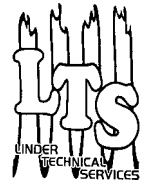


Networking

Newsletter



LTS Tech Day August 21, 2004

As most of you already know, there will NOT be a 3-day LTS Conference this year. However, we are offering one day of training on Saturday, August 21, 2004. In addition to technical classes, we are offering a day-long management class for shop owners and service advisors. We are very excited to utilize Scot Manna who has never taught for us before and classes will be held at the new Lincoln Tech building located just a few miles North of us. Below is a list of classes and speakers. You will either sign up to attend a day of technical training OR a day of management training. If you are taking the management classes, please be sure to check the appropriate box on the registration form. **Please note: Additional speakers may be added at a later date.**

Technical Classes:

Arsenal Diagnostics, presented by Scot Manna. This seminar will teach you to use the arsenal available to you within your own shop. Using a case study approach, the class will show you how to use equipment such as DVOM's, scan tools, graphing multimeters and labsopes to effectively diagnose and repair electrical, fuel, ignition and engine management problems. Strategies for developing a diagnostic direction will be emphasized and discussed.

Case Studies: This class will be presented by John Thornton and will cover various topics such as: Mode 6, Electronic Throttle Control, Cam/Crank and BUS Communication. Real world case studies along with a little theory mixed in will make for an awesome 3-hour class!

GM Multiplexing....Class 2 w/ GMLAN Update presented by Dave Hobbs. In this class he will cover Class 2 operation & diagnostics, What "CAN" data is and how it works, show you how to identify CAN vehicles, explain GMLAN theory backed up by schematics to help you see what it does and lots, lots more. A training board will be used in class to help students get complete understanding of these systems.

Management Classes:



How to sell diagnostic labor and get paid for it! Presented by Craig VanBatenburg. This 4-hour course is designed to help you work with your customer when a diagnosis must be performed. The car owner usually wants you to tell them "what is wrong" and "how much will it cost" before you are ready. We start with the phone call from the car owner and end with a job well done. We follow a linear process that allows you the time to do it right and also keep the customer informed along the way. Now you can get paid for your time, equipment, tools, telephone help calls and most importantly, your knowledge.

How to deal with Telephone Price Shoppers and First Time Customers presented by Craig VanBatenburg. This 4-hour course is designed to help you work with your customer when the phone rings and they say "How Much?," when they drop in, are towed in unexpectedly or E-mail you. The car owner usually wants you to tell them how much it will cost before you are ready. We start with the phone call from the car owner and end with a customer for life. We use a lot of role playing as the phone is used so much. Telephone calls will make you or break you.

Tech Day Registration Form

You can register any one of three ways:

- 1. **Mail:** Linder Technical Services
4-D Gasoline Alley
Indianapolis, IN 46222

(fill out form and send to the above address)

****Please check this box if you will need transportation from the hotel to the school.**

- 2. **Fax:** (317) 487-1868

(fill out form and fax to the above fax #)

- 3. **On-line:** www.lindertech.com

(go to the website above and go to "Tech Day" link)

Technician Fee:\$99.00 (If registered by August 1)

Management Fee:.....\$109.00 (If registered by August 1)

Late Registration Fee: \$149.00 (After August 1) *This applies to either technical or management

Method of payment:

_____ Invoice _____ Check _____ Credit Card

Card# _____ Exp. Date: _____ Signature _____

Total number attending: _____

Attendee(s) Name: (please print or type!)

Technical Classes

Management Class

Company Name: _____

Address: _____

City _____ State _____ Zip _____

Phone #: Days _____ Eve. _____ Fax: _____

Other Info.

Location: Lincoln Technical Institute—Note they have moved to a new location! Lincoln Tech relocated to a new facility this year. This new facility will nearly double the square footage of the old location. It will feature brand new and impressive learning environments, additional curriculum choices, and additional resources for education and communication. As time permits, tours of the new school will be conducted during lunchtime.



