

THE EVENT FOR AUTOMOTIVE SERVICE PROFESSIONALS

**VISION**  
Hi-Tech Training & Expo  
**XVIII**  
★ 2010 ★



**prepare  
to repair**

**GET YOUR TEAM READY!**

FOUR DAYS OF HARD HITTING,  
PULSE-POUNDING  
AUTOMOTIVE SERVICE TRAINING



Automotive Service Association  
Missouri / Kansas

March 4-7, 2010  
Overland Park Convention Center  
Kansas City

**Register Today! [www.visionkc.com](http://www.visionkc.com)**



# THE GAME IS ON

## SCHEDULE OF EVENTS

### Thursday, March 4, 2010

7:00am - 7:00pm Registration Open  
8:00am - 5:30pm Collision Industry Day

### Friday, March 5, 2010

7:00am - 10:00pm Registration Open  
8:00am - 5:00pm Technical Training  
10:00am - 5:00pm Management Training  
5:00pm - 10:00pm Expo Hall Open

### Saturday, March 6, 2010

6:00am - 6:30pm Registration Open  
6:30am - 7:00am Buffet Breakfast  
7:00am - 8:15am Opening General Session  
8:30am - 11:45am Management/Technical Training  
9:00am - 4:00pm Expo Hall Open  
11:30am - 1:00pm Buffet Lunch  
3:00pm - 6:00pm Management/Technical Training  
6:45pm - 9:30pm Awards Dinner & Comedy Night Party

### Sunday, March 7, 2010

6:30am - 10:00am Registration Open  
6:30am - 7:00am Buffet Breakfast  
7:00am - 8:15am Closing General Session  
8:30am - 11:45am Management/Technical Training



*Schedule subject to change.  
Check [www.visionkc.com](http://www.visionkc.com) for the  
latest schedule of events.*

## EVENT HIGHLIGHTS

Unique  
Training  
Programs to  
Drive Better  
Profits

Cutting Edge Technical  
Training for the Entry-Level  
to Advanced Drivability  
Technicians

Learn Proven  
Sales and  
Marketing  
Techniques

Fun Networking  
Opportunities  
with Suppliers  
and Fellow Service  
Professionals



60,000 Square Feet of  
Products and Ideas That Set You  
Apart From Your Competition



# VISION COLLISION INDUSTRY DAY

## Thursday, March 4, 2010

### Collision Industry Day

VISION's inaugural Collision Industry Day is an opportunity for collision professionals to come together for education, legislative updates and networking opportunities. Mike Anderson's courses will provide you with proven methods to make a difference to your bottom line. Attendees can also have an impact on issues that concern every collision repairer in the Midwest region and across the country. Don't miss this opportunity to hear directly from Insurance Departments, as well as an update on current legislation affecting our industry. Space is limited for this event.

### SCHEDULE OF EVENTS

#### Thursday, March 4, 2010

7:00am - 8:00am	Registration Open
8:00am - 11:00am	"Estimating Best Practices" by Mike Anderson
11:15am - 12:00pm	Meet Your Missouri Commissioner's Office
12:00pm - 1:15pm	Working lunch & "Social Media: Why and How" by Kristen Felder
1:30pm - 2:15pm	Meet Your Kansas Commissioner's Office by Jim Welch
2:30am - 5:30pm	"Outsell, Upsell and Close" by Mike Anderson



#### Thursday Collision Day

All Collision Courses on Thursday,  
Refreshment Breaks & Lunch  
Expo Registration

Early Bird	Regular
\$135	\$150

### COURSE DESCRIPTION

Thursday, March 4  
8:00am-11:00am

#### Estimating Best Practices By Mike Anderson

Attendees of this course will learn Wagonwork Collision Centers PROVEN systematic approach on how to discover and ensure that they capture all of the "NOT INCLUDED" items. In addition, participants will gain a better understanding of what KPIs they should be monitoring when auditing the quality of their own estimates. Other topics addressed are how to utilize systems to increase the Frame/Unibody repair times, understand how to avoid last minute parts delays, how to utilize the rekeying options available for data entry with all the information provider's estimating systems and much more. The average shop attending this course has seen repair orders increase an average of \$300-\$400 per repair order. This seminar also touches on how to build employee culture.



Thursday, March 4  
11:15am-12:00pm  
1:30pm - 2:15pm

#### Meet Your Insurance Commissioner's Office Angela Nelson / Jim Welch

Representatives from the Insurance Commissioner's Offices will provide an overview of their office and how they represent consumers. Discussion will also include the Missouri Unfair Claims Settlement Practices Act, and provisions applicable to auto claims. They will also speak on trends that their department looks for, in addition to addressing various topics submitted by collision repairers. Jim Welch, with the KS Insurance Commissioners Office, will also address steering, paint capping and blend within panel.

To have your question or issue presented, you will receive a submission slip at the registration desk.

