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January 19 – 20, 2024

Don't miss the ULTIMATE training event! 877-257-2100

PAVE Training Schedule | January 19 –20, 2024

All Courses Pacific Standard Time (PST)

FRIDAY, January 19	PRESENTER	TIME (PST)
MORNING		
Mastering Lasting Impressions: Transforming First Encounters for Independent Repair Facilities	Mark Bortle	8:00am – 10:00am
Enhancing Profitability through Exemplary Courtesy Inspections	Greg Marchand	8:00am – 10:00am
How to Become an Inspiring Leader	Cecil Bullard	8:00am – 10:00am
An Introduction to Servicing Teslas	Aaron Jones	8:00am – 11:00am
Domestic Drivability Diagnostics	John Thorton	8:00am – 11:00am
Understanding & Diagnosing Electric Hybrid Vehicles	Jerry "G" Truglia	8:00am – 11:00am
 Powertrain Electronics (En Espanol) Electrónica del tren motriz 	Phil Fournier	8:00am – 11:00am
● ASDA Part 1 – Introduction	Ryan Payne*	8:00am – 11:00am
AFTERNOON		
Strategic Investment Mastery: Deciphering the 5 Crucial Factors	Mark Bortle	12:30pm – 2:30pm
Using Labor-Intensive & Diagnostic Labor Rates	Vin Waterhouse	12:30pm – 2:30pm
Is Your Digital Footprint Recession Ready?	Jimmy Lea	12:30pm – 2:30pm
 Tactical Diagnostic Series – Strategies for a Successful Day in the Bay 	Guy Vesco	12:30pm – 3:30pm
CAN BUS Communication	Kenneth Zanders	12:30pm – 3:30pm
ADAS Part 2 – Servicing	Ryan Payne*	12:30pm – 3:30pm
 Ignition Systems & Cam Crank Synchronization (En Espanol) Sistemas de encendido y sincronización de cigüeñal/árbol de leva 	Phill Fournier s	12:30pm – 3:30pm
Component Testing for Fun and Profit	Jason Gabrenas	12:30pm – 3:30pm
SATURDAY, January 20	PRESENTER	TIME (PST)
MORNING		
Openition Processes	Brian Gillis	8:00am – 10:00am
Strategic Sales Mastery: Elevate Your Approach in 5 Simple Steps	Geoff Berman	8:00am – 10:00am
Don't Just Sit There, Do Something!	Maylan Newton	8:00am – 10:00am
Automotive Electronics for Today's Vehicle	Pete Meier	8:00am – 11:00am
Understanding Variable Valve Timing	Ryan Payne*	8:00am – 11:00am
ADAS Calibration & Procedures	Jason Gloria	8:00am – 11:00am
Understanding & Measuring Electrical Currents:The Untapped Magic in Electrical Diagnostics	Adam Robertson & Gary Smith	8:00am – 11:00am
AFTERNOON		
 Creating High-Performance Teams while Developing a Bench Full of Leaders 	Dori Eppstein	12:30pm – 2:30pm
OPhone Skills 101	Coralee Zueff	12:30pm – 2:30pm
❖ High Impact Service Advisor	Tom Amero & Sabrina Wilkerson	12:30pm – 2:30pm
Engine Performance Diagnostic Strategies	Ryan Payne*	12:30pm – 3:30pm
Enhanced Air/Fuel Diagnostics	Jason Gloria	12:30pm – 3:30pm
 Measurement and Signatures Intelligence Analysis (MASINT): What's Going on Inside the Box? 	Adam Robertson & Gary Smith	12:30pm – 3:30pm

^{*}Live Q&A with trainer following prerecorded training video

8:00am - 10:00am (PST)

Mastering Lasting Impressions: Transforming First Encounters for Independent Repair Facilities

Presented by Mark Bortle • Sponsored by ATI

In the dynamic world of independent repair facilities, the significance of first impressions cannot be overstated. Join Mark Bortle in an engaging exploration of the nuanced art of making memorable first impressions. Whether it's meeting new clients, stepping into a new establishment, or selecting a repair facility, the initial moments shape perceptions that endure.

