

PAVE

PROFESSIONAL AUTOMOTIVE VIRTUAL EDUCATION

PAVE TRAINING

Friday – Saturday, January 16 – 17, 2026

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- Owners
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- Service advisors

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"PAVE Training had something for everyone—owners, techs, no matter what level of experience, and managers from both the mechanical and collision sides. **Great education by some of the nation's greatest instructors**. Being able to watch everything for over a month gave the opportunity to watch every topic on the list at your pace. **Awesome learning experience without the need to travel and be away from family and work.**" – Ross MacPherson, MacPherson's Auto Service, Ontario, Canada

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January 16 – 17, 2026

Don't miss the ULTIMATE VIRTUAL training event! 253-676-9222

PAVE Training Schedule

January 16 – 17, 2026

All Courses Pacific Standard Time (PST)

FRIDAY, January 16

	PRESENTER	TIME (PST)
MORNING		
● Managing Yourself	Kent Bullard	8:00am – 10:00am
★ Superar Objeciones en la Economía Cambiante <i>(En Español)</i> Overcoming Objections in the Shifting Economy	Aldo Gomez	8:00am – 10:00am
● Comprehensive Guide for Technicians	Pete Meier	8:00am – 11:00am
● Hybrid & EV Systems: Diagnosis & Repair	Kenneth Zanders	8:00am – 11:00am
● Proper Electrical Testing	Jason Gloria	8:00am – 11:00am
● Innovando en el Diagnóstico Automotriz: De Estudios de Caso a Técnicas de Vanguardia <i>(En Español)</i> Innovating Automotive Diagnostics: From Case Studies to Cutting-Edge Techniques	Jose Vazquez	8:00am – 11:00am
● Scan Tools are Liars: Until You Prove They're Telling the Truth	Adam Robertson	8:00am – 11:00am
AFTERNOON		
● ★ Mastering Challenging Situations	Mark Seawell	12:30pm – 2:30pm
★ Dominio de Habilidades de Ventas y Servicio al Cliente <i>(En Español)</i> Mastering Sales Skills and Customer Service	Aldo Gomez	12:30pm – 2:30pm
● Essential Scope Tests	Jason Gloria	12:30pm – 3:30pm
● Innovating Automotive Diagnostic: From Case Studies to Cutting-Edge Techniques	Joshua Whiteman	12:30pm – 3:30pm
● Networking Communications via CAN BUS	Kenneth Zanders	12:30pm – 3:30pm
● Get Your Freq On: Diagnosing Automotive RF Systems	Gary Smith	12:30pm – 3:30pm

SATURDAY, January 17

	PRESENTER	TIME (PST)
MORNING		
★ AI Advantages: How to Sell More Maintenance with Smart, Simple Tools	Greg Marchand	8:00am – 10:00am
● ★ Crystal Clear Communication	Ryan Daily	8:00am – 10:00am
● Advanced Engine Diagnostics	Guy Vesco	8:00am – 11:00am
● From Cranking to Combustion: Pressure Based Engine Analysis	Joshua Whiteman	8:00am – 11:00am
● Professional Techniques for Maximizing Scan Tool Efficiency	Pete Meier	8:00am – 11:00am
AFTERNOON		
● Mastering the Art of Successful Customer Communication	Jimmy Lea	12:30pm – 2:30pm
● Motivation That Sticks: Leading Employees Who Don't Just Work for a Paycheck	Greg Marchand	12:30pm – 2:30pm
● De Arranque a Combustión: Análisis del Motor Basado en la Presión <i>(En Español)</i> From Cranking to Combustion: Pressure Based Engine Analysis	Jose Vazquez	12:30pm – 3:30pm
● Unlocking the Secrets of P0420 & P0430: Expert Solutions for Automotive Professionals	Kenneth Zanders	12:30pm – 3:30pm
● Vehicle Communication Diagnostics	Guy Vesco	12:30pm – 3:30pm

8:00am – 10:00am (PST)

● **Managing Yourself**

Presented by: Kent Bullard • Sponsored by: The Institute

In today's fast-paced world, managing time effectively is not just a skill but a necessity for achieving personal and professional success. "Managing Yourself: Personal Time Management Strategies for Ultimate Impact" is meticulously designed to empower ambitious individuals with the tools and techniques necessary to master the art of time management.