*Angela Nelson serves as the Director for the Division of Consumer Affairs for the Missouri Department of Insurance.*

*James J. Welch serves as the Director of Consumer Assistance and Market Conduct Division for the Kansas Department of Insurance.*

Thursday, March 4  
12:00pm-1:15pm

#### Lunch & Keynote: Social Media Why and How By Kristen Felder

Is social media a fad? Or is it the biggest shift since the Industrial Revolution? Kristen will discuss the history of social media, as well as why it is important for the collision industry to get on board. With the tremendous growth of Facebook, Twitter and numerous other sites, how do you know if it is right for your business? Discover the various social media outlets available to a small business, and learn how to choose a platform that is right for your business. So, what's next? Kristen will discuss the time you will need to invest, as well as tools and resources to help you be successful in this new world of social networking. She will highlight rules of "do's" and "don'ts" and provide attendees with ideas to increase your "fan" base and expand your shop's presence. Don't miss this fast-paced, informational presentation!

Thursday, March 4  
2:30pm-5:30pm

#### Outsell, Upsell and Close By Mike Anderson

Mike Anderson of Wagonwork Collision Centers shares his techniques for maintaining a 90% closing ratio, achieving outstanding profitability and creating consistently satisfied customers.

You'll learn how to apply winning language, skills and techniques that will enable you to outsell the competition and create raving fans out of your customers.

Mike will demonstrate how everyone in your front office can contribute directly to increased sales and profit using the SOPs, scripts and processes proven in his own highly successful shops.

Target Audience - Collision Center Owners, Managers, Estimators, Customer Service Reps, Front Office Staff

*This course may be applied to Collision or Mechanical Management*



## FRIDAY ALL DAY TRAINING

Back by popular demand, are VISION's Friday All-Day training courses. Designed for educators, technicians wanting to develop diagnostic skills and advanced service professionals, these courses provide 8 hours of intense training, focused on the latest trends in automotive diagnostic, service, repair, and training techniques. **NEW in 2010...Friday Management Training!** Seating is limited and courses are expected to reach capacity early on. **Don't miss out... Register today!**

### Friday, March 5

8:00am - 5:00pm A Real World Look: Scandata in the Service Bay (*live car*)  
 8:00am - 5:00pm Advanced EVAP Testing - Smoking Out the Real Answers  
 8:00am - 5:00pm Advanced Level Factory Scantools Live!! (*live car*)  
 8:00am - 5:00pm PicoScope: The Big Picture (*live car*)  
 10:00am - 1:30pm Basic Numbers for a Successful Service Business  
 2:00pm - 5:00pm Start a Marketing Wildfire

Friday's live car classes will be held at Johnson County Community College's Automotive Tech Dept (approximately 4 miles from the Convention Center). Detailed registration information and directions will be included in your confirmation packet. Transportation will be available to and from the College on Friday. Management courses will be held at the Convention Center.

## Basic Numbers for a Successful Automotive Service Business

by Cecil Bullard

Friday, March 5, 10:00am-1:30pm (M1-A)

Don't miss this fast paced class that will teach you how to better understand the areas of your business that can earn or lose you the most. Learn the numbers that you need to know to properly, understand, predict and plan your business; what they are, what they mean, where to find them and how to get them. The numbers and math are given to you in simple terms that you can understand and the workbook insures that you will have a reference for the future. This class is a must for the owner that wants to understand how to maximize profits. *(Includes a working lunch.)*



## Starting a Marketing Wildfire

by Kim Walker

Friday, March 5, 2:00-5:00pm (M2-B)

Have you seen or heard of other companies who somehow manage to get their clients, friends and community members to rave about how great they are? This word of mouth marketing becomes viral and spreads like a wildfire. This class will inspire attendees to develop their own viral marketing strategies. At the end of this class, attendees will leave with an understanding of what viral marketing is, will have seen examples and will have had time to brainstorm their own new, creative strategies. In addition to the more traditional methods of creating a marketing wildfire, the class will also dive into the world of social networking. Attendees will learn how social networking can be a fun, effective outlet for reaching new clients, a way to connect with current clients and share their company online via popular social networking sites like Facebook, Linked In, Twitter and more.



### Friday All-Day Package

Two Management or One Technical Course on Friday, Refreshment Breaks & Lunch, Expo Registration

	Early Bird	Regular
Friday Technical	\$190	\$215
Friday Mgmt	\$125	\$140



## TRAIN THE TRAINER

### The Educators Pathway: The Road to Becoming a Master Educator

In 2010, VISION will be presenting two courses on Saturday that are designed specifically for automotive technology instructors. Take advantage of the collective brain power of automotive technology instructors from all over the country. You will leave better prepared, with new contacts, valuable resources and exciting motivation. *Instructors receive NATEF credit. (See full course descriptions on technical training page)*

#### Developing the 21st Century Classroom

by Sonny Reeves • (T7-C) • Saturday, March 6 (8:30-11:30am)

#### Techniques for Teaching Troubleshooting

by Loren Makai • (T25-D) • Saturday, March 6 (3:00-6:00pm)

## Advanced EVAP Testing: Smoking Out the Real Answers

By Mark Warren & Jonathan Riggle • (T2-AB) • Level I & III

In this 8 hour class, Mark Warren & Jon Riggle will answer the questions that come up nearly every time your scan tool shows a dreaded EVAP code. Finding leaks with smoke may not be the absolute answer, and some extraordinary video of actual measured leaks will show you why. If not smoke, then can you depend on a flow gauge? What are its advantages and its limitations? How about using ultra-sound to find EVAP leaks? Or even using your gas-analyzer to find a leak? You will walk out of this class with a step-by-step procedure for confirming and finding even the smallest leak.

