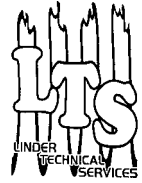


Networking

Newsletter



Right To Repair?

I have said for some time that I would stay on the fence regarding this issue, but after spending some time with many industry friends during Automotive Industry week in Las Vegas, I have decided to get involved. I just can't seem to understand why some industry leaders get so upset about this issue. Some people actually get short of breath, elevated blood pressure and lose control just at the mention of the information situation. Maybe I have mellowed a small amount over the years, but from my seat nothing has really changed. In the early '60's (many of you don't remember this period) a neat device started showing up on cars called the alter-nator! I remember the sides forming at the local gas station with statements like: "it won't work", "we can't fix them" and "they must be controlled by the government!" There was no service information available on them because they were so new and they were failing quite often. The dealer was the only place to get one properly and quickly repaired. Sound familiar? Our local crew didn't really seem to care and we went forward with the other repairs we could complete with no stress what so ever! After some time, the area dealer mechanic (that's what they called us back then) stopped in one evening for some gas and offered to show us how they worked. There was a white '63 Chevrolet in for an oil change and he showed us how to check the diodes (a new word back then) with a test lamp, service the brushes and pointed to the biggest problem (the bearings) and told us they had all the parts needed to repair these alternators in stock. *My point here is that nothing has really changed!* Just last week I sat in a class taught by John Thornton where he taught the latest smart charge system on the 2004 Ford vehicles. Does Ford make this class available to the industry? Probably not, but somehow John got the information, designed a few slides in terms that are easily understood and actually used a rented a car to show the functions of the system. Sound like 1964? Sure it does! I know many times we get wrapped up in our day to day service issues and sometimes it seems like the end of the world but is it really?

My thinking is this: (I took this from someone and agree!)

- **75% of problems found in today's vehicles can be repaired by any good automotive technician.**
- **The other 25% takes an above average amount of knowledge to repair.**
- **And only 10% (of the 25%) takes a rocket science degree to ever figure out.**

Do we care about that last 10%? Sure we do! Bragging rights and egos are involved, but will it make us money? Maybe, but in reality it won't put us out of business now will it? So here's my new approach and suggestion to the group. First of all, I am volunteering to help the training committee of NASTF with the technical training end of the group! I feel as if I am well-qualified with no political agenda (unlike some) and can approach the issues with a clear mind.

Secondly, I suggest that we all collectively get involved with this organization by observing and participating in some one way or another. Just filling out the complaint form when problems arise is a small way to start. Got a vehicle in the service bay with no data? Fill out the form (www.nastf.org) and let someone know. Can't find a wiring diagram on another vehicle? Let the NASTF group know when these issues happen. The NASTF group only reported 40 forms sent in over the last period of time (a year I believe). Now that must mean 1 of 2 things:

- We don't really have the problems I hear about.....OR
- We don't ever fill out the forms.

In closing, try this advice. There are 480 minutes in an 8-hour work day. Don't allow your minutes to be poorly spent. Got a real problem with a car? Make that your priority and stop wasting time on the minority cases.

Suggested reading "one minute manager meets the monkey"

—Jim Linder

Special Invitation

SANIBEL ISLAND SEMINAR January 13-15, 2005

A Team AVI Conference - hosted by Automotive Video, Inc. and Linder Technical Services with special guest speakers, on beautiful Sanibel Island, Florida! Kick off your year with our industry's best instructors!!

Topics covered include:

- *FUELISH TIPS—hosted by Jim Linder
- *DIAGNOSING AIR/FUEL SENSORS - with John Thornton
- *ENGINE/TRANSMISSION INSIGHTS - by Wayne Colona from ATSG

PROGRAM DESCRIPTIONS:

FUELISH TIPS: Jim Linder's all new "Fuelish Tips" will give technicians the knowledge necessary to properly service and repair fuel injection systems. OEM and aftermarket fuel system service procedures as well as pattern failures will be covered. The presentation will be broken down into several 5-10 min. segments.

DIAGNOSING AIR/FUEL SENSORS: John Thornton explains how air/fuel sensors are becoming more popular and are starting to replace standard oxygen sensors due to their ability to precisely measure the actual air/fuel ratio at any given time. However, not all air/fuel sensors are alike and their operation and testing techniques can be significantly different. Gain valuable insights into GM, Honda, and Toyota air/fuel sensors by attending this course.

ENGINE/TRANSMISSION INSIGHTS: Hosted by Wayne Colona, President of ATSG. Wayne started his career in the transmission industry after attending Lincoln Technical Institute in 1975. He has been a rebuilder for franchise shops in the NJ and NY areas, and brings to ATSG over 26 years of experience. He has also been named the new Technical Editor of Transmission Digest. ATSG offers technical support service for the Automatic Transmission industry. Receive valuable insights from the best transmission expert around.