This transformative class offers a deep dive into the principles and practices that drive peak productivity and ensures that participants learn not just to manage their time but to master it through a blend of theoretical insights and practical exercises.

Participants leave equipped with essential skills for peak productivity and effective time management. In this class, you'll learn to prioritize tasks, plan strategically, overcome procrastination, and achieve a balanced work-life harmony. We offer insights into leveraging technology to streamline your routine and customize time management frameworks to fit your unique lifestyle. This course is designed to transform your approach to daily tasks and long-term goals, ensuring you lead a more organized, purposeful, and fulfilling life.

This class is not just about finding more hours in your day; it's about creating more value in the hours you have. Whether you're an aspiring entrepreneur, a seasoned executive, or someone looking to inject more purpose and balance into their daily routine, this course will equip you with the mindset and methods to achieve your objectives with efficiency and grace.

Join us to embark on a journey of self-discovery and transformation. Let's unlock your full potential and create a life that's not only productive but also meaningful and fulfilling.

- **Prioritize Effectively:** Learn to distinguish between what's urgent and what's important. Master the art of saying 'no' to distractions that do not align with your goals.
- **Strategic Planning:** Develop a foolproof personal and professional life plan that accommodates short-term tasks without losing sight of long-term objectives.

FRIDAY, January 16, continued...

★ **Superar Objeciones en la Economía Cambiante (En Español)**

Presentado por: Aldo Gomez • Patrocinado por: The Institute

Como asesores, defendemos el vehículo, abogando por su mantenimiento necesario ante un cliente que, para empezar, no está muy entusiasmado con la idea de estar allí. Como defensores designados, luchamos por conseguir esas reparaciones tan necesarias para que el vehículo tenga la mejor oportunidad de sobrevivir.

Resulta aún más frustrante cuando un cliente nos dice “¡NO!”, cuando lo único que deseamos es ayudarlo a volver a la carretera de forma rápida y segura.

La mayoría de las veces se debe a una razón intangible, algo que surge de una situación emocional y vulnerable. Sin embargo, a menudo categorizamos erróneamente la objeción como algo tangible. En este taller, aprenderá a identificar correctamente una objeción, a clasificarla y a utilizar herramientas específicas para abordarla y superarla.

En este curso, los asesores aprenderán a comunicarse mejor, a manejar las objeciones con cuidado y atención, y a tener más seguridad cuando alguien se oponga a las reparaciones necesarias de su vehículo.

★ **Overcoming Objections in the Shifting Economy**

Presented by: Aldo Gomez • Sponsored by: The Institute

As Advisors, we're the advocate for the vehicle, advocating for its necessary care to a customer who's less than enthused to be there in the first place. As the designated champions, going to bat to get those desperately needed repairs, so it has the best chance at survival.

All the more upsetting when a customer tells us “NO!”, when all we wish to do is help get them quickly, and safely, back on the road.

Most of the time it's for an intangible reason, something that stems from an emotional and vulnerable place. However, we often incorrectly categorize the objection as a tangible. In this workshop you will learn how to correctly identify an objection, categorize it, and then use specific tools to target and overcome.

In this class, Advisors will learn to become better communicators, handle objections with care and consciousness, and become more confident when someone gives them pushback on necessary repairs for their vehicle.

REGISTER TODAY!



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8:00am – 11:00am (PST)

● **Comprehensive Guide for Technicians**

Presented by: Pete Meier • Sponsored by: Dorman Products

In this comprehensive course, technicians will gain insight into the fundamentals, techniques and best practices needed to make confident automotive electrical repairs. Take your electrical and electronic diagnostic skills to the next level with helpful concepts, explanations, tests and procedures that can eliminate common points of confusion and methodically identify malfunctions and failures.