As an added bonus, there will be a discussion of failure modes and failure detection of O2 and wide-range air/fuel ratio sensors, why they are causing no-code driveability problems, and Oil ZDDP regulations and problems with platinum deterioration.

- Video of .040", .020", .015", .010", and .007" actual leaks with smoke
- How the flow gauge on the smoke machine can make money
- Why you need to find leaks smaller than .020"
- Natural Vacuum Leak Detection (NVLD) operation
- BMW Module Detection Tank Leakage (MD-TL) system operation

*(This course will be held at the Overland Park Convention Center)*

Course sponsored by **WORLD PAC Training Institute**

## Advanced Level Factory Scan Tools Live! (live car class)

John Thornton • (T3-AB) • Level II

**Chrysler's StarMobile** is a handheld, stand alone interface tool which is used for CAN forward Chrysler vehicles. The wiTech Desktop Application is the scan tool diagnostic software. If you are thinking about purchasing a Chrysler factory scan tool or have recently purchased this tool, this class is for you! This live-car class will demonstrate most of the commonly used functions of the wiTech/StarMobile tool. Topics to be discussed and performed on a late model Chrysler include the following: *Purchase and setup; Vehicle View screen navigation; Module CAN bus communication diagnosis; Selecting and graphing data pids; Chrysler website (techauthority) usage within the tool; Actuators (bidirectional capabilities); Module system tests and special functions; Module programming; Theft (SKIM) functions; Occupant Classification Module passenger seat weight calibration*

**Toyota's Techstream** is an extremely powerful, PC based factory scan tool. Until recently, this factory tool cost about \$8000. Toyota has released this tool in a J2534 format at a much more affordable price. The J2534 Techstream supports 1996 model year to current vehicles. It is used for most Toyota diagnostic functions including module programming. If you are thinking about purchasing a Toyota factory scan tool or have recently purchased this tool, this class is for you! This live-car class will demonstrate most of the commonly used functions of the Techstream. Topics to be discussed and performed on a late model Toyota include the following: *Purchase and setup; Health check; CAN bus check; Enhanced monitor results; Selecting and graphing data pids; Active test (bidirectional capabilities); Saving, storing and retrieving scan data recordings; Utility (EVAP testing, Immobilizer functions, Check Mode); Module Programming; Software updating and more!*

*(This course will be held at the Johnson County Community College Auto Tech Dept)*

Course sponsored by **WORLD PAC Training Institute**

## PicoScope: The Big Picture (live car class)

By Matt Fanslow • (T4-AB) • Level I & II

As the modern vehicle on the road today becomes more advanced with additional options such as satellite radio, Bluetooth®, as well as additional safety and emission equipment, the need for proper tooling has quickly become a reality. For many of these systems an oscilloscope will be required to aid in quickly finding and verifying a failed component or circuit. Join Matt Fanslow and see how PicoScope is not only intuitive enough for a novice, but also harbors features to satisfy the "power user".

The class will feature PicoScope oscilloscopes; however the techniques learned will be transferable to other brands of scopes. The main focus of the course will be to teach the majority of the topics in the lab to reinforce with hands on training the information provided in the classroom.

- Learn how to manipulate the PicoScope hardware and software quickly to spend less time capturing and interpreting the signals allowing you to diagnose the next car sooner.
- Learn methods of saving PicoScope patterns for easy retrieval later to study and review known good captures. This process allows you to expand your knowledge on the operation of a system.
- Learn the benefits of using a quality scope and the hassles that a poor quality scope will cause you in your diagnosis.
- Learn how to setup your scope for various tests, including several tests that can be completed in less than 5 minutes that can quickly identify problem areas on a vehicle.
- Compare different testing techniques to scope usage to identify where scopes can save you time.

*Attendees are requested to bring their PicoScopes and laptops, if they can.*

*(This course will be held at the Johnson County Community College Auto Tech Dept)*

## A Real World Look: Scandata in the Service Bay (live car class)

By Jim Wilson • (T1-AB) • Level I & II

The class will cover use of scan tool data to format a diagnostics procedure to fix vehicles. How to group sensors together for better testing. What are the main inputs to test? What are the main outputs? How to test for Fuel Trim issues. How to use Bi-directional control. When to use Global OBD 2. How to use Mode \$06.