Address: 7225 Winton Drive, Indianapolis, IN 46268

To register:

1. Log onto www.lindertech.com and fill out the online registration form
2. Fill out the form on page 2 and mail w/ payment to: 4-D Gasoline Alley, Indianapolis, IN 46222
3. Fill out the form on page 2 and fax to: 317-487-1868, Attention: Susan

Cost per technician: \$99 (includes all Technical classes, all books and materials, donuts and coffee and lunch, transportation from hotel to classes)

Management Class: \$109 (includes day-long management class, all books, materials, donuts and coffee and lunch, transportation from hotel to classes)

Hotels: A block of rooms has been reserved at the Comfort Inn and Sleep Inns located at 5845 Rockville Road. Please mention you are with LTS Tech Day to get the special rates. Be sure to make your reservations before August 1, 2004 to guarantee a room.

Sleep Inn: 317-247-4100 \$59.95/night plus tax Group# 1774

Comfort Inn: 317-487-9800 \$69.95/night plus tax Group# 2351

Tech Day Agenda

Friday, August 20

- 6:30-9:00pm LTS style cookout and open house at LTS shop on Gasoline Alley
 7:00-9:00pm Pre-registration at LTS shop on Gasoline Alley

Saturday, August 21

Technical Classes:

- | | |
|-------------|---------------------------------|
| 7:30-8:00 | Coffee & Donuts at Lincoln Tech |
| 8:00-8:15 | Introduction, Jim Linder |
| 8:15-10:15 | Class session |
| 10:15-10:30 | Break! |
| 10:30-12:30 | Class Session |
| 12:30-1:30 | Lunch |
| 1:30-2:00 | School Tours |
| 2:00-3:30 | Class Session |
| 3:30-3:45 | Break! |
| 3:45-5:00 | Class Session |
| 5:00-5:30 | Wrap-up and Goodbye!!! |

Management Class:

- | | |
|-------------|--------------------|
| 7:30-8:00 | Coffee & Donuts |
| 8:00-10:00 | Class time |
| 10:00-10:15 | Break! |
| 10:15-noon | Class time |
| noon-1:00 | Lunch |
| 1:00-1:30 | School Tours |
| 1:30-2:45 | Class time |
| 2:45-3:00 | Break! |
| 3:00-5:00 | Class time |
| 5:00-5:30 | Wrap-up & Goodbye! |

LINDER TECHNICAL SERVICES

4-D GASOLINE ALLEY
INDIANAPOLIS INDIANA 46222

Phone: (317) 487-9460
Fax: (317) 487-1868
Toll Free: (888) 809-FUEL (3835)
out of the (317) area code only



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Speaker Bios

Scot A. Manna, Arsenal Diagnostics

Scot is the owner and lead technician of MB Automotive located in Des Plaines, Illinois. He was a part-time faculty instructor for the College of DuPage and the Oakton Community College as well as being a contract trainer for Snap-On Tools. Scot has been a member of the Council of Advanced Automotive Trainers (CAAT) since 1997. He writes a bi-weekly column called Heralds Garage for the Daily Herald Newspaper. He is ASE master-certified in Automobile, Heavy Duty Truck and Engine Machinist as well as holding L-1, L-2 and Parts specialist certifications.



John Thornton, Case studies John is the owner of Pro-Tec Auto in Naperville, Illinois and has been in the business for 24 years. John is a monthly contributor to "Underhood Service" magazine. He also teaches driveability and IM240 training classes in the Naperville area, as well as ABS and electronic transmission classes in Chicago and Milwaukee.



Dave Hobbs, CAN/BUS Dave grew up in his family's auto electric business in Kokomo Indiana. After 15 years as a technician, he joined Delphi Delco Electronics in 1989 as a technical adviser and training instructor. Dave has also been an instructor for Ivy Tech College, Sun Electric, MACS Worldwide, and Auto Video Inc and is a member of iATN and STS.



Craig VanBatenburg, Management courses In 1987 Craig had a dream of becoming an instructor so that he could help techs, shop owners and others related to our industry. ACDC is a part of that vision. ACDC prides itself on quality training, real world trainers, hospitality, and not canceling classes. Thanks to the support of shop owners, individual techs, equipment companies, ASA, AASP, MACS, LTS, MotorAge, NESSARA and many others, ACDC has grown into a leading National training company.