What you will learn:

- Understand the building blocks of circuits and their roles in ensuring optimal vehicle performance
- Grasp the core concepts like voltage, current and resistance, as well as how these elements interact within automotive systems
- Learn and apply proven testing techniques with a special focus on the voltage drop testing method, ensuring accurate diagnostics and repairs
- Benefit from the guidance of seasoned professionals who bring years of industry experience and Insights

● **Hybrid & EV Systems: Diagnosis & Repair**

Presented by: Kenneth Zanders • Sponsored by: Dorman Products

Ready to step into the world of hybrid & EV vehicle repair, but not sure where to start? In this course, learn the essentials for working on vehicles that combine ICE and EV technologies with a focus on fundamentals, common problems and safety. With more hybrids and EVs hitting the road every year, this class is the ideal place to start to expand your service capabilities.

What you will learn:

- Master fundamentals of hybrids and EVs, including components, systems and safety
- DVOM usage (CAT III certified) using MegOhm and MicroOhm meters
- Diagnose using scan tools, lab scopes and amp clamps
- Test high voltage batteries, inverters and converters, regenerative braking systems, and EPS
- Common service procedures; oil changes, cooling systems, tires, brakes and HV testing

● **Proper Electrical Testing**

Presented by: Jason Gloria • Sponsored by: NAPA AutoTech

Every day, as technicians, we are confronted with electrical faults. It is almost impossible to name a system in a vehicle that is not electronically controlled or monitored. This means we should be a Master of Electrical testing. This course builds a foundation of electrical theory and testing to use on every vehicle. You will learn functions that your DVOM has but are seldom used to become more proficient in your testing and achieve the results you need. We cover the benefits of voltage drop versus standard voltage potential testing. We will also explore the value of current charging versus ohmic or resistance testing. These two tests alone will fundamentally change the way you approach electrical faults and more importantly reduce the amount of time you spend diagnosing them. Recommended for all levels of technicians.

- Voltage Drop
- AC and DC Voltage Tests
- Current Charging
- Resistance Testing
- Diode and Component Tests
- Frequency Testing
- Temperature Testing
- Are you confident with all of the functions of your DVOM?
- How would you use voltage drop to isolate the location of a circuit fault?
- How can we know the correct amount of current flow for any given circuit?
- What is electromotive force and how does it affect our charging and starting system tests?

● **Innovando en el Diagnóstico Automotriz: De Estudios de Caso a Técnicas de Vanguardia (En Español)**

Presentado por: Jose Vazquez • Patrocinado por: Garage Gurus

Esta nueva clínica profundiza en el arte y la ciencia del diagnóstico vehicular, aprovechando estudios de casos reales para mejorar las habilidades de resolución de problemas. Enfatizamos un enfoque estructurado para desarrollar estrategias de diagnóstico mediante el análisis de datos relacionados con Códigos de Falla de Diagnóstico (DTC), diversos DTC de comunicación, cableado del vehículo, fallas en componentes, problemas intermitentes y más.

A lo largo de la clínica, revisaremos numerosos casos reales y participaremos en discusiones con los estudiantes sobre cómo abordar eficazmente estos diagnósticos complejos. Analizaremos patrones de fallas poco comunes e interpretaremos los datos para formular una estrategia. Nuestro enfoque sistemático comienza con verificaciones simples y progresa gradualmente hacia pruebas más complejas, lo que nos permite delimitar el área de la falla de manera eficiente. Al finalizar este curso, los participantes contarán con las herramientas y conocimientos necesarios para diagnosticar y resolver incluso los problemas automotrices más complejos.

Al completar este seminario, el estudiante tendrá la capacidad de:

- Interpretar datos específicos relevantes a los síntomas y la falla.
- Aplicar procesos de diagnóstico efectivos desde el inicio hasta la resolución.
- Utilizar soluciones avanzadas de diagnóstico para escenarios comunes de reparación.
- Construir una base sólida en la comprensión de las interdependencias de los sensores, la categorización de entradas y el uso de datos de referencia para diagnósticos precisos.
- Descubrir aplicaciones prácticas del análisis de formas de onda, adquisición de datos y lecturas de herramientas de escaneo para obtener información precisa y útil.

