pre-Course Recommendation: None
Course Description: Part two of this two part WBT course explains how to diagnose and service hard and soft top moveable roof systems. It also describes the operation of power sunroofs. Upon completion of this course component technicians will be able to diagnose and service the hard top and soft top systems; and recall the type, panoramic characteristics and operation, and systematic diagnostic process of power sunroofs.
GM GLOBAL ELECTRICAL SYSTEMS S-EL06-52.01WBT

Available Languages: English/French
Cost: PSC/KFLT/FPPP $0.00 Non-PSC/KFLT/FPPP $100.00
Pre-Course Recommendation: None

Course Description: The web-based course familiarizes the service technician with the new global format of service diagnostic procedures, including the common circuit types and functions used in GM electrical architecture. This course also covers the types and characteristics of serial DATA circuits. Upon completion of this web-based course, technicians will be able to recall the types of ground and voltage circuits, as well as the types of signal and control circuits. In addition, technicians will be able to identify common circuit diagnostics using a digital multi-meter and scan tool.

SUPPLEMENTAL RESTRAINT SYSTEMS S-ST10-02.02WBT

Available Languages: English
Cost: PSC/KFLT/FPPP $0.00 Non-PSC/KFLT/FPPP $100.00
Pre-Course Recommendation: None

Course Description: Intended for experienced service technicians with competent electrical skills, this WBT course focuses on design, operations, servicing and handling procedures of supplemental restraint systems. Diagnostic tests are introduced utilizing the Tech 2 scan tool, SIR driver/passenger load tool and digital multimeter. Upon completion of this course technicians will understand the characteristics of GM supplemental restraint systems, GM system components and their operation, the purpose and function of the SDM and the sequence of the GM supplemental restraint systems states of operation, the procedures for servicing and handling as well as the diagnostic approaches to GM supplemental restraint systems.

ELECTRICAL SYSTEM DIAGNOSTIC CHALLENGE S-EL06-01.01SIM

Available Languages: English
Cost: PSC/KFLT/FPPP $0.00 Non-PSC/KFLT/FPPP $50.00
Pre-Course Recommendation: None

Course Description: This technician course is a web-based electrical simulation which is designed to challenge the skilled service technician. This simulation is not a training exercise and therefore minimal feedback is provided during the duration of the activity. Upon completion of the simulation a score is provided based upon following the optimal strategy based diagnostic path and how much time it took to complete the simulation. This simulation may be repeatedly taken to improve your score.

SERVICE PROGRAMMING FOR THE AFTERMARKET S-EL06-01.01SEM

Available Languages: English
Cost: Contact your local ACDelco representative for cost and availability.
Pre-Course Recommendation: None

Course Description: This 3 to 4 hour technician seminar is intended for electrical and engine performance technicians. Flash programming is an important part of repairs on most vehicles. Some newer vehicles include a very large number of on-board computers which are each dedicated to performing specific tasks and may require programming during service. This course will focus on various controller learning, programming/ reprogramming procedures for several computers such as engine control modules, body control modules, transmission control modules and numerous other modules that manage electronic systems through-out the vehicle. Pass-through, off-board and remote programming will be discussed with a key focus on SAE J2534 regulations for pass-through programming.
BODY CONTROL SYSTEMS S-EL06-02.01SEM

Available Languages: English

Cost: Contact your local ACDelco representative for cost and availability.

Pre-Course Recommendation: None

Course Description: This 3 to 4 hour technician seminar is designed to familiarize technicians with technical information and diagnostic procedures that are related to vehicle body control systems. Topics covered include body control module communication/programming, lighting systems, power door locks, keyless entry and retained accessory power (RAP) systems. Module interfaces such as battery rundown protection, load shedding and regulated voltage control will also be discussed.

VEHICLE COMMUNICATION SYSTEM DIAGNOSTICS S-EL06-03.01SEM

Available Languages: English

Cost: Contact your local ACDelco representative for cost and availability.

Pre-Course Recommendation: None

Course Description: This 3 to 4 hour technician seminar is designed to familiarize technicians with technical information and diagnostic procedures that are related to vehicle communication systems. Topics covered include various types of serial data lines including UART, E&C, SBI, SPI, LIN, Keyword 81, 82 & 2000, Class 2 and CAN (GMLAN). Several networking configurations including ring/star hybrid will be covered. Functional diagnostics as it relates to scan tool and vehicle interface will also be discussed.

CONTROLLER AREA NETWORK (CAN) VEHICLE COMMUNICATION S-EL06-03.02SEM

Available Languages: English

Cost: Contact your local ACDelco representative for cost and availability.

Pre-Course Recommendation: None

Course Description: This seminar is designed to familiarize technical information and diagnostic procedures that are related to CAN data vehicle communications. Topics covered include an overview of non-CAN lines such as UART, Class 2, Keyword and certain body lines, Simple Bus Interface (SBI), SPI and LIN. GMLAN communication will be covered in detail, along with power moding, functional diagnostics and global electronic service information (ESI). A new system will be introduced: Global A Serial Data Architecture. New tools such as the GM Multiple Diagnostic Interface (MDI) and vehicle communication interface module will also be covered.

NOISE, VIBRATION AND HARSHNESS (NVH) AND SAFETY S-EL06-04.01SEM

Available Languages: English

Cost: Contact your local ACDelco representative for cost and availability.

Pre-Course Recommendation: None

Course Description: This one-hour seminar introduces new NVH technologies and several new safety features. The seminar provides an introduction to OnStar® back-up battery and an explanation of how electronic stability control operates. The seminar also covers the functions and components of Adaptive Cruise Control.
INTRODUCTION TO HYBRID VEHICLES

Available Languages: English

Cost: Contact your local ACDelco representative for cost and availability.

Pre-Course Recommendation: None

Course Description: This one-hour seminar introduces hybrid vehicle technology enhancements and components unique to hybrid vehicles. Hybrid high voltage safety procedures and basic troubleshooting will also be covered.

ELECTRICAL AND IGNITION SYSTEMS

Available Languages: English

Cost: Contact your local ACDelco representative for cost and availability.

Pre-Course Recommendation: None

Course Description: The purpose of this seminar is to provide the ACDelco professional with a broad overview of automotive electrical systems, including batteries, generators, starters, interior and exterior lighting and ignition systems. After completing this course, you will have a working knowledge of these systems along with the Features and Benefits of the ACDelco product line allowing you to better serve our customers. This seminar is divided into the following major sections: Batteries—covers basic electrical principles and identifies battery components, describes how they work, and covers important service-related issues. Generators—identifies generator components, describes how they work, and covers important service related issues. Starter Motors—identifies starter components, describes how they work, and covers important service related issues. Lighting and Electrical—covers interior and exterior lighting components and types of fuses. Ignition System—identifies major ignition system components, describes how they work, and covers important service related issues.

ADVANCED CHARGING AND STARTING SYSTEMS

Available Languages: English

Cost: Contact your local ACDelco representative for cost and availability.

Pre-Course Recommendation: None

Course Description: This 3 to 4 hour technician seminar is intended for electrical technicians. The course will focus on various starting and charging systems from stand-alone controls to PCM/BCM interfaced systems. Electronic power management, regulated voltage control, load shedding and battery rundown protection will be discussed. An emphasis will be put on proper diagnostics and service procedures for each system. Fundamentals will be covered only as a review.

GM THEFT DETERRENT

Available Languages: English

Cost: Contact your local ACDelco representative for cost and availability.

Pre-Course Recommendation: None

Course Description: This 3 to 4 hour technician seminar is designed to familiarize technicians with technical information and diagnostic procedures that are related to GM theft deterrent systems. Topics covered include various types of systems currently in production on GM vehicles. Functional diagnostics, customer concerns and service procedures will also be discussed.
A6: ELECTRICAL / ELECTRONIC SYSTEMS

BATTERY MARKETER PROGRAM  S-EL06-70.01SEM

Available Languages: English

Cost: Contact your local ACDelco representative for cost and availability.

Pre-Course Recommendation: None

Course Description: This two day seminar is intended for the Battery Marketer. The seminar focuses on the technical and non-technical skills required to become a successful Battery Marketer. Participants will apply techniques used in sales and marketing to better understand how to service existing customers while increasing their customer base through cold-calls and market evaluations. Specific topics include the basics of battery construction and operation, techniques for servicing existing customers and ways to improve conquest sales. Hands-on exercises will focus on how to set-up a new Battery Marketer program, warranty administration and establishing sales incentives. This course uses the Battery Marketer Student Handout (S-EL06-70.01SEM), Battery Marketer Student Workbook (S-EL06-71.01SEM), Battery Service Manual (S-EL06-72.01SEM) and the Battery Reconditioning Service Manual (S-EL06-73.01SEM) as supplemental course materials.

NETWORK COMMUNICATION DIAGNOSIS  S-EL06-04.02ILT

Available Languages: English

Cost: PSC/KFLT/FPPP $0.00 Non-PSC/KFLT/FPPP $175.00

Pre-Course Recommendation: None

Course Description: This course is an updated version of Body Control Systems (S-EL06-04.01ILT). The course includes enhanced CAN/GMLAN data network diagnosis, testing termination resistors, and voltage differential protocols using applicable tools. Added to the course is advanced parasitic drain testing factoring in Power Cycle times of the various On Star systems (Generation 6, 7 and 8), and how to determine the specific system. Technicians will work through a series of hands-on exercises that involve newer BCM symptom DTCs (subtypes and categories) with the functional diagnostics format.

ELECTRICAL POWER MANAGEMENT  S-EL06-10.02ILT

Available Languages: English

Cost: PSC/KFLT/FPPP $0.00 Non-PSC/KFLT/FPPP $175.00

Pre-Course Recommendation: None

Course Description: This course is an updated version of Battery Starting and Charging Systems (S-EL06-10.01ILT). The course emphasizes vehicle intelligent energy management, which includes the new regulated voltage control systems, load cycling and load shedding. Regulated voltage control uses numerous factors to actively control the flow of electrical and mechanical energy in a motor vehicle. The course includes a series of hands-on and desk exercises designed to enhance the technician’s knowledge of these new, complex systems. Updates to the starting system portion of the program include BCM/ECM interaction for starting and Remote Vehicle Start (RVS) systems.
## Enhanced Automotive Circuit Diagnosis  
**S-EL06-11.02ILT**

**Available Languages:** English  
**Cost:** PSC/KFLT/FPPP $0.00 Non-PSC/KFLT/FPPP $175.00  
**Pre-Course Recommendation:** None  
**Course Description:** This course is designed for automotive technicians working on any electrical systems on today’s vehicles. This course will cover all aspects of electrical fundamentals and diagnostics including voltage, resistance and amperage, and Ohm’s Law. Magnetic principles will also be covered as they apply to such items as starters, alternators, and ABS sensors, Additional topics include bussed electrical centers, proper wire repair and wire diagram analysis.

## Body Electrical: Global Diagnostics  
**S-EL06-13.01ILT**

**Available Languages:** English  
**Cost:** PSC/KFLT/FPPP $0.00 Non-PSC/KFLT/FPPP $175.00  
**Pre-Course Recommendation:** S-EL06-11.02ILT  
**Course Description:** This course will help experienced technicians improve their diagnostic skills on electrical circuits. The course will focus on various electrical faults found on electronic module networking, intermittent electrical faults, and proper meter use to diagnose electrical systems. The new GM Global Serial Data Architecture will also be covered.