*(This course will be held at the Johnson County Community College Auto Tech Dept)*

Course sponsored by **O'Reilly Auto Parts**



### Friday All-Day Package

Two Management Courses on Friday, Refreshment Breaks & Lunch, Expo Registration

	Early Bird	Regular
Friday Technical	\$190	\$215
Friday Mgmt	\$125	\$140

### Weekend Management Package

All Management and/or Technical Courses Offered Sat. & Sun., Refreshment Breaks, Saturday General Session, Breakfast & Lunch Sunday General Session & Breakfast Expo Registration  
NEW...Add Comedy Night for only \$15

Early Bird	Regular
\$285	\$300

## Basic Numbers for a Successful Automotive Service Business

by Cecil Bullard

Friday, March 5, 10:00am-1:30pm (M1-A)

Don't miss this fast paced class that will teach you how to better understand the areas of your business that can earn or lose you the most. Learn the numbers that you need to know to properly, understand, predict and plan your business; what they are, what they mean, where to find them and how to get them. The numbers and math are given to you in simple terms that you can understand and the workbook insures that you will have a reference for the future. This class is a must for the owner that wants to understand how to maximize profits. (Includes a working lunch.)



## Understanding & Creating Effective Pay Plans

by Cecil Bullard

Saturday, March 6, 3:00-6:00pm (M5-D)

Learn the tools necessary to understand and build pay plans that help manage and motivate the employee and keep margins balanced. Learn when to find numbers necessary to know how much they can pay; learn the positive and negative aspects of the 6 most common pay plans. Learn how to create a pay plan that works for their employees and their business.



## Starting a Marketing Wildfire

by Kim Walker

Friday, March 5, 2:00-5:00pm (M2-B)

Have you seen or heard of other companies who somehow manage to get their clients, friends and community members to rave about how great they are? This word of mouth marketing becomes viral and spreads like a wildfire. This class will inspire attendees to develop their own viral marketing strategies. At the end of this class, attendees will leave with an understanding of what viral marketing is, will have seen examples and will have had time to brainstorm their own new, creative strategies. In addition to the more traditional methods of creating a marketing wildfire, the class will also dive into the world of social networking. Attendees will learn how social networking can be a fun, effective outlet for reaching new clients, a way to connect with current clients and share their company online via popular social networking sites like Facebook, Linked In, Twitter and more.



## Increasing Gross Profits

by Kelly Bennett

Sunday, March 7, 8:45-11:45am (M6-E)

Gross profit dollar is more important to track than gross sales. Sales, with little or no gross profit has been the demise of many businesses. Gross profit dollars is where the money comes from to pay all of your expenses, owners/managers' salaries and the net profit dollars to grow the business, pay dividends to the owners as well as paying taxes. Most shop owners are experts with managing expenses; however, fall short in generating the gross profit margins necessary to see the net profit they desire. This new workshop is comprised of practical tools and strategies to get your gross profit where it needs to be and to make an impact on your bottom line. Learn current benchmarks (goals) for gross profit percentages for everything you sell; how to focus on the top 5 ways to increase gross profit on your labor sales; calculating your required labor rat based on your business needs not on what your competitors are charging; 7 reasons why your diagnostic labor must be higher than your regular rate; 7 steps to ensuring all for your diagnostic labor is profitable; pricing parts purchased from dealerships - don't let them dictate your selling price; what does list price really mean and why there is only 1 instance where you should use it; using your unique warranty to handle price objections from customers; and building a customized overall gross profit matrix for everything you sell.



## Service Advisor Selling

by Todd Hayes

Sunday, March 7, 8:45-11:45am (M7-E)

This new sales training program at VISION uses engaging video and "live" examples to show you how to greet customers, gather information, explain the inspection process, sell the initial repair, sell scheduled maintenance, sell additional concerns, handle objections and make customer callbacks. The video and "live" examples provide an excellent forum for both large and small group discussion based on what was presented. Plus, we have some great "real world" examples that we will include in the training. Learn how you can use today's digital technology to sell repairs and build customer confidence. This 3-hour course is highly recommended for anyone who sells to customers either on the phone or in-person.



## Increasing Car Count & Making Every Car Count

by Kelly Bennett

Saturday, March 6 (M3-CD)

2-part course:

8:45-11:45am / 3:00-6:00pm

Don't let the economy dictate your business. Take the actions necessary to make your business succeed now and into the future. This one day workshop will give you real success stories of real repair shops that have overcome tough times and make them successful. We will share their secrets and the actions they took to success. Learn 24 proven methods to get more vehicles in your bays. 21 proven methods to make every car count (increase average repair order); learn the methods to get ride of the peaks and valleys in your business; proven method to increase the amount of appointments on your schedule; and see exactly how the shops that actually used these methods did it.



Course sponsored by clientONE

## Plug Into the Internet for Car Count

by Danny Sanchez

Saturday, March 6

8:45-11:45am (M4-C)

This powerful internet marketing course will give shop owners and managers a working knowledge of marketing through the internet and electronic media. This course will cover website design, search engine marketing (SEM), search engine optimization (SEM), analytics, pay per click, search engine performance and more. This powerful course will help the shop owners become knowledgeable in the most important and growing marketing tool available, and they will leave with step by step instructions to having a successful internet based marketing campaign.