● **Innovating Automotive Diagnostics: From Case Studies to Cutting-Edge Techniques**

Presented by: Jose Vazquez • Sponsored by: Garage Gurus

This new clinic dives deep into the art and science of vehicle diagnostics, leveraging real-world case studies to enhance problem-solving skills. We emphasize a structured approach to developing diagnostic strategies by analyzing data related to Diagnostic Trouble Codes (DTCs), various communication DTCs, vehicle wiring, component faults, intermittent issues, and more. Throughout the clinic, we will review numerous real case studies and engage students in discussions on how to effectively tackle these complex diagnoses. We will analyze uncommon failure patterns and interpret data to formulate a strategy. Our systematic approach begins with simple checks and gradually progresses to more complex tests, allowing us to narrow down the fault area efficiently. By the end of this course, participants will possess the tools and knowledge to diagnose and resolve even the most intricate automotive issues.

After completing this seminar, the student will have the knowledge to:

- Interpret specific data relevant to symptoms and failure
- Effective troubleshooting processes from start to finish
- Empowered with advanced diagnostic solutions to everyday diagnostic scenarios
- Build a solid foundation in understanding sensor interdependencies, categorizing inputs, and utilizing reference data for precise diagnostics
- Discover practical applications of waveform analysis, data acquisition, and scan tool readings to extract accurate and actionable insights

REGISTER TODAY!

The logo for PAVEtraining.com features the text "PAVEtraining.com" in a bold, blue, sans-serif font. The text is centered and positioned above a thick, blue, curved swoosh that arches over the text, creating a dynamic, wave-like effect.

FRIDAY, January 16, continued...

● **Scan Tools are Liars: Until You Prove They're Telling the Truth**

Presented by: Adam Robertson • Sponsored by: DiagNation

When analyzing scan tool trouble codes and data we need to understand that the information is all inferred or calculated based on software decisions in the control unit. These decisions are based off of raw data collected from the input sensors and output controls. If any of this data is incorrect the calculated data and codes will also be wrong. This class is a combination of situations where the scan tool data and codes did not properly give "diagnostic direction ". This class will include many real DiagNation case studies with scan tool data, lab scope waveforms and critical thinking skills. This class is suitable for technicians of all skill levels and recommended for all including shop management.

12:30pm – 2:30pm (PST)

● ☆ **Mastering Challenging Situations**

Presented by: Mark Seawell • Sponsored by: The Institute

Led by experienced instructor Mark Seawell, "Navigating Challenging Situations" provides shop owners, managers, and service advisors in the automotive repair industry with the essential skills and strategies to address and resolve conflicts before they escalate. From handling upset customers to managing disputes with vendors and fostering positive relationships among co-workers, this workshop equips participants with the finesse and confidence needed to navigate challenging situations with ease.

Key Topics Include:

- **Wowing Upset Customers:** Techniques for de-escalating tense situations, empathizing with customers, and finding mutually beneficial resolutions.
- **Navigating Tricky Situations:** Developing proactive approaches to identify and address potential conflicts before they escalate.
- **Handling Vendor Disputes:** Strategies for effectively communicating with vendors, resolving disputes, and maintaining productive business relationships.
- **Co-workers Coming Together:** Building teamwork and collaboration among co-workers to foster a positive and supportive work environment.
- **Advisor Training:** Enhancing communication skills and conflict resolution techniques to improve interactions with customers and colleagues.
- **Shop Management Training:** Equipping managers with the leadership skills necessary to address and resolve conflicts within the repair facility.

Certification:

Upon completion of the workshop, participants will receive a certificate acknowledging their proficiency in conflict resolution and their commitment to fostering a positive work environment in the automotive repair industry. (Available upon request)

FRIDAY, January 16, continued...

★ **Dominio de Habilidades de Ventas y Servicio al Cliente (En Español)**

Presentado por: Aldo Gomez • Patrocinado por: The Institute

Ahora que los clientes están al teléfono o en tu taller, es esencial que cada interacción cuente. Vender bien no se trata de presionar, sino de conectar. Cuando los clientes se sienten valorados, respetados y comprendidos, compran con confianza y se convierten en fieles seguidores. Los estudios demuestran que el 68% de los clientes que dejan un negocio lo hacen por indiferencia percibida, no por el precio ni por el producto. Esta clase te mostrará cómo transformar cada interacción en una oportunidad para generar confianza, crear emoción y ofrecer una experiencia verdaderamente memorable.