## Advanced Body Control System Electrical Diagnostics  
**S-EL06-14.01ILT**

**Available Languages:** English  
**Cost:** PSC/KFLT/FPPP $0.00 Non-PSC/KFLT/FPPP $175.00  
**Pre-Course Recommendation:** S-EL06-11.02ILT and S-EL06-13.01ILT  
**Course Description:** This course will focus on Body Electrical Systems, both BCM and non BCM control systems. Some key items covered will include Power Windows, Power Locks, Lighting Systems along with unique systems such as Keyless Entry, Radio Theft Lock, Remote Start/Keyless start, Rain Sense and Ultra Sonic Rear Parking Assist (URPA). Diagnostics and worksheets will be utilized to reinforce body system concepts.

### Additional Resources:

Following is a list of TechAssist courses for this training category:

<table>
<thead>
<tr>
<th>Course Number</th>
<th>Course Name</th>
</tr>
</thead>
<tbody>
<tr>
<td>S-EL06-01.02TAS</td>
<td>Digital Multimeter Review</td>
</tr>
<tr>
<td>S-EL06-02.01TAS</td>
<td>Service Bulletin: Replace Power Window Motor</td>
</tr>
<tr>
<td>S-EL06-03.01TAS</td>
<td>Fluke 87 Ghosting Issue</td>
</tr>
<tr>
<td>S-EL06-04.01TAS</td>
<td>Voltage Drop</td>
</tr>
<tr>
<td>S-EL06-05.01TAS</td>
<td>Schematic Basics</td>
</tr>
<tr>
<td>S-EL06-07.01TAS</td>
<td>GM Approved Procedures for Wire Repair</td>
</tr>
<tr>
<td>S-EL06-08.01TAS</td>
<td>J/N Body Sunroof Repair</td>
</tr>
<tr>
<td>S-EL06-09.01TAS</td>
<td>2001-2004 Impala / Monte Carlo BCM Repair</td>
</tr>
<tr>
<td>S-EL06-10.01TAS</td>
<td>2005 Equinox BCM Programming Procedure</td>
</tr>
<tr>
<td>S-EL06-11.01TAS</td>
<td>2004 Malibu- Remote Vehicle Start</td>
</tr>
</tbody>
</table>
### A6: ELECTRICAL / ELECTRONIC SYSTEMS

<table>
<thead>
<tr>
<th>Course Number</th>
<th>Course Name</th>
</tr>
</thead>
<tbody>
<tr>
<td>S-EL06-12.01TAS</td>
<td>Bluetooth Operation &amp; Diagnosis</td>
</tr>
<tr>
<td>S-EL06-13.01TAS</td>
<td>Delphi Micro .64 Connection System Service</td>
</tr>
<tr>
<td>S-EL06-14.01TAS</td>
<td>Entertainment Diagnostic Considerations</td>
</tr>
<tr>
<td>S-EL06-15.01TAS</td>
<td>Regulated Voltage Control</td>
</tr>
<tr>
<td>S-EL06-16.01TAS</td>
<td>Phatnoise Operation &amp; Diagnosis</td>
</tr>
<tr>
<td>S-EL06-17.01TAS</td>
<td>6.6L Duramax Diesel Injector Programming</td>
</tr>
<tr>
<td>S-EL06-18.01TAS</td>
<td>Issues with Reprogramming Modules</td>
</tr>
<tr>
<td>S-EL06-19.01TAS</td>
<td>Short Circuit Wire Repair</td>
</tr>
<tr>
<td>S-EL06-20.01TAS</td>
<td>SI Navigation for Wire, Connector &amp; Terminal Repair</td>
</tr>
<tr>
<td>S-EL06-21.01TAS</td>
<td>Adaptive Forward Lighting System</td>
</tr>
<tr>
<td>S-EL06-22.01TAS</td>
<td>GM Terminal Repair Kit Update Procedures for J-38125-G</td>
</tr>
<tr>
<td>S-EL06-24.01TAS</td>
<td>J-38125 Terminal Repair Kit Structure &amp; Usage</td>
</tr>
<tr>
<td>S-EL06-25.01TAS</td>
<td>Saab Databus Communication Update</td>
</tr>
<tr>
<td>S-EL06-26.01TAS</td>
<td>Installing Accessory DVD - Full Size Utilities</td>
</tr>
<tr>
<td>S-EL06-27.01TAS</td>
<td>Flex Beam Technology Terminal</td>
</tr>
<tr>
<td>S-EL06-28.01TAS</td>
<td>GM Terminal &amp; Connector Information</td>
</tr>
<tr>
<td>S-EL06-29.01TAS</td>
<td>Installing Heated Seats- Acadia, Enclave &amp; Outlook</td>
</tr>
<tr>
<td>S-EL06-30.01TAS</td>
<td>Installing Heated Seats- FS Pick-Ups &amp; Utilities</td>
</tr>
<tr>
<td>S-EL06-31.01TAS</td>
<td>Toyota Reprogramming</td>
</tr>
<tr>
<td>S-EL06-32.01TAS</td>
<td>Chrysler Reprogramming</td>
</tr>
<tr>
<td>S-EL06-33.01TAS</td>
<td>2-Way Advanced Remote Start</td>
</tr>
<tr>
<td>S-EL06-34.01TAS</td>
<td>Blacktie UUI Radio- USB Functionality and Compatibility</td>
</tr>
<tr>
<td>S-EL06-37.01TAS</td>
<td>Lane Departure Warning System</td>
</tr>
<tr>
<td>S-EL06-38.01TAS</td>
<td>Midtronics PSC 550 Battery Charger</td>
</tr>
<tr>
<td>S-EL06-39.01TAS</td>
<td>Mobile Digital Media (MDM) System</td>
</tr>
<tr>
<td>S-EL06-40.01TAS</td>
<td>Multimedia Player Interface Module</td>
</tr>
<tr>
<td>S-EL06-41.01TAS</td>
<td>Occupant Safety Diagnostics</td>
</tr>
<tr>
<td>S-EL06-42.01TAS</td>
<td>Real Time Traffic</td>
</tr>
<tr>
<td>S-EL06-43.01TAS</td>
<td>Rear Vision Camera System</td>
</tr>
<tr>
<td>S-EL06-44.01TAS</td>
<td>Saab Tech 2 Updates Using TIS2Web</td>
</tr>
<tr>
<td>S-EL06-45.01TAS</td>
<td>Side Object Detection System</td>
</tr>
<tr>
<td>S-EL06-46.01TAS</td>
<td>U-Van Power Sliding Door Repair</td>
</tr>
<tr>
<td>S-EL06-47.01TAS</td>
<td>Corvette ZR1 Specific Service Procedures</td>
</tr>
<tr>
<td>S-EL06-48.01TAS</td>
<td>eAssist Safety</td>
</tr>
<tr>
<td>S-EL06-55.01TAS</td>
<td>Camaro Convertible Overview and Service Precautions</td>
</tr>
<tr>
<td>S-ST10-01.02TAS</td>
<td>OnStar Generation 6</td>
</tr>
<tr>
<td>S-ST10-01.01TAS</td>
<td>Procedure for Installing GM Accessory 20” Wheels</td>
</tr>
<tr>
<td>S-ST10-04.01TAS</td>
<td>GM Passenger Presence Systems</td>
</tr>
<tr>
<td>S-ST10-05.01TAS</td>
<td>Multi-Panel Panoramic Roof</td>
</tr>
<tr>
<td>S-ST10-06.01TAS</td>
<td>Theft Deterrent System</td>
</tr>
<tr>
<td>S-ST10-09.01TAS</td>
<td>Cadillac SRX Ultra-view Roof</td>
</tr>
</tbody>
</table>
INTRODUCTION TO AIR CONDITIONING  
**S-AC07-01.01WBT**

**Available Languages:** English  
**Cost:** PSC/KFLT/FPPP $0.00 Non-PSC/KFLT/FPPP $100.00  
**Pre-Course Recommendation:** None  
**Course Description:** This one hour web-based technician course covers R12 and R134A refrigeration systems, recovery and evacuation procedures, system charging and leak testing procedures. Specific topics include CCOT, VDOT and TXV systems. Upon completion of this course technicians will be able to describe the components and operation of the refrigeration, heating, cooling and air distribution system. Control system operation, handling concerns and safety precautions for servicing HVAC systems will be discussed.

HVAC SYSTEMS OPERATION  
**S-AC07-02.01WBT**

**Available Languages:** English  
**Cost:** PSC/KFLT/FPPP $0.00 Non-PSC/KFLT/FPPP $100.00  
**Pre-Course Recommendation:** S-AC07-01.01WBT  
**Course Description:** The one hour web-based technician course is intended for experienced HVAC service technicians. The course focus is on system operation with additional emphasis placed on electrical and control systems. Specific topics include automatic, dual zone, and rear HVAC systems. Upon completion of this course technicians will be able to identify the operation of the manual and automatic HVAC control system and control system concerns.

TOYOTA HVAC  
**S-AC07-06.01WBT**

**Available Languages:** English  
**Cost:** PSC/KFLT/FPPP $0.00 Non-PSC/KFLT/FPPP $100.00  
**Pre-Course Recommendation:** None  
**Course Description:** Keep your Toyota customers warm during the winter and cool in the summer by learning about the functions and operating characteristics of the HVAC systems found on Toyota vehicles. This course will focus upon Toyota HVAC component location, manual air conditioning controls, automatic air conditioning controls. The HVAC system used on Toyota Hybrid vehicles is also discussed in this course.

CHRYSLER HVAC  
**S-AC07-07.01WBT**

**Available Languages:** English  
**Cost:** PSC/KFLT/FPPP $0.00 Non-PSC/KFLT/FPPP $100.00  
**Pre-Course Recommendation:** None  
**Course Description:** Wow your customers with the knowledge you will obtain by taking the Chrysler HVAC course. This course covers the theory and operation of Chrysler HVAC systems, including the air conditioning system and its components, air conditioning controls, automatic air conditioning systems and the Hybrid HVAC system.
A7: HEATING AND AIR CONDITIONING

HVAC SYSTEMS AND OPERATION STAGE 1  S-AC07-08.01WBT
Available Languages: English
Cost: PSC/KFLT/FPPP $0.00 Non-PSC/KFLT/FPPP $100.00
Pre-Course Recommendation: None
Course Description: Part 1 of this two part web-based training provides the fundamentals of Heating Ventilation and Air Conditioning (HVAC) systems. It also covers HVAC theory, the function and operation of HVAC components and servicing HVAC systems. Upon completion of this component technicians will be able to recall HVAC theory and operation, engine cooling system fundamentals, engine cooling system fundamentals, A/C and ventilation fundamentals, identify functions of refrigeration system components, the purpose of A/C compressor controls, air distribution fundamentals and identify air distribution controls, identify the functions of blower motors and actuators.