Navigate through the intricacies of crafting positive and enduring first impressions, as we discuss the challenges and triumphs faced by independent repair facilities in fostering client trust and loyalty. Mark Bortle will share insights, strategies, and practical tips to help repair facilities not only meet but exceed client expectations from the very first encounter. Because in a world where second chances are a rarity, the mastery of the first impression becomes a pivotal asset for sustained success.

Enhancing Profitability through Exemplary Courtesy Inspections **Presented by Greg Marchand**

Unlocking the potential of customer relationships through your organization's courtesy inspection program can be a game-changer for your business. Our highly engaging and interactive workshop takes the principles learned in the Service Counter Selling Skills class to the next level, specifically emphasizing the art of selling using courtesy inspection sheets. We delve into the customer buying process, sales techniques, and the paramount significance of relationship building. Brace yourself for stimulating role-playing exercises that not only refine your selling skills but also empower service advisors to elevate their expertise.

How to Become an Inspiring Leader

Presented by Cecil Bullard • Sponsored by The Institute

Everyone can inspire others. Skilled leaders create high performing teams and amazing individuals. Learn how to inspire your team and create a culture of production and success in your business.

Students are taught:

- · The 6 stages of leadership and 4 stages of building trust within your organization
- · How to create a high performing team
- · 10 ways to improve communication individually and as a team
- The secrets to reducing conflict and building self-esteem
- · 8 ways to be a more inspiring leader
- · How to avoid blame, identify patterns and focus energy on improving results

You will walk away with a better understanding of yourself and your team and the skills to become a better leader. You will have the knowledge to improve your communication and the communication of your team. Improving communication and culture improves decisions and results. You will have the tools needed to inspire those around you and improve their lives.

8:00am - 11:00am (PST)

There's a Tesla in Your Shop... Now What? An Introduction to Servicing Teslas Presented by Aaron Jones • Sponsored by OPUS-IVS

- · Explanation of Tesla's Service information and Diagnostic Software
- · Service Mode
- · Maintenance Schedule and how to perform
- · How to de-energize the vehicle lineup
- · What to do with a dead tow-in

Domestic Drivability Diagnostics

Presented by John Thorton • Sponsored by WTI

In this case study based class, John will discuss a variety of diagnostic techniques used to solve a mix of difficult driveability problems found on GM, Ford, and Chrysler vehicles.

Case Studies are tremendous educational tools which can be used to explain system theory, specific testing techniques, and data interpretation in a real world environment.

Topics to be covered include:

- Fuel Trim
- · Engine Mechanical
- · Low Power Complaints
- · Direct Injection
- · Variable Cam Timing

Scan data interpretation and scope usage along with a common sense approach will be highlighted throughout this session.

Understanding & Diagnosing Electric Hybrid Vehicles

Presented by Jerry "G" Truglia • Sponsored by Dorman Products

This Hybrid class focuses on the proper techniques necessary to diagnose, repair, service, and make money on Hybrid vehicles.

Class consists of:

- Safety training
- · DVOM usage (CAT III certified)
- · Megohmmeter usage
- · Hybrid diagnosis using scan tools
- Scan tool shootout (Enhanced and OEM)
- · Labscope measurements on Hybrids
- · Using low and high amperage clamps on Hybrid systems
- Testing high voltage batteries
- · Regenerative braking system
- · AC to DC inverters and DC to DC converters
- · Electric assist steering
- · Common service procedures; oil changes, cooling systems, tires, brakes etc.
- · Internet and OEM websites
- · Real world testing

REGISTER TODAY!



Powertrain Electronics (En Español)

Presented by Phil Fournier · Sponsored by Standard Motor Products, Inc.

Powertrain systems on modern vehicles have evolved into complex systems relying on a variety of electrical components controlled by modules communicating on various networks. While these are complex systems, the diagnostics does not have to be complicated if fundamental electrical principles are understood. This course will first focus on understanding electrical theory as it applies to powertrain systems, including components such as sensors, actuators, and their control circuits. We will then use that theory to diagnose complex systems through real-world case studies.