Lo que Aprenderás:

- Venta Ética: Generar confianza a través de la honestidad y la integridad
- Lo que tus Clientes Realmente Quieren
- La Actitud lo es Todo
- Contar Historias: Crear Emoción y Conexión
- Cambiar la Perspectiva del Cliente
- La Escalera del Cliente: Convertir Compradores en Defensores
- Sorprender y Superar las Expectativas de tus Clientes
- Los 10 Errores Más Grandes que Cometan los Asesores de Servicio
- Cómo Pasar de Hablar de Precio a Hablar de Valor
- Venta Suave: Guiar al Cliente hasta el “Sí”
- Las 10 Claves para Escuchar con Eficacia

★ **Mastering Sales Skills and Customer Service**

Presented by: Aldo Gomez • Sponsored by: The Institute

Now that they are on the phone or in the shop it is imperative that you get them to buy your product and that they feel important. Selling is an art and we can teach you how to be an artist. 68% of the customers that leave a business and don't come back do so because of indifference. Learn the skills to make every customer feel like they are important and appreciated.

- Ethical Selling
- What Your Customers Really Want
- Attitude is Everything
- Storytelling – Creating Emotion
- Shifting the Customers Perspective
- The Customer Ladder – Moving them to become Advocates
- WOWing your Customers
- 10 Biggest Mistakes Service Advisors Make
- Turning People from Price to Value
- Soft Selling – Getting them to the Yes
- 10 Keys to Listening

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12:30pm – 3:30pm (PST)

● **Essential Scope Tests**

Presented by: Jason Gloria • Sponsored by: NAPA AutoTech

This course provides the confidence to take the fear and frustration out of using your oscilloscope. Modern vehicles provide us with multiple communication networks, countless sensors, solenoids, and actuators. Not only do we need a way to test the components themselves, but we also need trusted tests to verify the controllers that monitor and actuate these components. You will learn essential operations of your Oscilloscope, including set up, signal analysis, common waveforms and tests that can be used on every vehicle you work on. Quick tests for no starts, driveability concerns, communication networks, electric motors, solenoids, actuators, and sensors will also be covered.

This course will prepare you to take your scope to the fender and prove failures without the need for intrusive teardown, lost time, and labor.

Recommended for seasoned and aspiring diagnostic technicians.

- Signal Acquisition
- Current Charging
- Pressure Testing
- Voltage Drop/Loading Circuits
- Starting and Charging System Testing
- Can we diagnose internal engine issues without the confirmation of teardown?
- Does Oscilloscope testing cost us diagnostic time or save us time?
- What information can be learned from pressure testing?
- What can current flow teach us about the health of a component or circuit?

● **Innovative Automotive Diagnostics: From Case Studies to Cutting-Edge Techniques**

Presented by: Joshua Whiteman • Sponsored by: Garage Gurus

This new clinic dives deep into the art and science of vehicle diagnostics, leveraging real-world case studies to enhance problem-solving skills. We emphasize a structured approach to developing diagnostic strategies by analyzing data related to Diagnostic Trouble Codes (DTCs), various communication DTCs, vehicle wiring, component faults, intermittent issues, and more. Throughout the clinic, we will review numerous real case studies and engage students in discussions on how to effectively tackle these complex diagnoses. We will analyze uncommon failure patterns and interpret data to formulate a strategy. Our systematic approach begins with simple checks and gradually progresses to more complex tests, allowing us to narrow down the fault area efficiently. By the end of this course, participants will possess the tools and knowledge to diagnose and resolve even the most intricate automotive issues.

After completing this seminar, the student will have the knowledge to:

- Interpret specific data relevant to symptoms and failure
- Effective troubleshooting processes from start to finish
- Empowered with advanced diagnostic solutions to everyday diagnostic scenarios
- Build a solid foundation in understanding sensor interdependencies, categorizing inputs, and utilizing reference data for precise diagnostics
- Discover practical applications of waveform analysis, data acquisition, and scan tool readings to extract accurate and actionable insights

FRIDAY, January 16, continued...

● **Networking Communications via CAN BUS**

Presented by: Kenneth Zanders • Sponsored by: Dorman Products

The prevalence of CAN BUS in modern vehicles means that auto repair professionals must be up to speed on system theory, practical applications and common issues, as well as the tools required to test and manipulate electrical power and signals within the CAN BUS architecture. This is the ideal course for technicians ready to master CAN BUS for diagnostics and repairs. Expert instruction breaks this complex topic into understandable and actionable information that applies to countless vehicles on the road today.