HVAC SYSTEMS AND OPERATION STAGE 2  S-AC07-09.01WBT
Available Languages: English
Cost: PSC/KFLT/FPPP $0.00 Non-PSC/KFLT/FPPP $100.00
Pre-Course Recommendation: None
Course Description: Part 2 of this two part web-based training provides technicians with a further understanding of HVAC system theory, operation and diagnostics. It covers control head input and output logic, as well as technical tips aiding with diagnosing and servicing HVAC systems. This component will also provide an understanding of ACR2000 diagnostic procedures. Upon completion of this course technicians will be able to identify HVAC control head inputs and outputs, technical tips that aide in diagnosing and servicing HVAC systems, steps for handling concerns and safety precautions, how to service HVAC systems, the fundamentals of ACR2000 diagnostic procedures and A/C performance diagnosis.

HVAC SYSTEM DIAGNOSTIC CHALLENGE  S-AC07-01.01SIM
Available Languages: English
Cost: PSC/KFLT/FPPP $0.00 Non-PSC/KFLT/FPPP $50.00
Pre-Course Recommendation: None
Course Description: This course is a web-based HVAC simulation which is designed to challenge the skilled service technician. This simulation is not a training exercise and therefore minimal feedback is provided during the duration of the activity. Upon completion of the simulation a score is provided based upon following the optimal strategy based diagnostic path and how much time it took to complete the simulation. This simulation may be repeatedly taken to improve your score.

ADVANCED COOLING SYSTEMS DIAGNOSTICS  S-AC07-02.01SEM
Available Languages: English
Cost: Contact your local ACDelco representative for cost and availability
Pre-Course Recommendation: None
Course Description: This seminar will help technicians to understand the changes of cooling systems and the system components over the past years. Various cooling system components, including water pumps, cooling fans, heater cores, radiators, and unique systems, such as Hybrid cooling, dual thermostat, and “run-without-coolant” technology, will be covered. This seminar also covers proper service procedures for modern cooling systems.
EMERGING A/C TECHNOLOGY AND SERVICE  
**Available Languages:** English  
**Cost:** Contact your local ACDelco representative for cost and availability  
**Pre-Course Recommendation:** None  
**Course Description:** This 3-4 hour seminar is intended to help technicians understand and diagnose current air conditioning systems. Focus is on diagnosis of electrical and hardware issues related to the various systems. The seminar will also cover items such as compressor service, oil balancing, sealants, line repair and leak detection. In addition, the latest scan tools and new CAN data communication involving compressor operation and module reprogramming will be covered. New technologies will be discussed such as R134a replacements (R152a, R744, and HFO-1234YF) and regulations such as SAE J2788 R/R/R machines as well as other SAE regulations. Clutchless compressors and high voltage hybrid compressors will also be covered.

AUTOMOTIVE AIR CONDITIONING ADVANCED REFRIGERANT SYSTEM DIAGNOSTICS  
**Available Languages:** English  
**Cost:** PSC/KFLT/FPPP $0.00 Non-PSC/KFLT/FPPP $175.00  
**Pre-Course Recommendation:** None  
**Course Description:** Building upon the technicians knowledge obtained in the related ACDelco HVAC web-based courses, this instructor-led course utilizes class discussion and hands-on lab exercises to improve the participants’ diagnostic skills. This course focuses on cycling clutch orifice tube (CCOT), variable displacement thermostatic expansion valve (VDTXV), cycling clutch thermostatic expansion valve (CCTXV) and variable displacement orifice tube (VDOT) systems. An overview of Hybrid vehicle refrigerant systems, interpreting refrigerant gauge readings, refrigerant oil and sealant types, refrigerant type detection and sealants, system flushing, leak detection and refrigerant legislation is presented in this course. Various exercises and activities are utilized by the instructor to tailor the participant’s individual learning experience. For example, an exercise is available to address the needs of the technicians that are not certified in refrigerant recovery and recycling as noted in Section 609 of the Clean Air Act Amendment. Exercises are comprised of desk, bench, case study, on-vehicle and proper tool usage activities and are assigned based upon facility accommodations.

HVAC CONTROL SYSTEM OPERATION AND DIAGNOSTICS  
**Available Languages:** English  
**Cost:** PSC/KFLT/FPPP $0.00 Non-PSC/KFLT/FPPP $175.00  
**Pre-Course Recommendation:** None  
**Course Description:** Building upon the technicians knowledge obtained in the related ACDelco HVAC web-based courses, this instructor-led course utilizes class discussion and hands-on lab experience to improve the participants’ HVAC control system diagnostic skills. The course covers controlling compressor operation, system input devices, engine fan controls and operation, manual, electronic and automatic temperature control, air delivery and flow controls and, zone adjustable climate controls. An overview of HVAC system control operation, clutchless pulley design, single/multiple zone controls and airflow control is also presented in this course. Exercises are comprised of desk, bench, case study, on-vehicle and proper tool usage activities and are assigned based upon facility accommodations.
Additional Resources:

Following is a list of TechAssist courses for this training category:

<table>
<thead>
<tr>
<th>Course Number</th>
<th>Course Name</th>
</tr>
</thead>
<tbody>
<tr>
<td>S-AC07-01.01TAS</td>
<td>Compressor Repair Concerns</td>
</tr>
<tr>
<td>S-AC07-02.01TAS</td>
<td>Retrofitting R-12 A/C Systems to R-134a</td>
</tr>
<tr>
<td>S-AC07-03.01TAS</td>
<td>HVAC Systems and Operations Update</td>
</tr>
<tr>
<td>S-AC07-04.01TAS</td>
<td>CoolTech Refrigerant Recycler</td>
</tr>
</tbody>
</table>
A8: ENGINE PERFORMANCE

POWERTRAIN PERFORMANCE 1  
S-EP08-01.02WBT
Available Languages: English  
Cost: PSC/KFLT/FPPP $0.00 Non-PSC/KFLT/FPPP $100.00  
Pre-Course Recommendation: None  
Course Description: Part one of this five-part WBT course covers the characteristics of engine performance including the processing functions of electronic control systems, modes of operation, characteristics of the PPCM/ECM, sensor inputs/outputs and subsystems of the ECM. Upon completion of this course, technicians will be able to identify common characteristics of engine performance, the processing functions of electronic control systems, modes of operation, characteristics of PCM/ECM sensor inputs, subsystems of the ECM and characteristics of sensor outputs.

POWERTRAIN PERFORMANCE 2  
S-EP08-02.02WBT
Available Languages: English/Spanish  
Cost: PSC/KFLT/FPPP $0.00 Non-PSC/KFLT/FPPP $100.00  
Pre-Course Recommendation: S-EP08-01.02WBT  
Course Description: Part two of this five-part WBT course covers components and operation of the Sequential Multiport Fuel Injection System, Central Multiport Fuel Injection System, Central Sequential Multiport Fuel Injection System, Saab T7 Fuel Injection System, Saab T8 Fuel Injection System and Saab ME9 Fuel Injection System. Upon completion of this course, technicians will be able to identify components and operation of a wide variety of fuel delivery systems.

POWERTRAIN PERFORMANCE 3  
S-EP08-03.02WBT
Available Languages: English/Spanish  
Cost: PSC/KFLT/FPPP $0.00 Non-PSC/KFLT/FPPP $100.00  
Pre-Course Recommendation: S-EP08-01.02WBT and S-EP08-02.02WBT  
Course Description: Part three of this five-part WBT course covers ignition system fundamentals including the function and operation of the Coil-at-Plug ignition system, the Gen III & Gen IV Coil-Near-Plug Ignition System, GM ignition systems and Saab ignition systems. Upon completion of this course, technicians will understand the system fundamentals of a wide variety of ignition systems.

POWERTRAIN PERFORMANCE 4  
S-EP08-04.01WBT
Available Languages: English/Spanish  
Cost: PSC/KFLT/FPPP $0.00 Non-PSC/KFLT/FPPP $100.00  
Pre-Course Recommendation: S-EP08-01.02WBT, S-EP08-02.02WBT and S-EP08-03.02WBT  
Course Description: Part four of this five-part WBT course introduces diagnostics of GM Powertrain Performance. This course includes topics regarding On-Board Diagnostics (OBD) II system, OBD II drive cycle, Diagnostic Trouble Codes (DTC), heated oxygen sensor, catalyst diagnostics, misfire monitoring and comprehensive input monitoring is detailed. Upon completion of this course, technicians will understand the basic requirements and functions of an On-Board Diagnostics II system, characteristics of each type of Diagnostic Trouble Code and Diagnostic Trouble Code messages, scan tool capabilities, On Board Diagnostics II drive cycle, comprehensive input monitoring, heated oxygen sensor characteristics, catalyst diagnostics and characteristics of misfire monitoring.
A8: ENGINE PERFORMANCE

POWERTRAIN PERFORMANCE 5  S-EP08-05.01WBT
Available Languages: English/Spanish
Cost: PSC/KFLT/FPPP $0.00 Non-PSC/KFLT/FPPP $100.00
Pre-Course Recommendation: S-EP08-01.02WBT, S-EP08-02.02WBT, S-EP08-03.02WBT and S-EP08-04.01WBT
Course Description: Part five of this five-part WBT course introduces powertrain performance systems used in General Motors vehicles. This course covers exhaust gas recirculation, hydro-carbon adsorbers, evaporative emissions control, engine off natural vacuum, on-board refueling vapor recovery and control systems. Upon completion of this course technicians will understand the operation of the EGR system, hydro-carbon adsorber, enhanced EVAP diagnostic procedures, F89EVAP system, ENOV system operation and control system diagnostic procedures.

OBD II OVERVIEW  S-EP08-10.01WBT
Available Languages: English
Cost: PSC/KFLT/FPPP $0.00 Non-PSC/KFLT/FPPP $100.00
Pre-Course Recommendation: None
Course Description: This one hour web-based technician course provides experienced service technicians with a fundamental understanding of OBD II systems. Upon completion of this course technicians will be able to identify and explain basic requirements, terms and features of an OBD II compliant system and understand the difference between OBD I and OBD II. Basic OBD II system protocols, 5-character DTCs, basic requirements, terms and features of an OBD II compliant system are detailed. Trips, drive cycles, warm-up cycles and diagnostic monitors are covered in detail.

OBD II GM  S-EP08-12.01WBT
Available Languages: English
Cost: PSC/KFLT/FPPP $0.00 Non-PSC/KFLT/FPPP $100.00
Pre-Course Recommendation: S-EP08-10.01WBT
Course Description: This one hour web-based technician course provides experienced service technicians with a fundamental understanding of OBD II systems as applied to GM products. Upon completion of this course technicians will be able to identify and explain the basic requirements, terms and features of an OBD II compliant system. GM OBD II system protocols and the meaning of 5-character DTCs are covered in detail.

TOYOTA ENGINE PERFORMANCE  S-EP08-20.01WBT
Available Languages: English
Cost: PSC/KFLT/FPPP $0.00 Non-PSC/KFLT/FPPP $100.00
Pre-Course Recommendation: None
Course Description: Expand your knowledge and learn unique features of Toyota components and systems that affect engine performance. This course specifically covers the operation and characteristics of input sensors, fuel systems and emission systems.
A8: ENGINE PERFORMANCE

CHRYSLER ENGINE PERFORMANCE  S-EP08-21.01WBT

Available Languages: English
Cost: PSC/KFLT/FPPP $0.00 Non-PSC/KFLT/FPPP $100.00
Pre-Course Recommendation: None

Course Description: Discover and learn the unique features of Chrysler components and systems that affect engine performance, including the operation and characteristics of Chrysler next generation controller (NGC) level 5, NGC speed density and NGC fuel injection.