### MANAGEMENT TRAINING SCHEDULE

#### Friday, March 5

10:00am - 1:30pm  
2:00pm - 5:00pm

Basic Numbers for a Successful Automotive Service Business  
Start A Marketing Wildfire

#### Saturday, March 6

8:45am - 11:45am  
8:45am - 11:45am  
12:00pm - 3:00pm  
3:00pm - 6:00pm  
3:00pm - 6:00pm

Increasing Car Count & Making Every Car Count (pt 1)  
Plug Into the Internet for Car Count  
Lunch/Expo  
Increasing Car Count & Making Every Car Count (pt2)  
Understanding & Creating Effective Pay Plans

#### Sunday, March 7

8:45am - 11:45am  
8:45am - 11:45am

Increasing Gross Profits  
Service Advisor Selling



Course information is subject to change  
Please visit [www.visionkc.com](http://www.visionkc.com)  
for the latest information

**Advanced Cooling System Diagnosis** **Mark Ingram** • (T30-E) • Level II This seminar will help technicians 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, "Stretchy Belt" systems, and "Run-without-coolant" technology will be covered. This seminar also covers proper service procedures for the modern cooling systems. *Course sponsored by ACDelco.*

**Basic Alignment Training** **Ron Freeman** • (T18-D) • Level I This seminar will cover inspection of steering and suspension parts, and the four primary alignment angles. Learn what causes tire wear and pull problems. Attendees will learn proper road test procedures, pre-alignment inspections, and conducting customer interviews. *Course sponsored by Hunter Engineering.*

**Basic Electrical Circuit Diagnostics and Basic Multimeter Operation** **Dave Scaler** (T19-D) • Level I An understanding of Electricity is an essential tool for any technician. This course is designed to give the technicians the tools they need to understand Basic Electricity. Many levels of technician will benefit from this course. First timers will get the essentials, experienced techs will strengthen their skills (it often takes a few times to retain electrical knowledge). Highlights include: "need to know" theory & real world diagnosis, Ohms Law, importance of watts, series & parallel circuits, short circuit testing, high resistance circuits and circuit defects. Even though most techs understand volts, ohms and amps, it is the application on the car with parallel and series circuits that can cause misdiagnosis.

**Basic Hybrid Powertrains** **Jack Rosebro** • (T31-E) • Level I This seminar assumes little to no exposure to hybrid vehicles. Beginning with the basic architectures of hybrid powertrains, we will build upon a series of concepts until we have established the fundamental operation and energy/power flows of all major types of hybrid vehicles on the aftermarket today, as well as in the near future. Scheduled services will also be discussed. Understand the different energy/power flows in hybrid vehicles, learn scheduled services for hybrid vehicles and learn major components of hybrid powertrains.

**CAN Systems & Diagnosing No Communication** **Dave Scaler** • (T6-C) • Level II & III THIS CLASS IS ABOUT PRACTICAL ANALYSIS, NOT SERIAL DATA THEORY. When a MIL is lit, the scanner is the normally the first tool to choose to ID DTC's, and data stream. But when the scanner does not communicate or if series network codes are set, it can often leave a tech with no direction. This class is designed to help the technician attack a no communication problem with confidence, by learning and understanding how onboard computers are tied together with Multiplex Networks. 1996-2008 Networks covered in this class will include CCD, PCI, Class 2, SCP, CAN, UART and More!! CAN (Controller Area Networks), is the latest of communications network, which has been phased into to ALL cars by 2008. This class will cover the 2-minute MEA diagnostic test, which will put you quickly on the right path to diagnosing these systems. This class is also a great prep for the ASE L1 exam, as the L1 exam also includes CAN communication questions.

**Developing the 21st Century Classroom (Train the Trainer)** **Sonny Reeves** • (T7-C) • Level I & II Develop e-learning to meet the needs of a global classroom. This course will provide new and experienced trainers, teachers and automotive educators with the tools to improve classroom instruction with technology and multimedia. Technology will be explored and experienced in the automotive classroom/lab by use of video and interactive demonstrations. This course is designed to show and tell how automotive educators can be high-tech in the face of budget cuts. Live demonstrations in the use of multimedia to enhance the student's learning, the use of instructional time and fun things to do in the automotive classroom. Learn how to acquire information, resources, grants, and engage students in the process of learning Automotive Technology. Various types of software, equipment and techniques demonstrated. Networking with auto educators worldwide will be demonstrated online in our classroom.