What you will learn:

- Comprehend relationships between CAN BUS, voltage, current and resistance
- Apply voltmeters and lab scopes using best practices and full understanding of values
- Learn voltage drop testing, and why the term 'voltage drop' can be confusing
- Determining ECU failure causes and read wiring diagrams to speed up the diagnostic process
- Relevant case studies provide practical examples and helpful tips from experts

● **Get Your Freq On: Diagnosing Automotive RF Systems**

Presented by: Gary Smith • Sponsored by: DiagNation

There are MANY automotive RF systems in use today. Yet there is no training on how to understand, measure and quantify the presence of RF signals across the vehicle platform.

In this class, you will learn some basic RF fundamentals and learn different tooling and cool testing methods we can use to test for RF and isolate faults.

Testing techniques for Wi-Fi, Bluetooth, TPMS, Door Lock RFA systems, GPS, Immobilizer and more are covered!

Fundamentals of RF, what is it and How Does It Work?

- Frequency, Bandwidth Allocations for Automotive RF Systems
- Testing RF, How to Capture the Signal Out of the Air
- Testing Methods and Tooling, from Creative to Commercial Tools
- Techniques, Tips and Tricks for RF Testing

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8:00am – 10:00am (PST)

★ AI Advantages: How to Sell More Maintenance with Smart, Simple Tools

Presented by: *Greg Marchand* • Sponsored by: *AccelPoint*

Your service advisors already have the knowledge to recommend maintenance — now it's time to give them the edge. In this two-hour virtual class, we'll show how today's easy-to-use AI tools can help every advisor present, explain, and sell maintenance with more confidence and less effort.

Participants will learn how to:

- Use AI to quickly create personalized maintenance recommendations that sound natural, not scripted
- Generate professional follow-up texts and emails that drive return visits
- Turn inspection data and photos into customer-friendly summaries that build trust
- Use AI-powered prompts to handle objections, improve word tracks, and simplify complex conversations

● ★ Crystal Clear Communications

Presented by: *Ryan Daily* • Sponsored by: *The Institute*

Led by seasoned instructor Ryan Daily, "Crystal Clear Communication" delves into the indispensable skill of effective communication within the automotive repair shop. From fostering seamless interactions between customers and advisors to enhancing collaboration among technicians and managers, this workshop equips attendees with the tools and techniques to communicate with clarity and impact in every aspect of their work.

Key Topics Include:

- Verbal, Non-Verbal, and Written Communication: Understanding the nuances of different communication channels and utilizing them effectively.
- Effective Listening: Mastering the art of active listening to ensure clear understanding and facilitate meaningful connections.
- Motivating Others Through Communication: Learning how to inspire and influence through persuasive communication techniques.
- Communication Across Roles: Developing strategies for improved communication between customers and advisors, advisors and technicians, and among colleagues at all levels.
- Advisor Training: Enhancing communication skills to better engage with customers and colleagues, ultimately driving sales and fostering positive relationships.
- Management and Leadership Training: Equipping managers and owners with the tools to lead by example, communicate vision, and inspire their teams towards success.

Join us and unlock the power of crystal clear communication to drive success in your repair facility!

Certification:

Upon successful completion of the workshop, participants will receive a certificate recognizing their proficiency in effective communication within the automotive repair industry and their commitment to fostering a collaborative work environment (Available upon request)

8:00am – 11:00am (PST)

● **Advanced Engine Diagnostics**

Presented by: Guy Vesco • Sponsored by: NAPA AutoTech

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

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

Recommended for seasoned and aspiring diagnostic technicians.

- Pressure and Temperature Testing
- Signal Analysis
- Current and Primary Voltage Testing
- Ignition Waveforms
- Sensor and Component Tests
- How do we proceed when there are no DTCs related to a poor performance concern?
- What can measured airflow and pressure tell us about engine performance?
- Are you familiar with the tools the manufacturers install on modern vehicles that we can use to help us diagnose them?
- Is there a process we can use that will quickly get us on the right track to finding the cause of the symptoms?