OBD II OPERATIONS AND SYSTEM DIAGNOSTICS – FORD  S-EP08-22.01WBT

Available Languages: English
Cost: PSC/KFLT/FPPP $0.00 Non-PSC/KFLT/FPPP $100.00
Pre-Course Recommendation: S-EP08-10.01WBT

Course Description: This one hour web-based technician course provides experienced service technicians with a focused look at OBD II on Ford products. Upon completion of this course technicians will be able to identify and explain basic requirements, terms and features of an OBD II compliant system and the history of electronic engine controls. Input/output components, comprehensive input monitoring, H02S and catalyst monitoring and diagnostics are discussed. Fuel system monitoring, misfire diagnostics, control system diagnostics and evaporative emissions systems diagnostics are detailed.

OBD II OPERATIONS AND SYSTEM DIAGNOSTICS – CHRYSLER  S-EP08-32.01WBT

Available Languages: English
Cost: PSC/KFLT/FPPP $0.00 Non-PSC/KFLT/FPPP $100.00
Pre-Course Recommendation: S-EP08-10.01WBT

Course Description: This one hour web-based technician course provides experienced service technicians with a focused look at OBD II on Chrysler products. Upon completion of this course technicians will be able to identify and explain basic requirements, terms and features of an OBD II compliant system and the history of electronic control modules and communication protocols. Input/output components, comprehensive input monitoring, H02S & catalyst monitoring and diagnostics are discussed in detail. Fuel system monitoring, misfire diagnostics, control system diagnostics and evaporative emissions systems diagnostics are covered.

OBD II OPERATIONS AND SYSTEM DIAGNOSTICS – HONDA  S-EP08-42.01WBT

Available Languages: English
Cost: PSC/KFLT/FPPP $0.00 Non-PSC/KFLT/FPPP $100.00
Pre-Course Recommendation: S-EP08-10.01WBT

Course Description: This one hour web-based technician course provides experienced service technicians with a focused look at OBD II on Honda products. It explains the Honda approach to OBD II. Upon completion of this course technicians will be able to identify and explain basic requirements, terms and features of an OBD II compliant system and the history of electronic control modules and communication protocols. Input/output components, comprehensive input monitoring, H02S & catalyst monitoring and diagnostics are discussed. Fuel system monitoring, misfire diagnostics, control system diagnostics and evaporative emissions systems diagnostics are detailed.
A8: ENGINE PERFORMANCE

6.5L DIESEL ENGINE  
S-EP08-80.01WBT

Available Languages: English  
Cost: PSC/KFLT/FPPP $0.00 Non-PSC/KFLT/FPPP $100.00  
Pre-Course Recommendation: S-EP08-02.01WBT

Course Description: This one hour web-based technician course focuses on the 6.5L turbo-charged diesel engine operation, performance and major subsystem integration. Specific systems include electronic fuel delivery, turbo-charge operations, low/high fuel pressure delivery, injection pump timing, emission controls and engine management systems. Upon completion of this course technicians will be able to identify application, configuration and design features of the 6.5L diesel engine. Operation of the air induction system, exhaust system, emissions system and fuel system along with the interactions of the electronic engine control system are detailed.

DURAMAX 6600 OPERATION, SERVICE AND DIAGNOSIS 1  
S-EP08-81.03WBT

Available Languages: English  
Cost: PSC/KFLT/FPPP $0.00 Non-PSC/KFLT/FPPP $100.00  
Pre-Course Recommendation: None

Course Description: This WBT course is intended for experienced engine/driveability service technicians. The course focuses on the Duramax 6600 LB7, LLY-LBZ and LMM engine operation, performance and major subsystem integration. Specific systems covered are the fuel system, engine management system, exhaust aftertreatment system and electronic engine controls. Upon completion of this course, technicians will be able to apply concepts and procedures to diagnose the Duramax 6600 LMM Diesel Fuel system, Engine Management system, and Exhaust Aftertreatment system concerns.

DURAMAX 6600 OPERATION, SERVICE AND DIAGNOSIS 2  
S-EP08-82.01WBT

Available Languages: English  
Cost: PSC/KFLT/FPPP $0.00 Non-PSC/KFLT/FPPP $100.00  
Pre-Course Recommendation: S-EP08-81.03WBT

Course Description: This WBT course is intended for experienced engine/driveability service technicians. The course focuses on the Duramax 6600 LB7, LLY-LBZ and LMM engine operation, performance and major subsystem integration. Specific systems covered are the fuel system, engine management system, exhaust aftertreatment system and electronic engine controls. Upon completion of this course, technicians will be able to apply concepts and procedures to diagnose the Duramax 6600 LMM Diesel Fuel system, Engine Management system, and Exhaust Aftertreatment system concerns.

DURAMAX 6600 OPERATION, SERVICE AND DIAGNOSIS 3  
S-EP08-83.01WBT

Available Languages: English  
Cost: PSC/KFLT/FPPP $0.00 Non-PSC/KFLT/FPPP $100.00  
Pre-Course Recommendation: S-EP08-81.03WBT, S-EP08-82.01WBT

Course Description: This WBT course is intended for experienced engine/driveability service technicians. Part three of this three-part WBT course covers conventional and variable nozzle turbochargers, the cooling system, the engine emission control system, and the engine exhaust aftertreatment system. It also covers the selective catalytic reduction process and the diesel particulate regeneration process.
COMPRESSED NATURAL GAS (CNG) FUEL SYSTEMS  
S-EP08-23.01WBT

Available Languages: English

Cost: PSC/KFLT/FPPP $0.00 Non-PSC/KFLT/FPPP $100.00

Pre-course Recommendation: None

Course Description: The WBT component provides knowledge of regulations, component function and operation, vehicles, diagnosis, service, and maintenance procedures for Compressed Natural Gas (CNG) fuel systems. Upon completion of this WBT component technicians will be able to recall laws, regulations, characteristics, and safety procedures for compressed natural gas fuel systems, describe the compressed natural gas system components and operation, identify compressed natural gas vehicles, engines and diagnostic procedures, and recall compressed natural gas inspection and maintenance procedures.

ENGINE PERFORMANCE 1  
S-EP08-24.01WBT

Available Languages: English

Cost: PSC/KFLT/FPPP $0.00 Non-PSC/KFLT/FPPP $100.00

Pre-course Recommendation: None

Course Description: Part one of this four-part WBT covers engine performance theory and characteristics, air management system theory, air management system types, and the operational steps for air management systems. It also covers the fuel system, including: fuel characteristics, theory, fuel system types, and the operational steps for sequential fuel injection and spark-ignited, direct injected fuel systems. Upon completion of this course, technicians will be able to identify the theory and characteristics of engine performance, identify the air management system, identify fuel system theory and characteristics and identify fuel system operation.

ENGINE PERFORMANCE 2  
S-EP08-25.01WBT

Available Languages: English

Cost: PSC/KFLT/FPPP $0.00 Non-PSC/KFLT/FPPP $100.00

Pre-course Recommendation: S-EP08-24.01WBT

Course Description: Part two of this four-part WBT discusses ignition system characteristics, theory, types, and primary and secondary section operation. This course also covers electronic control system characteristics, including the Engine Control Module (ECM), support system inputs, and modes of operation. Upon completion of this course, technicians will be able to identify the characteristics of ignition systems, recall the ignition system operation and identify electronic control system characteristics.

ENGINE PERFORMANCE 3  
S-EP08-26.01WBT

Available Languages: English

Cost: PSC/KFLT/FPPP $0.00 Non-PSC/KFLT/FPPP $100.00

Pre-course Recommendation: S-EP08-24.01WBT, S-EP08-25.01WBT

Course Description: Part three of this four-part WBT covers the emission control systems including control system theory, On-Board Diagnostics (OBD) characteristics, internal engine systems, after-treatment systems, and other emission control system characteristics. Upon completion of this course, technicians will be able to identify the operation of the emission control systems, identify the operation of the emission control components, identify the operation of the emission control systems – engine internal, and identify the operation of the emission control systems – exhaust after treatment.
A8: ENGINE PERFORMANCE

ENGINE PERFORMANCE 4  S-EP08-27.01WBT

Available Languages: English
Cost: PSC/KFLT/FPPP $0.00 Non-PSC/KFLT/FPPP $100.00
Pre-course Recommendation: S-EP08-24.01WBT, S-EP08-25.01 WBT, S-EP0826.01WBT

Course Description: Part four of this four-part WBT covers how to troubleshoot engine performance using strategy-based diagnostics, and how to diagnose engine performance using external visual inspection, system-based strategy, Diagnostic Trouble Code (DTC)-based diagnostics, and misfire monitoring. The course also covers how to diagnose engine performance support systems including the Air Conditioning (A/C) clutch, communications, cooling fan, cruise control, active fuel management, and the cam phaser. Upon completion of this course, technicians will be able to recall how to troubleshoot and diagnose engine performance related issues and support systems.

ENGINE PERFORMANCE DIAGNOSTIC CHALLENGE  S-EP08-01.01SIM

Available Languages: English
Cost: PSC/KFLT/FPPP $0.00 Non-PSC/KFLT/FPPP $50.00
Pre-Course Recommendation: None

Course Description: This course is a web-based engine performance simulation which is designed to challenge the skilled service technician. This simulation is not a training exercise and therefore minimal feedback is provided during the duration of the activity. Upon completion of the simulation a score is provided based upon following the optimal strategy based diagnostic path and how much time it took to complete the simulation. This simulation may be repeatedly taken to improve your score.

COMEBACK PREVENTION SEMINAR  S-DS11-01.01SEM

Available Languages: English
Cost: Contact your local ACDelco representative for cost and availability.
Pre-Course Recommendation: None

Course Description: This seminar will focus on key service items related to various vehicle systems to prevent early failures of components. The seminar will provide proper service techniques to improve the technician’s skills when replacing various on-vehicle components. The seminar will also cover some of the latest bulletins, service tips and diagnostics when servicing any of the following systems, power steering pumps, generators, starters, fuel pumps, water pumps, heater cores, A/C compressors and EGR valves.

ELECTRONIC IGNITION SYSTEM DIAGNOSTICS  S-EP08-11.01SEM

Available Languages: English
Cost: Contact your local ACDelco representative for cost and availability.
Pre-course Recommendation: None

Course Description: This 3 to 4 hour technician seminar is intended for drivability technicians and focuses on various ignition systems and their related components. Featured systems include distributor ignition, electronic ignition, coil-on-plug, compression sense and ionization current sense systems. The seminar will cover operation and diagnosis of each system including triggering systems as well as primary and secondary circuits. Service procedures unique to each system will also be discussed.
GM ON-BOARD DIAGNOSTICS – GENERATION II

Available Languages: English
Cost: Contact your local ACDelco representative for cost and availability.
Pre-Course Recommendation: S-EP08-15.01SEM
Course Description: This 3 to 4 hour technician seminar focuses on OBD II regulations as they pertain to GM vehicles, misfire detection, catalytic converter monitoring, enhanced EVAP system diagnostics and comprehensive monitoring will be discussed. Terminology and hardware changes along with information on GM’s CAN system, displacement-on-demand and wide-range air/fuel sensors are also discussed.