After completing this class, a technician will be able to diagnose powertrain electrical systems and components by demonstrating how to:

- · Interpret wiring schematics for accurate testing
- · Interpret DVOM measurements
- · Analyze oscilloscope waveforms
- · Confirm inputs and outputs with scan tool data

Electrónica del tren motriz

Presentado por Phil Fournier • Patrocinado por Standard Motor Products, Inc.

Los sistemas de tren motriz de los vehículos modernos se han convertido en sistemas complejos que dependen de una variedad de componentes eléctricos controlados por módulos que se comunican en varias redes. Si bien estos son sistemas complejos, el diagnóstico no tiene por qué ser complicado si se comprenden los principios eléctricos fundamentales. Este curso se centrará primero en la comprensión de la teoría eléctrica tal como se aplica a los sistemas de tren motriz, incluidos componentes como sensores, actuadores y sus circuitos de control. Luego usaremos esa teoría para diagnosticar sistemas complejos a través de estudios de casos del mundo real.

Después de completar esta clase, el técnico podrá diagnosticar los sistemas y componentes eléctricos del tren motriz al demostrar cómo:

- · Interpretar diagramas de cableado para pruebas precisas
- · Interpretar correctamente medidas con el multímetro (DVOM)
- · Analizar formas de onda del osciloscopio
- · Confirmar entradas y salidas con los datos del escáner

■ ASDA Part 1 – Introduction (Live Q&A with trainer following prerecorded training video) Presenter Ryan Payne • Sponsored by Garage Gurus

In this clinic we will define the components and the strategy used within these systems. Identifying components, finding where they are located, and understanding how to interpret the information they provide will be discussed.

This Clinic:

- Reviews terminology and the differences amongst ADAS
- · Explains how the vehicle's braking and steering system interconnects with ADAS

12:30pm - 2:30pm (PST)

② Strategic Investment Mastery: Deciphering the 5 Crucial Factors Presented by Mark Bortle • Sponsored by ATI

In the realm of purchases, be it for personal enjoyment, hobby pursuits, or spontaneous finds on a store shelf, a universal truth persists — every decision involves careful consideration of five pivotal factors. Explore the intricacies of these fundamental points with Mark Bortle, gaining not only insight into their essence but also acquiring the skills to seamlessly apply them to the diverse array of clients who walk into our facilities daily.

Embark on a journey of understanding as Mark Bortle unravels the layers of significance behind each of these five points, offering practical wisdom on how to integrate them seamlessly into your everyday interactions with clients. Elevate your approach to customer engagement by mastering the art of aligning client needs with these key investment considerations. Join us and transform your understanding of the five points that shape decisions, ensuring a strategic and impactful approach in various professional and personal contexts.

Using Labor-Intensive & Diagnostic Labor Rates

Presented by Vin Waterhouse • Sponsored by Dorman Products

Better vehicle quality means many shops enjoy less profit per vehicle. We sell less parts per driven mile and parts last longer than on vehicles of the past. There was a time when vehicles reaching 100,000 miles were scrapped. Today, it is not uncommon to work on vehicles with 200,000 miles plus. Research shows Internal combustion engine vehicles (ICE) have 28-30,000 parts counting every nut, bolt, rivet etc. The average electric vehicle (EV) has about 7-10,000 parts. As our industry morphs toward electric vehicles, shops could sell twothirds (or 67%) less parts per vehicle. Shop expenses continue to rise so the time to act is now. Carpenters, electricians, plumbers, accountants and attorneys don't sell any parts; they make all their profit in labor alone and so can you. With formula-based labor rates you can sell your parts at cost and make your full average combined gross profit per billed hour. Many have increased their profit by \$3-\$4,000 per month using Labor Intensive and Diagnostic Labor Rates.

Your Digital Footprint Recession Ready?

Presented by Jimmy Lea • Sponsored by The Institute

Welcome to the 21st where if you don't exist digitally... you don't exist. Grab your recession ready checklist for building a fool-proof foundation to establish your marketing superiority online. Elevate Your Digital Presence: Join marketing guru Jimmy Lea from The Institute in a transformative session, "Is Your Digital Footprint Recession Ready?" In this 2-4 hour exploration, learn to thrive in the 21st-century metaverse by optimizing your online identity. From website mastery to conquering Google's algorithms and claiming social territories, Jimmy provides a recession-ready toolkit, ensuring your marketing superiority prevails regardless of economic uncertainties.