**Diagnosing Late Model ABS Systems and Related Components** **Mark Isaac** • (T20-D) • Level II This course covers new developments in braking systems, including the most popular ABS systems on the road today, including RWAL, 4WAL, EBC310/325, Delphi VI, Bosch 5.3, DBC-7 and Teves. ALL NEW interactive CD to take home. *Course sponsored by Advance Auto Parts.*

**Direct Injection** **Vince Manship** • (T8-C) • Level II Learn how to increase your profit servicing current and future domestic direct injected engines. The following topics are covered: high pressure safety; theory of operation; component location and identification; core engine changes; high pressure fuel strategies; system diagnostics; scan tool diagnostics; wave form diagnostics. This class is not an overview rather a complete diagnostic class based on real world problems. *Course sponsored by NAPA Auto Parts.*

**Dodge Cummins Diesel Engine Management Systems** **Luis Ruiz** • (T32-E) • Level II & III 24 valve and high pressure common rail applications from 1998 to 2008 will be covered in this course. The common goal is to get to the bottom of all engine performance problems as quickly as possible. Coverage of the following systems in detail will assure us of a fast and accurate diagnosis. Electronically controlled injection pump, HPCR, PCM controlled intake air heater, turbo charging, mechanical and 90-volt injectors. Sensors Including APP, Fuel PSI, and WIF. Learn to diagnose common connector tube failures, critical sensors and data stream analysis. This MEA course offers techniques and procedures that go above and beyond the books.

**Drivability Diagnostic Strategies** **Wally Mouradian** • (T33-E) • Level II Drivability faults can have hundreds of causes, so your best first step is often to determine what is not wrong. This class documents strategies for quickly and accurately eliminating possible causes, and efficiently testing the short list that remains. The presentation includes techniques for leveraging your existing tools, but also covers emerging tools and technology. The diagnostic strategies apply to all vehicles, and will significantly trim drivability diagnostic times. *Course sponsored by ATG - Automotive Training Group.*

**Dynamic Engine Performance Testing Strategies** **Bill Fulton** • (T34-E) • Level II • Misfire Detection Strategies; anatomy of a compression waveform; dynamically viewing all 4 Strokes; diagnosing mechanical integrity problems; 4 critical secondary ignition tests; diagnosing VVT and CAM retard problems dynamically; the 10 minute secondary quick check; scoping C.O.P. systems. This class includes many hands on demos by the instructor.

**Emissions Theory & Diagnosis** **Dean Parsons** • (T9-C) • Level II Most technicians must now diagnose emissions and evap system failures. This course will help you evaluate and repair emissions control systems and drivability problems prior to smog/emissions testing. It can also help you maintain professional credentials such as ASE L1 test certification or the BAR 90 certificate. If you are new to Emissions diagnostics, it will provide you a basis to understand OBD-I & II diagnostics, diagnose emissions related drivability DTCs, and diagnose & repair EVAP system failures. *Course sponsored by Denso.*

**Essential Domestic Vehicle Security Systems Diagnostics** **George Lesniak/Chris Chesney** • (T10-C) • Level II This course covers security systems diagnosis and general vehicle antitheft introduction. Includes Ford PATS system, GM Passkey I and II systems, Chrysler Vehicle Theft Security System (VTSS), Sentry Key Immobilizer (SKIM/SKIS) and SKREEM/WCM. Includes theory of operation and includes discussion on various components. *Course sponsored by CARQUEST Technical Institute.*

**EVAP by the Numbers** **Bob Heipp** • (T35-E) • Level I & II Learn to look at Evap codes in two different categories. Understand when to use a smoke machine and when not to. Know that even though no smoke is seen you still can have a leak. A basic look into what tools are needed to service Evap systems. When and how to use the tools to get the best use of time. Developing a set procedure for all EVAP leaks. Learn how to approach different evaporative emission systems and know the best way to test the system in order to make the repair. Learn how best to use a smoke machine. Learn when a scope can be a useful tool to use. Look at how OE tools work compared to the Aftermarket.

**Ford 6.0 Powerstroke Diesel Diagnostics** **Mike Cleary** • (T36-E) • Level II & III Learn how to efficiently diagnose and repair the electronic engine control system of the Ford Powerstroke Diesel, from a hands-on working Powerstroke technician and Ford Certified Powerstroke Engine Specialist. This course focuses on the procedures involved in diagnosing the various no start, hard starting, and performance concerns with this engine. Some of the most common fault code scenarios will be discussed as well as numerous troubleshooting tips used to facilitate diagnosis.

**Ford Electronic Transmission Diagnosis** **Mike Cleary** • (T11-C) • Level I Become an expert at electronic transmission diagnostics! Learn the fundamentals required for successfully diagnosing Ford electronic transmission controls. This course focuses on the electronic control systems of Ford's 4R100, E40D, 4R70W, 5R55E, A4LD, AX4N and AX4S transmissions. Technicians will study the diagnostic and repair strategies for various electronic control issues which affect proper operation, and will learn how to distinguish between electronics and mechanical failures.

**Fuel Trim Basics** **Jim Wilson** • (T37-E) • Level I & II This class will cover the basics of fuel trim and how to test the vehicle to determine source of fuel trim problems. This class will cover fuel control and how to correct fuel trim related problems. *Course sponsored by O'Reilly Auto Parts.*

**Gasoline Direct Injection Technology** **Scot Manna** • (T38-E) • Level II This class will introduce this new fuel system technology. Gasoline Direct Injection is the latest development in fuel delivery systems for gasoline engines and promises greater fuel economy, lower emissions and improved performance. The key components of this system will be discussed and how these components differ from current port fuel injection systems. Scan data analysis and waveform testing with labsopes will be discussed. Current production engines from GM and Mazda will be highlighted.