EMISSION SYSTEM DIAGNOSTICS

Available Languages: English
Cost: Contact your local ACDelco representative for cost and availability.
Pre-Course Recommendation: S-EP08-12.01SEM
Course Description: This 3 to 4 hour technician seminar will focus on emission control systems. Vehicle emissions and government emission standards including Tier 1, Tier 2 and low emission vehicles will be detailed. Various systems will be discussed including enhanced EVAP, EGR, AIR, catalytic converter and PCV with an emphasis on OBD II strategy and diagnostics of each system. An explanation of inspection and maintenance programs including I/M 240 and OBD II emission testing will also be covered. The content of this seminar will help technicians understand emission systems to improve their diagnostic skill.

CHRYSLER OBD II FUEL SYSTEM UPDATE

Available Languages: English
Cost: Contact your local ACDelco representative for cost and availability.
Pre-Course Recommendation: None
Course Description: This 3 to 4 hour technician seminar is designed to familiarize technicians with fuel system diagnostic information and service procedures. This seminar will focus on the history of engine controllers used on Chrysler vehicles. Fuel system continuous monitors and service procedures unique to each system will be covered with an emphasis on proper diagnostic and repair procedures. The seminar includes real world fuel trim case studies.

ENGINE PERFORMANCE AND DRIVABILITY

Available Languages: English
Cost: Contact your local ACDelco representative for cost and availability.
Pre-Course Recommendation: S-EP08-13.01SEM
Course Description: This 3 to 4 hour technician seminar will focus on engine performance and drivability while looking at the key ingredients needed for precise engine performance. The seminar will focus on the principles of good air induction, computer control, fuel delivery and ignition which leads to good vehicle drivability. Each system is covered with the latest information and how it affects engine performance. Unique systems including variable valve timing, displacement on demand, modularized fuel systems and compression sense ignition will also be explained. Case studies will be used to summarize key diagnostic strategies. The content of this seminar will help technicians improve their engine performance and drivability diagnostic skills.
**A8: ENGINE PERFORMANCE**

**CHRYSLER OBD II NON-CONTINUOUS MONITORS AND DATA NETWORKS**

**Available Languages:** English

**Cost:** Contact your local ACDelco representative for cost and availability.

**Pre-Course Recommendation:** None

**Course Description:** This seminar will cover the non-continuous monitors in Chrysler OBD II fuel systems. Specific non-continuous monitors covered include evaporative emissions monitors, leak detection pump (LDP) monitors, natural vacuum leak detection (NVLD), evaporative system integrity monitor (ESIM), catalyst monitor, heated O2 sensor monitor, oxygen sensor heater monitor, exhaust gas regulation (EGR) monitor, and secondary air monitor. This seminar will also cover Chrysler data networks, including data protocols, multiple bus classification, controller area network (CAN) data busses, and Local Interconnect Network (LIN) data bus. Upon completion of this seminar, the participant will be able to identify the Chrysler body codes, identify applicable Chrysler scan tools, define non-continuous OBD II monitors, identify the OBD II non-continuous monitors, explain the history of CAN data, identify the operation of the Chrysler CAN data busses, identify the operation of the LIN data bus and identify the various modules used within the data network.

**DURAMAX 6600 DIESEL ENGINE**

**Available Languages:** English

**Cost:** Contact your local ACDelco representative for cost and availability.

**Pre-Course Recommendation:** None

**Course Description:** This 3 to 4 hour technician seminar will focus on unique features of the Duramax 6600 diesel engine. Engine design, lubrication, cooling, turbocharger, electric air heater, glow plug, common rail fuel and engine management systems are covered in detail. The seminar will focus on aspects of the common rail fuel system including injector testing and service, injector pump, fuel injection, control module testing and system service. Inputs and outputs as they relate to the Duramax system will also be covered. This seminar will also cover the new diesel particulate filter found on the 2007 LMM engine.

**DURAMAX 6600 DIESEL ENGINE-RPO LB7**

**Available Languages:** English

**Cost:** Contact your local ACDelco representative for cost and availability.

**Pre-Course Recommendation:** None

**Course Description:** This one-hour seminar covers the unique features of the 2001-2004 LB7 version of the 6600 Duramax engine. Systems covered include Engine Design, Lubrication, Fuel System, Cooling System, Air Induction, Turbocharger, Electric Air Heater, Glow Plug, Common Rail Fuel System and Engine Management.

**DURAMAX 6600 DIESEL ENGINE FEATURES-RPO LLY**

**Available Languages:** English

**Cost:** Contact your local ACDelco representative for cost and availability.

**Pre-Course Recommendation:** None

**Course Description:** This one-hour seminar will focus on the 2004-2005 LLY changes. System changes include Variable Nozzle Turbocharger, Digital Exhaust Gas Recirculation, Glow Plugs, Crankcase Ventilation System, and Fuel System.
**A8: ENGINE PERFORMANCE**

**DURAMAX 6600 DIESEL ENGINE FEATURES-2006 RPO LLY**

Available Languages: English

**Cost:** Contact your local ACDelco representative for cost and availability.

**Pre-Course Recommendation:** None

**Course Description:** This one-hour seminar describes the technological enhancements that the Duramax 6600 engine received for the 2006 model year including engine mechanical modifications, changes in the cooling system components, air induction system, and fuel injection system. A description of the enhancements in engine management control is included, as well as injector flow rate programming.

**2007 DURAMAX 6600 DIESEL ENGINE UPDATE**

Available Languages: English

**Cost:** Contact your local ACDelco representative for cost and availability.

**Pre-Course Recommendation:** None

**Course Description:** This one-hour seminar describes the technological enhancements that the Duramax 6600 diesel engine receives for the 2007 model year. Included will be a review of diesel emission regulations, fuel and engine oil requirements, and biodiesel fuel. A discussion regarding the diesel oxidation catalyst and the diesel particulate filter is also included.

**DURAMAX 6600 DIESEL ENGINE-2010/2011 LGH AND LML**

Available Languages: English

**Cost:** Contact your local ACDelco representative for cost and availability.

**Pre-Course Recommendation:** None

**Course Description:** This one-hour seminar covers the two new Duramax diesel engines that were developed to meet the 2010 Federal emission standards for oxides of Nitrogen (NOx) and particulate matter (PM). Included in the course is an overview of the engine mechanical features, the fuel delivery system, electronic control features, and the aftertreatment system.

**FUEL SYSTEM SERVICE AND DIAGNOSTICS**

Available Languages: English

**Cost:** Contact your local ACDelco representative for cost and availability.

**Pre-Course Recommendation:** None

**Course Description:** The purpose of this seminar is to familiarize the ACDelco professional with the fuel, exhaust, and emissions control systems. The course will emphasize the basic operating principals and components of each of these systems along with the Features and Benefits of the ACDelco product line allowing you to better serve our customers. This seminar is divided into the following sections: Fuel System–covers fuel system components and operation. Exhaust System–covers exhaust system components and operation. Emissions Control Systems–covers emissions control systems components and operation.
A8: ENGINE PERFORMANCE

OBDII EVAP SYSTEM SERVICE AND DIAGNOSTICS  
S-FC02-01.01SEM

Available Languages: English

Cost: Contact your local ACDelco representative for cost and availability.

Pre-Course Recommendation: None

Course Description: This 3 to 4 hour technician seminar is intended for engine performance technicians. The seminar will help technicians understand and diagnose Evaporative Emissions Systems. It will focus on diagnosis of electrical and hardware relating to the EVAP system. Topics covered include enhanced EVAP systems including engine off natural vacuum (EONV), service bay tests, special leak detection tools, hydrocarbon adsorber and leak detection pumps. Specific regulations will also be covered as well as Mode 6 diagnostics.

ENGINE PERFORMANCE:  
COMPUTER CONTROLS AND IGNITION SYSTEM DIAGNOSIS  
S-EP08-02.01ILT

Available Languages: English

Cost: PSC/KFLT/FPPP $0.00 Non-PSC/KFLT/FPPP $175.00

Pre-Course Recommendation: None

Course Description: Building upon the technicians knowledge obtained in the related ACDelco engine performance web-based courses, this instructor-led course utilizes class discussion and hands-on lab experience to further explore and improve the participants’ electronic engine performance control system and ignition system diagnostic skills. Course topics include input/output device operation, testing and diagnosis. An overview of module processing operation, testing and diagnosis of ignition systems and subsystems, including coil-on-plug (COP) are included. Exercises are comprised of desk, bench, case study, on-vehicle and proper tool usage activities which are assigned based upon the participant’s skill level and facility accommodations.

ENGINE PERFORMANCE:  
AIR INDUCTION AND FUEL SYSTEM DIAGNOSTICS  
S-EP08-03.01ILT

Available Languages: English

Cost: PSC/KFLT/FPPP $0.00 Non-PSC/KFLT/FPPP $175.00

Pre-Course Recommendation: None

Course Description: Building upon the technicians knowledge obtained in the related ACDelco engine performance web-based courses, this instructor-led course utilizes class discussion and hands-on lab experience to further explore and improve the participants’ air induction and fuel system diagnostic skills. Course topics include fuel injector diagnosis and cleaning, vehicle hesitation, diagnosis of air induction system sensor faults and oxygen sensors. Exercises are comprised of desk, bench, case study, on-vehicle and proper tool usage activities which are assigned based upon the participant’s skill level and facility accommodations.
A8: ENGINE PERFORMANCE

ENGINE PERFORMANCE:
FAULT MONITORING AND EMISSIONS SYSTEM DIAGNOSTICS  S-EP08-04.01ILT

Available Languages: English

Cost: PSC/KFLT/FPPP $0.00 Non-PSC/KFLT/FPPP $175.00

Pre-Course Recommendation: S-EP08-02.01ILT and S-EP08-03.01ILT

Course Description: Building upon the technicians knowledge obtained in the related ACDelco engine performance web-based courses and instructor-led courses this course utilizes class discussion and hands-on lab experience to further explore and improve the participants’ fault monitoring and emission system diagnostic skills. Course topics include on-board diagnostic systems and emission system diagnostics. Exercises are comprised of desk, bench, case study, on-vehicle and proper tool usage activities which are assigned based upon the participants’ skill level and facility accommodations.

ENGINE PERFORMANCE: ADVANCED DRIVEABILITY DIAGNOSTICS  S-EP08-05.01ILT

Available Languages: English

Cost: PSC/KFLT/FPPP $0.00 Non-PSC/KFLT/FPPP $175.00

Pre-Course Recommendation: Either S-EP08-02.01ILT, S-EP08-03.01ILT or S-EP08-04.01ILT

Course Description: This course challenges technicians’ diagnostic skills by expanding upon what was learned in the previous three engine performance instructor-led courses. Utilizing vehicles in class, online diagnostic simulations and snapshot data, technicians will trouble-shoot advanced-level exercises, which combine engine operating data from fuel, air induction, emission, ignition, and control module systems. By applying the logical problem solving approach of strategy based diagnosis (SBD), correctly interpreting scan data, and closely following service information, the technician will arrive at the correct diagnosis. The diagnostic cases represent actual vehicle diagnostic scenarios, which technicians will work through in small groups and document their problem solving approach.