Learn what must be done to optimize your digital footprint in the metaverse. Perfect the art of Digital Dominance with expert insights, fortify your online fortress, and emerge stronger in a down economy. Don't miss this opportunity to future-proof your brand — secure your spot now and confidently conquer the digital landscape!

12:30pm - 3:30pm (PST)

Tactical Diagnostic Series – Strategies for a Successful Day in the Bay Presented by Guy Vesco · Sponsored by NAPA Autotech

Recommended for All Levels of Technicians

Each day, technicians prepare for the diverse challenges posed by modern diagnostics and repair. Unfortunately, we don't get to choose the vehicles that land in our bay, but each one brings unique opportunities for growth. This course is the first in a series of case-study-based diagnostics, told from the technician's viewpoint. Real-world case studies are utilized showing the importance of following a proven approach for success.

- · Balancing efficiency of our time, while remaining accurate in our diagnosis
- · Incorporating scan tools, oscilloscopes, multi-meters, service information and all the resources available to the modern technician
- · Following customer concerns through completion of repair

CAN Bus Communication

Presented by Kenneth Zanders • Sponsored by Dorman Products

This class explains the control area network (CAN) and how it is tested. Provided is CAN Bus communication diagnosing and testing using scan tools, meters, break out box (BOB) and Labscopes. Also covered are the fundamentals of the CAN Protocol, pins 6 and 14, why CAN is used, twisted pairs, system topology, protocol speeds, diagnosis and more.

ADAS Part 2 - Servicing (Live Q&A with trainer following prerecorded training video) Presenter Ryan Payne • Sponsored by Garage Guru

In this clinic we will discuss what 'static' and 'dynamic' calibrations of the system include and when they are needed. We will also discuss the tools needed to complete the service accurately and efficiently.

This Clinic:

- Explains how to calibrate the vehicle's ADAS radar and cameras
- · Defines the difference in procedures between a 'static' and a 'dynamic' calibration

Ignition Systems & Cam Crank Synchronization (En Español)

Presented by Phill Fournier · Sponsored by Standard Motor Products, Inc.

Vehicle ignition systems have evolved considerably over the years. With the introduction of variable cam timing, it is more critical than ever for the ECM to keep track of the crank and camshaft positions. To keep pace with diagnosing faults, the traditional "ignition scope" has been replaced with diagnostic codes, misfire counters, scan tool misfire graphing, amp probes, and more. In this class we will illustrate how to accurately diagnose cam-crank correlation faults using a labscope, as well as how to troubleshoot misfires regardless of the vehicle's ignition system type. After completing this class, technicians will be able to:

- · Acquire a cam-crank waveform for analysis
- · Diagnose cam-crank sensor circuit faults
- · Understand the current ignition system types
- · Scope secondary and primary ignition
- · Diagnose primary faults with an amp probe
- · Use misfire counter and other related PIDs effectively
- · Effectively use schematics

Sistemas de encendido y sincronización de cigüeñal/árbol de levas

Presentado por Phil Fournier · Patrocinado por Standard Motor Products, Inc.

Los sistemas de encendido de vehículos han evolucionado bastante a lo largo de los años. Con la introducción de la sincronización variable de válvulas, es más importante que nunca que el ECM realice un seguimiento de las posiciones del cigüeñal y del árbol de levas. Para mantenerse al día con el diagnóstico de fallas, el "osciloscopio de encendido" tradicional se reemplazó con códigos de diagnóstico, contadores de fallas de encendido, gráficos de fallas de encendido del escáner, sondas de amperaje y más. En esta clase, ilustraremos cómo diagnosticar con precisión las fallas de correlación entre el árbol de levas y el ciqueñal utilizando el osciloscopio moderno, así como también cómo solucionar fallas de encendido independientemente del tipo de sistema de encendido del vehículo. Después de completar esta clase, los técnicos podrán:

- · Diagnosticar fallos del circuito de los sensores árbol de levas
- · Comprender los tipos de sistemas de encendido actuales
- · Analizar el encendido, primario y secundario, con el osciloscopio
- · Diagnosticar fallas del primario con la probeta de amperaje
- · Usar las cuentas de fallas y otros datos del escáner eficazmente
- · Usar esquemáticos y diagramas eficazmente

Component Testing for Fun and Profit

Presented by Jason Gabrenas · Sponsored by Snap-On

In this course, we'll discuss why component testing is critical in modern day diagnostics. We'll cover a wide array of vehicle components, how they work, and how to test them quickly and confidently to decrease your diagnostic time.