**GM 6.6 Duramax Diesel** **Luis Ruiz** • (T12-C) • Level II & III High pressure common rail (HPCR), Fuel injection control module (FICM), Glow plug control module (GPCM), 93v and 42v injectors, MAF, APP and FRP sensors, VGT turbo operation and more will be covered in this G.M. diesel course. This is General Motors fully electronic, fly by wire diesel engine. Understanding balancing rates to I.D. faulty injectors. Most diagnostics on these vehicles is straight forward, provided there is a full understanding of complete system operation. Data stream interpretation is very important on these vehicles, because it can shorten your diagnostic time and avoid difficult removal procedures. Learn the differences between the LB7 and LYY platforms.

**GM BAS Hybrid Systems** **Vince Manship** • (T21-D) • Level I & II The GM BAS system is a well engineered low cost HYBRID system. This program covers the system in detail. The following topics are covered: BAS system safety; how fuel economy increases are achieved; proper maintenance opportunities; system operation; system diagnostics; and scan tool use. This class is not an overview rather a complete diagnostic class based on real world problems. *Course sponsored by NAPA Auto Parts.*

**Hands-On Tire Repair** **Joe Unrein & Greg Albright** • (T39-E) • Level I This hands-on training course will have technicians practicing the only tire repair that is accepted by most, if not all manufacturers of tires, and is also compliant with OSHA guidelines. The proper practices in dismounting/mounting tire wheel assemblies, including those that have TPM sensors, PAX or run-flat tires, and the conventional tire/wheel assembly. *Course sponsored by Becker Tire.*

## Course Level Definitions

**Level I** - indicates no prior experience or knowledge necessary in specified topic to take course.

**Level II** - indicates some experience and general knowledge of topic necessary to take course.

**Level III** - indicates only individuals who are extremely knowledgeable and advanced in this topic should take course

**How to Align Vehicles with Electronics** Ron Freeman • (T13-C) • Level I This course contains new information for alignment procedures for vehicles with ESC/ESP, and also information about electric steer alignment procedures. This will cover information on the vehicles equipped with ESP, ESC, Lane Departure Warning (LDW) and procedures to re-program steering wheel sensor. *Course sponsored by Hunter Engineering.*

**Intermittent Electrical Strategies** Dean Parsons • (T40-E) • Level II & III Most strategies call for duplicating the symptom or code. This can be extremely frustrating with intermittent problems. Faults are usually present and measurable even if the symptoms or codes are intermittent, so we've developed a repeatable strategy for flushing out these elusive faults. Additionally, we have assembled the best tools and tests for isolating faults and validating repairs, including: customer & technician worksheets; best practices for voltage measuring tools; largely unused DVOM features & functions; specific scan tool tips & tricks; homemade tools for circuit isolation, fault isolation and load substitution; other inexpensive tools and techniques; tool limitations & traps; and case studies to reinforce every concept. *Course sponsored by Denso.*

**Intermittent Problem Detection Strategies with Schematic Based Diagnostics (2 part course)** Bill Fulton • (T14-CD) • Level II Diagnostic strategies on intermittent problems to help make the problem come to you. Use of all our test equipment arsenal on symptom based diagnostics with emphasis on making diagnostic decisions on selecting the right tester, the right test and the limits and limitations of tests and testers. Using 14 different case studies, we will be covering how to find out if we are dealing with intermittent problems with BUS circuits, fuel delivery, mechanical integrity, electrical, ignition, and PCM initialization.

**Is Your Shop Ready for Hybrids?** Todd Reynolds • (T15-C) • Level I & II Remain competitive servicing Hybrid vehicles, as intermediate voltage, and high voltage, AC/DC electric vehicle technology is rapidly becoming mainstream in our industry. Learn the tools and equipment needed for hybrid safety. This course will also cover high voltage shutdown and battery service procedures and so much more. Tips, tricks and amazing advice to help you repair today's hybrids. Don't miss out on this opportunity to offer hybrid service to your customers! This course will help shop owners, service managers and technicians. *Course sponsored by Advance Auto Parts.*

**Misfire Diagnostics** Jim Wilson • (T22-D) • Level I & II Misfires can be caused from fuel, ignition or compression and different tools can isolate the problem. Learn how to diagnose the source of misfires using a scan tool, lab scope, as well as new exhaust pulse sensing technology. Learn how to use the scan tool's mode \$06 information to determine the misfire, pinpointed to a specific cylinder. Attendees will also learn how to quickly determine if the misfire problem is fuel, ignition or compression related by understanding scan data and ignition waveforms on the scope. Learn what steps are needed to fix a P0300 code for better diagnostics. Learn how to fix these problems and make sure they are repaired. *Course sponsored by O'Reilly Auto Parts.*

**OBD Code Repairs Using Scan Tools** Scot Manna • (T23-D) • Level II This seminar will show technicians the capabilities and enhanced functions for OBD vehicle repair and system testing using a variety of aftermarket and factory scan tools. Emphasis will be placed on bi-directional controls for testing and diagnosis found in many scan tools available today. Graphing scan data analysis and testing strategies will be discussed. The goal is to get the most from these tools and shorten diagnostic times and actual vehicle case studies will be shown to illustrate this point.