DURAMAX DIESEL OPERATION AND DIAGNOSIS  S-EP08-81.02ILT

Available Languages: English

Cost: PSC/KFLT/FPPP $0.00 Non-PSC/KFLT/FPPP $175.00

Pre-Course Recommendation: S-EP08-81.01WBT

Course Description: This course covers the Duramax diesel engine evolution from 2001 to 2011, including the LB7, LLY, LBZ, LMM, LML, and LGH. An overview of the Duramax features and design changes for all engine applications are covered. Other topics of this course include the engine control management system, the fuel delivery system and the variable geometry turbocharger. Also highlighted are features of the aftertreatment system of the new Duramax engines: diesel oxidation catalyst; diesel exhaust fluid injection and mixer; selective catalyst reduction; diesel particulate filter and the exhaust cooler. Diagnosis and service procedures are included.
Additional Resources:

Following is a list of TechAssist courses for this training category:

<table>
<thead>
<tr>
<th>Course Number</th>
<th>Course Name</th>
</tr>
</thead>
<tbody>
<tr>
<td>S-EP08-01.TAS</td>
<td>OBD II</td>
</tr>
<tr>
<td>S-EP08-02.TAS</td>
<td>Duramax 6600: Fuel Injector Balance Test</td>
</tr>
<tr>
<td>S-EP08-03.TAS</td>
<td>Diesel Engine EGR System</td>
</tr>
<tr>
<td>S-EP08-04.TAS</td>
<td>CNG Tank Inspection</td>
</tr>
<tr>
<td>S-EP08-05.TAS</td>
<td>2003 Express/Savanna CNG Injected Fuel System</td>
</tr>
<tr>
<td>S-EP08-06.TAS</td>
<td>Wide Band O2 Sensor</td>
</tr>
<tr>
<td>S-EP08-07.TAS</td>
<td>Hydrocarbon Adsorbers</td>
</tr>
<tr>
<td>S-EP08-08.TAS</td>
<td>Emission Evap Canister Air Pump &amp; Hose Assembly</td>
</tr>
<tr>
<td>S-EP08-09.TAS</td>
<td>Diesel Engine Familiarization</td>
</tr>
<tr>
<td>S-EP08-10.TAS</td>
<td>Fuel Injector Cleaning Procedure</td>
</tr>
<tr>
<td>S-EP08-11.TAS</td>
<td>Diagnosing the CKP on the LY7 3.6L Engine</td>
</tr>
<tr>
<td>S-EP08-13.TAS</td>
<td>Cadillac CTS, SRX, and STS Fuel System Diagnosis</td>
</tr>
<tr>
<td>S-EP08-14.TAS</td>
<td>Programming injectors on 5.2L &amp; 7.8L Isuzu Engine</td>
</tr>
<tr>
<td>S-EP08-15.TAS</td>
<td>Type 4 CNG Tank Inspection</td>
</tr>
<tr>
<td>S-EP08-16.TAS</td>
<td>GTO PIM ECM Link</td>
</tr>
<tr>
<td>S-EP08-17.TAS</td>
<td>Saab Trionic 8 &amp; ME9 Fuel and Ignition Systems</td>
</tr>
<tr>
<td>S-EP08-19.TAS</td>
<td>Vehicle Data Recorder</td>
</tr>
<tr>
<td>S-EP08-20.TAS</td>
<td>1.6L &amp; 1.8L Engine Timing Procedure</td>
</tr>
</tbody>
</table>
ACDelco’s Future Technician Training Program

ACDelco realizes that it is important that high school students receive the latest state-of-the-art training to prepare them for the competitive field of automotive service.

As a leader in the automotive aftermarket business, ACDelco has a vested interest in the level of professionalism among automotive service technicians. As a leader in aftermarket technician training, ACDelco understands the importance of providing the most current up-to-date training resources to its customers. That is why ACDelco is proud to introduce our new ACDelco Future Technician Training Program.

For the first time ever, a portion of ACDelco’s award winning technical, web-based training will now be made available to high school level students (14 years or older) at National Automotive Technicians Education Foundation (NATEF) certified schools nationwide at no cost to students.

A total of 12 technical courses are available for use as a complete curriculum or can be taken separately to compliment an existing curriculum or as extra credit. An additional six business management training courses are also available for use at no cost.
A Unique Educational Program

ACDelco, along with select community colleges throughout the country, has joined together with thousands of automotive service centers who are members of the ACDelco Total Service Support (PSC) program to offer a unique educational program.

The Automotive Service Educational Program (ASEP) was created to support the automotive industry’s need for trained technicians. In the constant pursuit to provide superior customer service and technicians who can “fix it right the first time,” ACDelco recognizes that its ultimate success of tomorrow will be determined by quality trained technicians today. The program is designed to produce well trained, customer-oriented service technicians.

ASEP is a two-year Associate Degree program, which alternates between attending college and automotive work experience at the PSC location in 8-12 week blocks. Curriculum includes automotive courses in all eight ASE areas, specializing in GM product as well as general academic courses. And, upon graduation, the student will receive credit for ACDelco and GM courses.

Sponsoring PSC locations must agree to pay the student an hourly wage while working at the service center, provide a mentor for the student to work with and provide the student with similar benefits as other employed technicians.

The goal of ASEP is to offer students who are interested in automotive service, an opportunity for a rich and rewarding career in the automotive field and offer PSC participants the opportunity to do something rewarding for not only the students, but also themselves.

More information about this program can be obtained by logging onto www.acdelcotechconnect.com. Simply select the Total Service Support tab, go to Employee Retention and choose ASEP.

If you have a PSC participant that is interested in sponsoring an ASEP student, please have them contact the nearest school. A listing of school locations is also available on the web-site.
Responding to the need for qualified service technicians, the Automotive Service Educational Program (ASEP) allows PSC ISCs to participate in programs that brings students together with their service center. ASEP incorporates current automotive technical training with a strong academic foundation in math, reading, and electronics, in both analytical and technical skills. Students earn an Associate Degree while working and learning on the job resulting in a solid education combined with invaluable work experience.

ASEP is a strategic alliance between students, GM, ACDelco, PSC ISCs and over 80 carefully selected colleges and universities in North America. The ASEP program has produced over 13,000 graduate service technicians from supported colleges and universities.

Program Overview

The ASEP program teaches exclusively on current GM products. These programs allow students to alternate between attending college and working at a sponsoring PSC ISC for approximately two years:

• All ASEP colleges and universities are National Institute for Automotive Service Excellence/National Automotive Technicians Education Foundation (ASE/NATEF) certified, ensuring that training meets or exceeds industry standards.
• Provides instructor training on the latest trends in technology.
• Provides new vehicles, training components and training aids for students to work on and learn from in a closely supervised and structured environment.
• General theory and basic information are applied.

PSC ISCs have the opportunity to sponsor a student through the program while receiving the following benefits:

• A trained, customer focused service force comprised of students who are pursuing or have received their Associate Degree.
• The opportunity to “grow their own” service technician, trained to their standards at their service center.
• An opportunity to partner with local colleges and universities for consultation on service technician recruitment retention.
• A source for enthusiastic students and service technicians who are eager to learn.
• Students receive credit for a majority of the ACDelco and GM curriculum upon successful graduation.
ACDelco Business Training

ACDelco Business Training is intended for owners, managers and other non-technical personnel. ACDelco understands the importance of management to the success of your business. That’s why we offer business management classes to improve the effectiveness of your business.

ACDelco business training consists of five curriculum areas that address the key issues facing every business owner or manager. Each topic within a curriculum area consists of a fast-paced, practical, hands-on seminar supported by a number of self-study, web-based training courses.

Use the Learning Management System (LMS) to take a web-based business course and to enroll in an instructor-led business seminar. Business training is organized in a manner consistent with the lay-out of your business. Below are the business category classifications:

- Service Consultant Skills
- Customer Satisfaction Process
- Financial Management
- Marketing
- Warehouse Distributor and Jobber

WEB-BASED TRAINING (WBT) courses are typically less than an hour long and are available 24/7. They are accessed through the ACDelco Learning Management System (LMS). Each training course is available for no additional charge to PSC/KFLT/FPPP participants and is also available to non-PSC/KFLT/FPPP customers for a nominal charge of *$50.00.

VIRTUAL CLASSROOM TRAINING (VCT) courses are 1-2 hour courses presented by an ACDelco instructor. Training is presented live over the internet utilizing animations, graphics and videos related to the content. Registration for these courses can be accessed through the ACDelco Learning Management System (LMS). Each instructor-led course is available for no additional charge to PSC/KFLT/FPPP participants and is also available to non-PSC/KFLT/FPPP customers for a nominal charge of *$50.00.

SEMINARS (SEM) are typically presented by an ACDelco instructor during the evening but can be held at any time. Seminars usually last 3 to 4 hours and are interactive and fast paced. Registration for these seminars can be accessed through the ACDelco Learning Management System (LMS) or contact your local ACDelco representative for cost and scheduling.

INSTRUCTOR-LED TRAINING (ILT) is full-day training presented by an ACDelco instructor utilizing hands-on exercises. Course registration can be accessed through the ACDelco Learning Management System (LMS). Each instructor-led course is available for no additional charge to PSC/KFLT/FPPP participants and is also available to non-PSC/KFLT/FPPP customers for a nominal charge of *$100.00.

* Pricing subject to change
SERVICE CONSULTANT SKILLS

LEARNING MANAGEMENT SYSTEM  B-CC62-10.01SEM
Available Languages: English
Cost: PSC/KFLT/FPPP $0.00 Non-PSC/KFLT/FPPP $100.00
Pre-Course Recommendation: None
Course Description: This 3 to 4 hour instructor-led seminar is designed for technicians, shop owners, managers, book keepers or other shop personnel who need access to the ACDelco Learning Management System (LMS). Students will experience the functional characteristics of the system. Participants will learn the system and how to navigate within the system. Everything from obtaining a password and accessing the LMS, to performing course catalog searches, updating profiles, locating and starting a web course, to enrolling in an instructor-led course is presented in this seminar. This seminar was developed to allow participants the ability to follow the topics at a computer station during the seminar. Managers will also learn how to utilize the system to manage users, course enrollments and track user training progress reports.

SALES SKILLS  B-SC31-10.01SEM
Available Languages: English
Cost: PSC/KFLT/FPPP $0.00 Non-PSC/KFLT/FPPP $100.00
Pre-Course Recommendation: B-SC31-11.01WBT, B-SC31-12.01WBT and B-SC31-13.01WBT
Course Description: This 3 to 4 hour instructor-led seminar is designed for shop owners, managers, service consultants, estimators and shop foremen. A good sales consultant listens and demonstrates concern about the customer, knows their product and their business and can present recommended service in a way that focuses on customer needs and expectations. In this seminar, participants will review and practice a selling model that relies on their ability to build trust and rapport with customers, identify customer needs, present service recommendations and close the sale. The seminar is hands-on and uses real-world examples.