● **From Cranking to Combustion: Pressure Based Engine Analysis**

Presented by: Joshua Whiteman • Sponsored by: Garage Gurus

This advanced diagnostics course guides technicians through the complete combustion cycle using pressure waveform analysis. Participants will learn how to interpret in-cylinder data to identify mechanical faults, timing issues, and combustion anomalies - from starter engagement to peak cylinder pressure. The course emphasizes the integration of lab scopes, the setup of pressure transducers, and data-driven decision-making.

After completing this clinic, the student will have the knowledge to:

- Identify what tests to apply to accurately pinpoint the cause of engine performance concerns such as lack of power, run roughs, air leaks and engine misfire
- Cranking Compression Analysis
- Capture and interpret pressure waveforms during engine cranking to assess valve timing, compression integrity, and starter performance.
- Combustion Event Profiling
- Analyze pressure rise, peak cylinder pressure, and pressure decay to evaluate ignition timing, fuel delivery, and combustion efficiency
- Waveform Interpretation Techniques
- Learn to identify valve overlap, intake/exhaust restrictions, and mechanical faults using pressure waveform signatures
- Transducer Setup & Signal Conditioning
- Understand transducer selection, placement, and filtering to ensure accurate data capture across engine cycles
- Case-Based Diagnostics
- Apply techniques to real-world examples, including misfires, timing chain issues, and low power complaints

SATURDAY, January 17, continued...

● **Professional Techniques for Maximizing Scan Tool Efficiency**

Presented by: Pete Meier • Sponsored by: Dorman Products

A quality scan tool is the modern technician's gateway to accessing, interpreting, troubleshooting and verifying data for any vehicle using OBD II. In this course, become proficient and efficient with scan tools, and unlock new techniques and strategies to address DTCs and driveability concerns. Expert instruction combines extensive experience with practical tips for success.

What you will learn:

- Maximize scan tool proficiency, and learn how to optimize your scan tool usage for accurate diagnostics
- Interpret scan data effectively, then use that data to direct diagnostics and solve complex issues
- Gain expertise in monitoring status, codes, pending DTCs and freeze frame data
- Explore advanced techniques like Mode 6, 9 & 0A/10 data, PIDs and bi-directional control to elevate your capabilities
- Benefit from expert instruction of the experienced Dorman Training Center team

12:30pm – 2:30pm (PST)

● **Mastering the Art of Successful Customer Communication**

Presented by: Jimmy Lea • Sponsored by: The Institute

What would you be willing to do in your business to be top-of-mind when your customer needs you? In this training you will learn how to communicate with specific personality types in ways that are super easy to execute.

Knowing your customers motivational mindset gives you the advantage of creating intentional copy & content that targets their particular perspectives and drives them to your shop. Learn the specific scripts for phone calls, emails, text messaging, and postcards that speak to them on a deeper level.

● **Motivation That Sticks: Leading Employees Who Don't Just Work for a Paycheck**

Presented by: Greg Marchand • Sponsored by: AccelPoint

Money isn't the only motivator — and in today's labor market, it's not enough. This two-hour virtual workshop teaches owners how to inspire accountability, loyalty, and energy across their team by tapping into what truly drives human behavior.

Participants will learn how to:

- Apply the 6 Human Needs framework to leadership and culture
- Build recognition systems that improve performance without adding payroll cost
- Use regular feedback rhythms (daily, weekly, quarterly) that sustain motivation
- Create growth maps that show employees a future inside your business

Attendees will leave with a **Team Motivation Toolkit** that includes a customizable recognition plan, feedback templates, and a shop culture scorecard.

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12:30pm – 3:30pm (PST)

● De Arranque a Combustión: Análisis del Motor Basado en la Presión (En Español)

Presentado por: Jose Vazquez • Patrocinado por: Garage Gurus

Este curso avanzado de diagnóstico guía a los técnicos a través del ciclo completo de combustión utilizando el análisis de formas de onda de presión. Los participantes aprenderán a interpretar los datos dentro del cilindro para identificar fallas mecánicas, problemas de sincronización y anomalías de combustión, desde el momento del arranque hasta alcanzar la presión máxima del cilindro. El curso enfatiza la integración del osciloscopio automotriz, la configuración de los transductores de presión y la toma de decisiones basada en datos.