AGENDA:

Thurs. Jan. 13: 6:00 - 9:30pm FUELISH TIPS... \$99.95
Fri. Jan. 14: 8:30am - 12:00noon ATSG... \$99.95
Sat. Jan. 15: 8:30am - 3:00pm AIR/FUEL SENSORS... \$149.95
FULL SEMINAR PACKAGE: \$249.00

TO REGISTER: call 1-800-718-7246 or visit our Web site at:
http://www.auto-video.com/products_detail.php?id=2

HOTEL INFORMATION: AVI Group Discount Rate is available at West Wind Inn, Sanibel Island. Call 1-800-824-0476 for rate info.

**HAPPY HOLIDAYS FROM THE CREW AT LTS!
THANKS FOR YOUR SUPPORT DURING THE
PAST YEAR.
WE LOOK FORWARD TO WORKING WITH
YOU AGAIN IN 2005.**



Fuel Injection Service Update from the “Wizard”, Doug Garriott

IS IT THE FUEL?

Over the past month we have been following a problem that has occurred in the Milwaukee area. It seems that they have had a rash of injector failure problems. No one is really quite sure what the cause is, but most shops report that the vehicles come in with a “MIL” on and they find clogged or failing injectors.

Speculation by some blame the change in weather and maybe something went wrong when suppliers changed to a winter blend. Others say there may have been a contamination at a distribution terminal and one thought is that the crude oil now being supplied is heavier (a result of Hurricane Ivan and the supply of lighter crude from the Gulf Coast).

The problem may affect certain types/styles of injectors more than others. Some manufacturers feel that the EPA’s requirement for detergent in the fuel is at best minimal and isn’t enough to keep injectors clean. Car-makers and the petroleum companies are working together to come up with a new class of gasoline “Top Tier Detergent Gasoline” that would exceed the EPA’s detergent requirements.

Although this problem recently hit the Milwaukee area hard, it is a problem we have wrote about and discussed in our training for a number of years. The most common injector to fail with symptoms like what Milwaukee is experiencing is the GM “Stamped Tip” Multec injector. For more information, see the article from our Nov. 2002 newsletter or go to this link: <http://www.lindertech.com/newsletters/nwk11~02.pdf>

So how can you help prevent clogged injectors? Educate your customer with some precautions and maintenance tips.:

- 1) Don’t fill up while a transport is reloading a service station. This can stir up whatever is at the bottom of the tank.
- 2) Keep the gas tank as full. This cuts down on condensation, which may lead to rust or other contamination.
- 3) Expensive fuel (higher octane rating) may contain more detergent.
- 4) National name brand fuel may have more additive than cut rate stations.
- 5) Add a gas tank additive Fuel Injector cleaner every 3,000 – 5,000 miles. This should be run through the system ASAP.
- 6) Do yearly intake decarbonization and fuel system service to prevent the build-up.

Also remember if you are taking a fuel sample to check for contaminants, let it set for at least 8 hours to allow enough time for any separation to happen.

Congratulations, Jim!

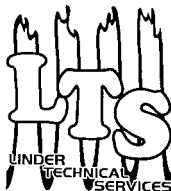
ASA Cars Las Vegas 04.....

The Alpha Award, which recognizes an ASA Mechanical Division member for their generous and far-reaching contributions to the automotive service industry, was presented to Jim Linder of Linder Technical Services. Linder has numerous credentials and ASE certifications, and belongs to many industry organizations. He has been a member of ASA since 1991. Technicians come from around the world to attend the famous Jim Linder's Guru School. In 1998, he presented the first technical classes at ASA's Congress of Automotive Repair and Service (CARS). The success of these classes began the technical training format for CARS and set the wheels in motion for CARS' continued growth each year.

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LTS Schedule for 2005

←—————→
Once again, our schedule is very busy for 2005. Below is a list of what's happening during the first quarter of 2005.

January:

- 12-16 AVI Conference on Sanibel Island, Florida—Jim and Michele
- 22 Fuel Injection Seminar in St. Louis, MO—Jim and Doug will teach
- 26-27 Field Sales Representative Training at shop on Gasoline alley

February:

- 1&2 Local Training: Bruce Amacker presenting Navistar Electronic Engine Controls
- 4-6 Indy 500 World of Wheels at Indy State Fairgrounds
- 11-13 Guru-II
- 21-25 Guru School
- 25-27 ASA Illinois—Doug will attend with trade show booth

March:

- 1&2 Local Training: Randy Dillman presenting GM Electronic Shift Trans
- 3-6 ASA Show in Kansas City—Jim, Doug and Michele
- 12 ASA Ohio Tech Day
- 18-20 Auto Value Show in Madison, WI—Jim will teach

April:

- 5&6: Local Training: John Forro presenting Mode \$06
- 8&9: Auto Value Show in Lansing, MI—Jim will teach
- 11-16: Guru school