FEATURES AND BENEFITS  B-SC31-11.01WBT
Available Languages: English
Cost: PSC/KFLT/FPPP $0.00 Non-PSC/KFLT/FPPP $50.00
Pre-Course Recommendation: None
Course Description: This self-paced web-based training is designed to be taken in conjunction with the Sales Skills seminar. Participants will learn the importance of knowing and understanding the competitive advantages their ISC offers customers over other vehicle service providers. They will be able to identify features of their service center and relate them as benefits that meet customer needs.

CUSTOMER CIRCUMSTANCES  B-SC31-12.01WBT
Available Languages: English
Cost: PSC/KFLT/FPPP $0.00 Non-PSC/KFLT/FPPP $50.00
Pre-Course Recommendation: None
Course Description: This self-paced web-based training is designed to be taken in conjunction with the Sales Skills seminar. Participants will learn the importance of understanding the circumstances of each customer service visit and to look beyond the condition of the vehicle and consider the customer. Topics covered include how to take into account characteristics such as personality type, age and gender when consulting with each individual customer.
SERVICE CONSULTANT SKILLS

CUSTOMER NEEDS AND EXPECTATIONS  
B-SC31-13.01WBT

Available Languages: English
Cost: PSC/KFLT/FPPP $0.00 Non-PSC/KFLT/FPPP $50.00
Pre-Course Recommendation: None
Course Description: This self-paced web-based training is designed to be taken in conjunction with the Sales Skills seminar. Participants will learn the importance of using effective questioning techniques to identify and understand the needs and expectations of their customers. Topics covered include using open and closed questions, understanding and overcoming different types of objections, handling irate customers and creating a strong bond with customers.

SELF MANAGEMENT SKILLS  
B-SC31-20.01SEM

Available Languages: English
Cost: PSC/KFLT/FPPP $0.00 Non-PSC/KFLT/FPPP $100.00
Pre-Course Recommendation: B-SC31-21.01WBT, B-SC31-22.01WBT and B-SC31-23.01WBT
Course Description: This 3 to 4 hour instructor-led seminar is designed for shop owners, managers, service consultants, estimators and shop foremen. Good service consultants are actively involved with the customer they are helping. They are able to treat the consultation as a give-and-take proposition. To do so involves not only possessing good communication skills, but also being prepared to use those skills with each customer. In this course, participants will review and practice the communication skills that are vital to getting complete and correct information about a customers service needs, writing an accurate repair order and gaining their customer’s trust. The seminar is hands-on and uses real-world examples.

PROFESSIONAL SKILLS ASSESSMENT  
B-SC31-21.01WBT

Available Languages: English
Cost: PSC/KFLT/FPPP $0.00 Non-PSC/KFLT/FPPP $50.00
Pre-Course Recommendation: None
Course Description: This self-paced web-based training is designed to be taken in conjunction with the Self Management Skills seminar. Participants will learn the importance of demonstrating professionalism in an automotive service business. Topics include effective communication, problem solving and consulting skills that are needed for success.

STRESS MANAGEMENT  
B-SC31-22.01WBT

Available Languages: English
Cost: PSC/KFLT/FPPP $0.00 Non-PSC/KFLT/FPPP $50.00
Pre-Course Recommendation: None
Course Description: This self-paced web-based training is designed to be taken in conjunction with the Self Management Skills seminar. Participants will learn the role personal attitude plays in communication and how stress can be a barrier to communication. Topics include understanding the types of stress, the causes of stress and how to recognize and control personal stress.
SERVICE CONSULTANT SKILLS

TIME MANAGEMENT B-SC31-23.01WBT

Available Languages: English

Cost: PSC/KFLT/FPPP $0.00 Non-PSC/KFLT/FPPP $50.00

Pre-Course Recommendation: None

Course Description: This self-paced web-based training is designed to be taken in conjunction with the Self Management Skills seminar. Participants will learn the role time management plays in their ability to provide customers with a satisfying service experience. Topics will include how to manage time more effectively in order to accomplish more within the time available as well as how to assess and change personal time management behaviors.

LEADERSHIP SKILLS B-SC31-30.01SEM

Available Languages: English

Cost: PSC/KFLT/FPPP $0.00 Non-PSC/KFLT/FPPP $100.00

Pre-Course Recommendation: B-SC31-31.01WBT, B-SC31-32.01WBT and B-SC31-33.01WBT

Course Description: This 3 to 4 hour instructor-led seminar is designed for shop owners, managers, service consultants, estimators and shop foremen. As the representative to the customer, a good service consultant is able to get the entire service center working toward the goal of meeting customer needs and expectations. In this seminar, participants will review and practice leadership skills that will enable them to improve customer satisfaction by working effectively with other employees. The seminar is hands-on and uses real-world examples.

TEAM BUILDING B-SC31-31.01WBT

Available Languages: English

Cost: PSC/KFLT/FPPP $0.00 Non-PSC/KFLT/FPPP $50.00

Pre-Course Recommendation: None

Course Description: This self-paced web-based training is designed to be taken in conjunction with the Leadership Skills seminar. Participants will learn the importance of communicating with other service center employees. Topics include using techniques that help develop an effective team atmosphere that is focused on customer satisfaction.

PROBLEM SOLVING B-SC31-32.01WBT

Available Languages: English

Cost: PSC/KFLT/FPPP $0.00 Non-PSC/KFLT/FPPP $50.00

Pre-Course Recommendation: None

Course Description: This self-paced web-based training is designed to be taken in conjunction with the Leadership Skills seminar. Participants will learn about ways to resolve conflicts. Topics include managing workflow issues and “crunch time”, dealing with phone interruptions and what to do when things don’t work out.

CONTINUOUS IMPROVEMENT B-SC31-33.01WBT

Available Languages: English

Cost: PSC/KFLT/FPPP $0.00 Non-PSC/KFLT/FPPP $50.00

Pre-Course Recommendation: None

Course Description: This self-paced web-based training is designed to be taken in conjunction with the Leadership Skills seminar. Participants will learn how to develop and implement an action plan for change. Topics include identifying areas for improvement, presenting ideas to management and developing action plans for change.
CUSTOMER SATISFACTION PROCESS

CUSTOMER TRUST/QUALITY CONTROL  B-CC30-30.01SEM

Available Languages: English
Cost: PSC/KFLT/FPPP $0.00 Non-PSC/KFLT/FPPP $100.00
Pre-Course Recommendation: B-CC30-31.01WBT, B-CC30-32.01WBT and B-CC30-33.01WBT
Course Description: This 3 to 4 hour instructor-led seminar is designed for shop owners, managers, service consultants, estimators and shop foremen. The purpose of this course is to help participants recognize the importance of a consistent repair process to customer trust and satisfaction with your service center. Participants will examine and discuss best practices for managing a consistent, well-designed process that creates a sense of confidence with customers and reassures them that they have made a good decision trusting your service center for vehicle service. The seminar is hands-on and uses real-world examples.

REPAIR ORDER PREPARATION  B-CC30-31.01WBT

Available Languages: English
Cost: PSC/KFLT/FPPP $0.00 Non-PSC/KFLT/FPPP $50.00
Pre-Course Recommendation: None
Course Description: This self-paced web-based training is designed to be taken in conjunction with the Customer Trust seminar. Participants will learn the importance of accurate repair orders and invoices in developing customer trust and maintaining service center credibility. Topics include how to write repair orders that clearly communicate customer needs and expectations and create a well-understood service agreement with customers.

DISPATCHING  B-CC30-32.01WBT

Available Languages: English
Cost: PSC/KFLT/FPPP $0.00 Non-PSC/KFLT/FPPP $50.00
Pre-Course Recommendation: None
Course Description: This self-paced web-based training is designed to be taken in conjunction with the Customer Trust seminar. Participants will learn the importance of a well-managed system for dispatching work to the shop. Topics include ensuring accurate repair times, the relationship between dispatching and keeping time promises to customers and making the best use of service center resources.

FINAL VEHICLE INSPECTION  B-CC30-33.01WBT

Available Languages: English
Cost: PSC/KFLT/FPPP $0.00 Non-PSC/KFLT/FPPP $50.00
Pre-Course Recommendation: None
Course Description: This self-paced web-based training is designed to be taken in conjunction with the Customer Trust seminar. Participants will learn how performing a quality check after the repair builds customer trust and loyalty by verifying the quality of repairs. Topics include using a final inspection checklist, determining a process for performing quality checks and how quality checks minimize comebacks.
CUSTOMER SATISFACTION PROCESS

CUSTOMER RETENTION MANAGEMENT  B-CC30-10.01SEM

Available Languages: English

Cost: PSC/KFLT/FPPP $0.00 Non-PSC/KFLT/FPPP $100.00

Pre-Course Recommendation: B-CC30-11.01WBT, B-CC30-12.01WBT and B-CC30-13.01WBT

Course Description: This 3 to 4 hour instructor-led seminar is designed for shop owners, managers, service consultants, estimators and shop foremen. The purpose of this course is to help participants recognize the important relationship between customer retention and loyalty and customer satisfaction with your service center. Participants will examine and discuss best practices for managing a consistent, well-designed customer retention system that will strengthen the bond between the service center and its’ customers. The seminar is hands-on and uses real-world examples.

TRAFFIC FLOW  B-CC30-11.01WBT

Available Languages: English

Cost: PSC/KFLT/FPPP $0.00 Non-PSC/KFLT/FPPP $50.00

Pre-Course Recommendation: None

Course Description: This self-paced web-based training is designed to be taken in conjunction with the Customer Retention Management seminar. Participants will review how various customer retention activities can be used to increase traffic flow through the service center, focusing on the strengths and weaknesses of the activities. Topics include identifying different types of customer retention activities including thank you and reminder mailings and customer satisfaction surveys.

DATA MINING  B-CC30-12.01WBT

Available Languages: English

Cost: PSC/KFLT/FPPP $0.00 Non-PSC/KFLT/FPPP $50.00

Pre-Course Recommendation: None

Course Description: This self-paced web-based training is designed to be taken in conjunction with the Customer Retention Management seminar. Participants will learn how a database of basic, relevant information can provide the service center with the ability to identify, communicate with and retain loyal customers. Topics include storing the right information to facilitate ongoing relationships with clients and measure the effectiveness of marketing activities. There are also techniques for designing, using and maintaining a customer database that will allow your service center to build a loyal client base.

BUSINESS IMPACT  B-CC30-13.01WBT

Available Languages: English

Cost: PSC/KFLT/FPPP $0.00 Non-PSC/KFLT/FPPP $50.00

Pre-Course Recommendation: None

Course Description: This self-paced web-based training is designed to be taken in conjunction with the Customer Retention Management seminar. When selecting customer retention activities, you need to consider the service center’s business goals as well as the needs and preferences of your customers. This course focuses on the business and customer information to consider when selecting activities to increase customer loyalty. Topics include identifying your target customers and creating a plan.
CUSTOMER SATISFACTION PROCESS

CUSTOMER HANDLING  
**B-CC30-20.01SEM**

**Available Languages:** English

**Cost:** PSC/KFLT/FPPP $0.00 Non-PSC/KFLT/FPPP $100.00

**Pre-Course Recommendation:** B-CC30-21.01WBT, B-CC30-22.01WBT and B-CC30-23.01WBT

**Course Description:** This 3 to 4 hour instructor-led seminar is designed for shop owners, managers, service consultants, estimators and shop foremen. The purpose of this course is to help participants recognize that building and maintaining clientele extends before and after the initial service consultation and repair. Participants will examine and discuss best practices for the vehicle drop-off, vehicle delivery and making follow-up calls. The seminar is hands-on and uses real-world examples.