8:00am - 10:00am (PST)

Power Phone Processes

Presented by Brian Gillis · Sponsored by WTI

This 2-hour interactive class will show you how to use scripts to effectively present and repair work. Understand the "why's" as well as the "rules" using proven scripts that check all the boxes.

Power Phone Processes to effectively present repair and maintenance estimates.

- 5 unique Scripts for the 3 most common incoming calls:
- · Oil Change and Maintenance
- Inquiries
- Price Shoppers
- · Best methods and strategies for getting to YES
- · Interactive Q&A with Brian

Strategic Sales Mastery: Elevate Your Approach in 5 Simple Steps

Presented by Geoff Berman · Sponsored by ATI

Unlock the secrets to boosting your sales effortlessly with Geoff Berman, a seasoned Performance Coach and ATI Instructor. Dive into a transformative session where you'll learn how to amplify your existing efforts and achieve greater impact without investing additional time. Discover the art of strategic sales in just five easy steps and witness a substantial improvement in your sales game. Don't miss this opportunity to revolutionize your approach and maximize your success.

Don't Just Sit There, Do Something!

Presented by Maylan Newton • Sponsored by ESI

All the knowledge in the world cannot make it happen. You must get up and take the first step, write the first word, drive the first nail. Our world is paralyzed by great ideas but not the discipline to implement them. Knowledge is not the power we seek; implementing the knowledge we already have is the key to success. The most successful business owners have had the discipline to take the first step.

8:00am - 11:00am (PST)

• Automotive Electronics for Today's Vehicle

Presented by Pete Meier • Sponsored by Dorman Products

Topics covered include circuits and circuit testing, opens, shorts, voltage drops, relay testing, meter usage (DMM), labscope / graphing meter usage, sensor, and actuators. Also covered are the starting, battery, alternator, sensors, computers, and more. This training will provide information on how to get the most out of your tools and equipment, so you can find and repair electrical problems on today's vehicles.

• Understanding Variable Valve Timing (Live Q&A with trainer following prerecorded training video) Presenter Ryan Payne · Sponsored by Garage Guru

After multivalve technology became standard in engine design, variable valve timing (VVT) became the next step to enhance engine output, increasing engine power and torque output along with reducing emissions.

This Clinic:

- · Focuses on the different types of VVT systems used by vehicle manufacturers today, and the various Diagnostic Trouble Codes (DTCs) that can occur related to VVT faults stemming from oil contamination to inoperative cam actuators and oil control solenoids
- · Provides live demonstrations of diagnostic strategies!

ADAS Calibration & Procedures

Presented by Jason Gloria · Sponsored by NAPA Autotech

Recommended for Shop Owners, Service Advisors and All Levels of Technicians

Outsourcing vehicle repairs is never profitable. ADAS has made once routine repairs more involved, and simple part replacement and servicing is NOT so simple. This class will focus on the required ADAS calibrations and procedures to keep those vehicles in-house.

- Equipment
- · Procedures
- Equipment setup
- Software
- Calibrations

Understanding & Measuring Electrical Currents: The Untapped Magic in Electrical Diagnostics

Presented by Adam Robertson & Gary Smith · Sponsored by DiagNation.com

Understanding and measuring of electrical currents can tell an incredible story about the integrity and operation of circuits and components. If done correctly, it is usually a simple non-intrusive "quick test". Learn how using current probes and lab scopes with a strategy can greatly increase your diagnostic efficiency and accuracy.