Al completar esta clínica, el estudiante tendrá la capacidad de:

- Identificar qué pruebas aplicar para determinar con precisión la causa de los problemas de rendimiento del motor, como falta de potencia, funcionamiento irregular, fugas de aire o fallas de encendido.
- Análisis de Compresión Durante el Arranque: Capturar e interpretar formas de onda de presión durante el arranque del motor para evaluar la sincronización de válvulas, la integridad de la compresión y el rendimiento del motor de arranque.
- Perfilado del Evento de Combustión: Analizar el aumento de presión, la presión máxima del cilindro y la caída de presión para evaluar la sincronización del encendido, la entrega de combustible y la eficiencia de la combustión.
- Técnicas de Interpretación de Formas de Onda: Aprender a identificar el cruce de válvulas, las restricciones en admisión o escape y las fallas mecánicas utilizando las firmas de las formas de onda de presión.
- Configuración y Acondicionamiento de Señal del Transductor: Comprender la selección, ubicación y filtrado del transductor para garantizar una captura de datos precisa a lo largo de los ciclos del motor.
- Diagnóstico Basado en Casos: Aplicar las técnicas aprendidas a ejemplos reales, incluyendo fallas de encendido, problemas con la cadena de distribución y quejas de baja potencia.

● From Cranking to Combustion: Pressure Based Engine Analysis

Presented by: Jose Vazquez • Sponsored by: Garage Gurus

This advanced diagnostics course guides technicians through the complete combustion cycle using pressure waveform analysis. Participants will learn how to interpret in-cylinder data to identify mechanical faults, timing issues, and combustion anomalies - from starter engagement to peak cylinder pressure. The course emphasizes the integration of lab scopes, the setup of pressure transducers, and data-driven decision-making.

After completing this clinic, the student will have the knowledge to:

- Identify what tests to apply to accurately pinpoint the cause of engine performance concerns such as lack of power, run roughs, air leaks and engine misfire
- Cranking Compression Analysis
- Capture and interpret pressure waveforms during engine cranking to assess valve timing, compression integrity, and starter performance.
- Combustion Event Profiling
- Analyze pressure rise, peak cylinder pressure, and pressure decay to evaluate ignition timing, fuel delivery, and combustion efficiency
- Waveform Interpretation Techniques
- Learn to identify valve overlap, intake/exhaust restrictions, and mechanical faults using pressure waveform signatures
- Transducer Setup & Signal Conditioning
- Understand transducer selection, placement, and filtering to ensure accurate data capture across engine cycles
- Case-Based Diagnostics
- Apply techniques to real-world examples, including misfires, timing chain issues, and low power complaints

SATURDAY, January 17, continued...

● **Unlocking the Secrets of P0420 & P0430: Expert Solutions for Automotive Professionals**

Presented by: Kenneth Zanders • Sponsored by: Dorman Products

P0420 and P0430 are some of the most common Diagnostic Trouble Codes (DTC) that a technician will find after connecting a scan tool, but what exactly do these codes mean? In this course, learn how the problems (and solutions) related to these codes can extend far beyond the catalytic converter(s). Reduce diagnostic time and resolve DTCs with confidence using the explanations, strategies and tests presented in this essential class.

What you will learn:

- Understand the causes and implications of common diagnostic trouble codes like P0420 and P0430
- Apply advanced diagnostic tools and techniques to accurately identify and address issues
- Analyze real-world case studies to understand the practical application of diagnostic methods
- Gain expertise in evaluating catalytic converters for efficiency and performance, plus strategies to prevent recurring issues

● **Vehicle Communication Diagnostics**

Presented by: Guy Vesco • Sponsored by: NAPA AutoTech

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

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

Recommended for all levels of technicians.

- Identify the Network
- Test Network Integrity
- Bypass Testing Harness or Module
- Verify and Analyze Communication Signals
- Locating The Fault
- How many different types of network architecture exist in modern vehicles?
- How can you know what good communication looks like?
- Is the scan tool, the scope, or the multimeter the best tool for network diagnostics?
- What information is most helpful when a communication fault is intermittent?

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