VEHICLE DROP-OFF  
**B-CC30-21.01WBT**

**Available Languages:** English

**Cost:** PSC/KFLT/FPPP $0.00 Non-PSC/KFLT/FPPP $50.00

**Pre-Course Recommendation:** None

**Course Description:** This self-paced web-based training is designed to be taken in conjunction with the Customer Handling seminar. Participants will learn the value of a prompt customer greeting in developing a good customer relationship. Topics include the benefits of a reservation process, using an inspection form during consultation, the importance of spending time effectively with each customer and establishing processes that allow enough time to ensure you understand each customer’s needs and expectations.

VEHICLE DELIVERY  
**B-CC30-22.01WBT**

**Available Languages:** English

**Cost:** PSC/KFLT/FPPP $0.00 Non-PSC/KFLT/FPPP $50.00

**Pre-Course Recommendation:** None

**Course Description:** This self-paced web-based training is designed to be taken in conjunction with the Customer Handling seminar. Participants will learn the importance of using progress checks and a vehicle delivery process to set the stage for moving the customer relationship beyond the current service visit. Topics include monitoring repair progress, communicating delays or the need for additional work to the customer, answering customer questions, building value in the service visit and minimizing customer wait time.

FOLLOW-UP  
**B-CC30-23.01WBT**

**Available Languages:** English

**Cost:** PSC/KFLT/FPPP $0.00 Non-PSC/KFLT/FPPP $50.00

**Pre-Course Recommendation:** None

**Course Description:** This self-paced web-based training is designed to be taken in conjunction with the Customer Handling seminar. Participants will learn the value of a repair follow-up process in moving the customer relationship toward future service. Topics include follow-up calls, measuring customer satisfaction and resolving specific problems discovered during a follow-up call.
FINANCIAL MANAGEMENT

OPERATIONS MANAGEMENT
Available Languages: English
Cost: PSC/KFLT/FPPP $0.00 Non-PSC/KFLT/FPPP $100.00
Pre-Course Recommendation: B-FM32-11.01WBT, B-FM32-12.01WBT and B-FM32-13.01WBT
Course Description: This 3 to 4 hour instructor-led seminar is designed for shop owners, managers, bookkeepers or other personnel whose primary responsibility is the financial health or condition of the business. Participants will learn to analyze the strengths and weaknesses of their service center operations. Topics include how to identify out-of-line conditions and the operating procedures causing them. Process change techniques will also be discussed. The seminar is hands-on and uses real-world examples.

FACILITY MANAGEMENT
Available Languages: English
Cost: PSC/KFLT/FPPP $0.00 Non-PSC/KFLT/FPPP $50.00
Pre-Course Recommendation: None
Course Description: This self-paced web-based training is designed to be taken in conjunction with the Operations Management seminar. Participants will learn the impact of facility utilization and capacity on service center profitability. Topics include evaluating causes of low facility utilization and what actions to take to improve utilization.

COMPUTER SYSTEMS
Available Languages: English
Cost: PSC/KFLT/FPPP $0.00 Non-PSC/KFLT/FPPP $50.00
Pre-Course Recommendation: None
Course Description: This self-paced web-based training is designed to be taken in conjunction with the Operations Management seminar. Participants will learn the impact on service center workflow of using an integrated shop management computer system such as WISE on customer satisfaction and profits. Topics covered include WISE Shop Management System features and benefits.

PERSONNEL MANAGEMENT
Available Languages: English
Cost: PSC/KFLT/FPPP $0.00 Non-PSC/KFLT/FPPP $50.00
Pre-Course Recommendation: None
Course Description: This self-paced web-based training is designed to be taken in conjunction with the Operations Management seminar. Participants will learn the impact of technician efficiency and shop productivity on service center profit. Topics include defining technician efficiency and shop productivity, factors that affect productivity and efficiency and how to implement actions to meet productivity and efficiency goals.
FINANCIAL MANAGEMENT

PROFIT MANAGEMENT  B-FM32-20.01SEM
Available Languages: English
Cost: PSC/KFLT/FPPP $0.00 Non-PSC/KFLT/FPPP $100.00
Pre-Course Recommendation: B-FM32-21.01WBT, B-FM32-22.01WBT and B-FM32-23.01WBT
Course Description: This 3 to 4 hour instructor-led seminar is designed for shop owners, managers, bookkeepers or other personnel whose primary responsibility is the financial health or condition of the business. Participants will review the basics of using a financial statement to determine if the service center is profitable. Topics include the basic elements of profit and loss measurement as expressed on the financial statement. Activities include analysis of key indicators and establishing goals for financial performance improvement. The seminar is hands-on and uses real-world examples.

GROSS PROFIT AND PRICING  B-FM32-21.01WBT
Available Languages: English
Cost: PSC/KFLT/FPPP $0.00 Non-PSC/KFLT/FPPP $50.00
Pre-Course Recommendation: None
Course Description: This self-paced web-based training is designed to be taken in conjunction with the Profit Management seminar. Participants will learn techniques for improving gross profit through pricing. Topics include defining and calculating gross profit, calculating selling price, margin vs. mark-up, competitive pricing and the impact of price cutting factors that impact gross profit and sources of additional profit.

CONTROLLING EXPENSES  B-FM32-22.01WBT
Available Languages: English
Cost: PSC/KFLT/FPPP $0.00 Non-PSC/KFLT/FPPP $50.00
Pre-Course Recommendation: None
Course Description: This self-paced web-based training is designed to be taken in conjunction with the Profit Management seminar. Participants will identify controllable expenses and calculate them as a percent of total labor sales. Topics include methods for controlling and monitoring key manageable expenses such as theft.

CAPITAL MANAGEMENT  B-FM32-23.01WBT
Available Languages: English
Cost: PSC/KFLT/FPPP $0.00 Non-PSC/KFLT/FPPP $50.00
Pre-Course Recommendation: None
Course Description: This self-paced web-based training is designed to be taken in conjunction with the Profit Management seminar. Participants will review the information shown on the balance sheet of the financial statement. Topics include assets, liabilities, net worth, financial health measurements and methods to track progress.
FINANCIAL MANAGEMENT

GROWTH MANAGEMENT

Available Languages: English

Cost: PSC/KFLT/FPPP $0.00 Non-PSC/KFLT/FPPP $100.00

Pre-Course Recommendation: B-FM32-31.01WBT, B-FM32-32.01WBT and B-FM32-33.01WBT

Course Description: This 3 to 4 hour instructor-led seminar is designed for shop owners, managers, bookkeepers or other personnel whose primary responsibility is the financial health or condition of the business. In this seminar, participants will learn a process for managing the business operations of the service center so it is able to stay competitive in its market. Activities include discussions and practice exercises on processes for analyzing existing performance, identifying areas for change, growth and marketing the service center to achieve a planned business outcome. The seminar is hands-on and uses real-world examples.

BUSINESS DEVELOPMENT

Available Languages: English

Cost: PSC/KFLT/FPPP $0.00 Non-PSC/KFLT/FPPP $50.00

Pre-Course Recommendation: None

Course Description: This self-paced web-based training is designed to be taken in conjunction with the Growth Management seminar. Participants will learn and understand the benefits of a business plan and the business planning process in meeting their business goals and objectives.

MARKETING

Available Languages: English

Cost: PSC/KFLT/FPPP $0.00 Non-PSC/KFLT/FPPP $50.00

Pre-Course Recommendation: None

Course Description: This self-paced training is designed to be taken in conjunction with the Growth Management seminar. Participants will learn techniques for marketing the service center. Topics include knowing the competition, service menus and traffic building methods.

ANALYSIS

Available Languages: English

Cost: PSC/KFLT/FPPP $0.00 Non-PSC/KFLT/FPPP $50.00

Pre-Course Recommendation: None

Course Description: This self-paced web-based training is designed to be taken in conjunction with the Growth Management seminar. Participants will learn an analysis process that will identify desirable and undesirable areas of service center financial performance. Topics include calculating key performance indicators.
MAKING THE CONNECTION

Available Languages: English

Cost: PSC/KFLT/FPPP $0.00 Non-PSC/KFLT/FPPP $100.00

Pre-Course Recommendation: B-FM32-30.01-SEM

Course Description: This 3 to 4 hour instructor-led seminar is designed for all shop personnel involved in day to day customer interaction. The purpose of this course is to help participants recognize the significant role females play in the automotive repair and maintenance business and determine if changes are needed in their businesses to attract and retain the female customer. Participants will examine and discuss the statistics supporting this market segment. They will determine the message they want to convey, analyze their business processes and discuss concepts and tools to help overall image and communication.

MARKETING 101 – CREATING A PLAN

Available Languages: English

Cost: PSC/KFLT/FPPP $0.00 Non-PSC/KFLT/FPPP $100.00

Pre-Course Recommendation: B-FM32-30.01-SEM

Course Description: This 3 to 4 hour instructor-led seminar is designed for shop owners and managers who are involved in making marketing decisions. The purpose of this course is to help participants develop a formal marketing plan in one session. The thought of creating a marketing plan can be overwhelming for any shop owner. This seminar will help take the guess-work out of the process and lay the foundation for establishing a specific marketing plan for the shop. Participants will examine and discuss the following topics: understanding the local market, competition and customer, picking a segment to target, developing a marketing strategy and medium(s) to use, setting sales and marketing goals as well as establishing a marketing budget.
WAREHOUSE DISTRIBUTOR AND JOBBER

WD SELLING SKILLS

Available Languages: English
Cost: PSC/KFLT/FPPP $0.00 Non-PSC/KFLT/FPPP $100.00
Pre-Course Recommendation: None
Course Description: This full-day classroom course teaches the necessary basics that will help increase sales by improving communication and people skills. Students will also learn the importance of determining customer needs and how to organize a presentation rather than just “winging-it”. What do you do when you get a customer objection? What can you say afterward that can increase closing percentages? These answers and more will be provided.

WD TELEPHONE SKILLS

Available Languages: English
Cost: PSC/KFLT/FPPP $0.00 Non-PSC/KFLT/FPPP $100.00
Pre-Course Recommendation: None
Course Description: This 3 to 4 hour instructor-led seminar will teach students how to handle customers in a positive way. There are simple techniques that can be used to more effectively communicate with customers. Students will learn how to be a salesperson rather than just a “parts runner”. These selling techniques will give customers what they need and not just what they want.
ACDelco Service and Training Mission Statement

ACDelco’s mission is to be the world-class provider of training and service information to the automotive aftermarket industry, ensuring customer satisfaction and increased sales revenues for ACDelco and our customers.