Topics will include:

- · Description and operation of inductors, transformers, and solenoids
- · Description and operation of motors and generators: The Currents
- · Proper scope and probe set-up
- · Small discussion on electrical laws like Lentz, Kirchoff, Ohm and others
 - How they relate to the scope captures and how they help us diagnostically
- · How to use current ramping and lab scope patterns for circuit diagnostics including
- Injectors, solenoids, coils, fuel pumps, starting/charging, parasitic draw and more.
- · Using current to diagnose common component failures like power windows and other accessories prior to disassembly.

12:30pm - 2:30pm (PST)

Creating High-Performance Teams while Developing a Bench Full of Leaders Presented by Dori Eppstein • Sponsored by DEHR Consulting

This workshop is for: Service Advisors/Writers, Shop Foremen, Store Managers, Technicians, and Owners. What you can expect: Join us for an engaging workshop that equips participants with immediately applicable skills for the workplace. Be ready to inquire, actively engage in discussions, and acquire fresh knowledge to implement starting the very next day. This 3-hour workshop will dive into:

- · Achieving High-Performance Teams
- · Harnessing the Power of Company Culture
- · Mastering Exceptional Communication Skills
- · Navigating Conflict Positively & Effectively
- The Path to Transforming into an Outstanding Leader

Phone Skills 101

Presented by Coralee Zueff • Sponsored by WTI

Scheduling appointments is not just finding a blank spot on the calendar. It's so much more than that.

- · Structuring appointments to make the most efficient use of the technician's time and keep the shop out of the weeds.
- · Setting customer expectations so you start out on the right foot.
- · Collecting important information upfront to help the technician analyze the concern fast and efficiently.
- · Be prepared and proactive. Checking history records, maintenance schedule, inventory and more before the customer walks through the door.
- · Strategies to pre-qualify customers that are ready to buy.

High Impact Service Advisor

Presented by Tom Amero & Sabrina Wilkerson · Sponsored by Elite Worldwide

People buy from people, not companies. As a Service Advisor, what you say and HOW you say it has a huge impact on whether or not people move forward with doing business at your shop!

In this class, we will help you generate higher profits through increased sales, more repeat business and more referral business. We will talk about how to ethically build relationships with your customers and how you can help them view you as a trusted credible expert. This course will be taught by Tom Amero, Elite Director of Operations and Sabrina Wilkerson, Elite Business Performance Analyst. Let's take your advising skills to the next level!

12:30pm - 3:30pm (PST)

• Engine Performance Diagnostic Strategies (Live Q&A with trainer following prerecorded training video)

Presenter Ryan Payne • Sponsored by Garage Guru

Stay up to date on changing Engine Management Systems, diagnostic tools, and strategies for Asian and Domestic vehicles.

This Clinic:

- · Reviews and demonstrates the most frequently seen emissions-based DTC (Diagnostic Trouble Codes) diagnostic routines
- · Improves proficiency in interpreting Scan Tool information for engine performance diagnostics
- · Provides live demonstrations of diagnostic strategies!

Enhanced Air/Fuel Diagnostics

Presented by Jason Gloria · Sponsored by NAPA Autotech

This course is designed to eliminate confusion regarding Oxygen and Air/Fuel Ratio Sensors and lead the technician to more efficient diagnostics. They will learn the role these sensors have in fuel control strategies. Learn to utilize fuel system monitor operation to help identify the root cause of the failure.

- Detailed coverage of O2 Sensors vs Air/Fuel sensors
- · Proper utilization of 5-gasDiagnostics
- · Interpretation of scan data to develop a test plan
- · Micro probe testing of AFR Sensors

Measurement and Signatures Intelligence Analysis (MASINT): What's Going on Inside the Box?

Presented by Adam Robertson & Gary Smith · Sponsored by DiagNation.com

This course is a study of advanced electrical testing and diagnostics through the understanding of electronics fundamentals.

Topics will include:

- · Electrical fundamentals: is this advanced subject knowledge, or just basics? Study how these apply to daily use in the bay.
- · Electronics circuit operation and fundamentals: is this advanced subject knowledge, or just basics? You decide.
- · Study how understanding the electrical fundamentals affects your lab scope waveform interpretation. What am I looking at here? (Woah.)
- · Intro to advanced lab scope tools and functions and their use in live diagnostics

REGISTER TODAY!