**Scan Data Analysis for Driveability Diagnostics** Bob Heipp • (T24-D) • Level I & II This class covers a wide range of information to help you understand and diagnose driveability issues with a scan tool and your mind. Focus stresses the process of elimination and stream lining your diagnostic process.

**Scope Diagnostics A to Z** Bernie Thompson • (T5-C) • Level II This class covers complete circuit operation and waveform analysis. Other topics covered include: throttle position sensor circuit waveform analysis; throttle-bywire circuit operation; injection waveform diagnosis; crank & cam sensor circuit operation and diagnostics; O2 sensor and wide-range-air-fuel-ratio sensor (WRAF); Mass-Air-Flow sensor (MAF) diagnostics; understanding sensor timing and critical relationships; critical voltage - current supply operation and strategy. *Course sponsored by Automotive Test Solutions and WORLDPAAC Training Institute.*

**Service Programming** Mark Ingram • (T16-C) • Level II This seminar covers various service programming procedures on a variety of computers (ECM, BCM, etc) that manage every electronic task in the vehicle. Included topics are: differences between module programming and module setup; various regulations regarding service programming; differences direct, remote, pass through and off-board programming; service precautions when programming a module; capabilities of the new multiple diagnostic interface (MDI); TIS2 Web capabilities; and J2534 programming procedures. *Course sponsored by ACDelco.*

**Techniques for Teaching Troubleshooting (Train the Trainer)** Loren Makai • (T25-D) • Level I, II & III Discover a novice's approach to problem solving versus an expert's approach. Learn how to set the novice on the path to becoming an expert. This seminar will explore using a "problem solving" based teaching approach, effectively using diagnostic case studies (we learn through storytelling), and using simulation (computer based & physical mock ups). Educators will also learn how to effectively integrate theory so that it supports problem solving rather than being busy work the students can't apply and forget. Examples will be presented primarily from the area of Automotive Electrical/Electronics but the teaching principles can be applied to any area.

**Tire Pressure Monitoring Systems** Joe Unrein & Greg Albright • (T17-C) • Level I The main objective is to make sure all technicians know the workings of the TPMS and what they must do differently from a non-TPM system (whether doing a tire repair or tire replacement). Learn why and when the Government enacted the ruling known as the "TREAD Act". Learn the most common procedures of re-learning the TPMS on domestic and import vehicles. This class will precede the hands on training on Sunday morning. *Course sponsored by Becker Tire.*

**Total Diagnosis from the Driver Seat** Mac Vandenberg • (T41-E) • Level II & III Since the majority of driveability problems originate in the combustion chamber, simulating road-load conditions in the bay is a quick way to locate what cylinder and under what condition the misfire occurs. Analyzing combustion behavior on the scope is made simple and logical. This step-by-step procedure isolates the problem or potential problems within 5 minutes after hookup. The handout is a complete animated and narrated training course on a CD to refresh and motivate logical thinking and promotes analyzing rather than memorizing. How to capture up to 8 cylinders, primary or secondary, either COP or DIS, on any 2-channel lab scope is unique and will be demonstrated.

**Toyota Hybrid Transaxles** Jack Rosebro • (T26-D) • Level II Toyota's hybrids incorporate two electric motors into the vehicle's transaxle or transmission. Although improvements and variants (including RWD and AWD versions) have been introduced, the core of Toyota's design has remained relatively unchanged for more than a decade. We'll cover theory, operation, failure, diagnosis, repair, and replacement of these complex and increasingly popular units. Understand basic operation of Toyota series-parallel hybrid transaxles. Recognize common failure modes and relevant diagnostic procedures. Understand safe field repair and/or replacement procedures for Toyota hybrid transaxles.

**Toyota, Lexus & Scion EVAP System Diagnosis** Wally Mouradian • (T27-D) • Level II Toyota EVAP codes are some of the hardest codes to diagnose. The variety and complexity of the systems, combined with poor documentation, make this course especially relevant. This course clearly explains the critical differences between systems and offers simple, directed strategies for quickly isolating leaks and component failures. Learn to quickly identify the system in use; choose the easiest testing method to determine the exact nature and location of the fault; use external control and isolation strategies to force the system complexity to work to your advantage. *Course sponsored by ATG - Automotive Training Group.*

**Transmission Driveability Diagnosis** Chris Chesney • (T42-E) • Level II Discover how your knowledge of electricity can be used to diagnose electronic transmission faults. Discover the diagnostic procedure for dividing drivability problems between the engine and transmission. Learn how some transmission problems appear to come from the engine. Electronic transmissions can hide their problems as well which makes your decision to sublet the service if your shop doesn't work on transmissions difficult at best. Evaluate electronic transmission component operation. Recognize electronic transmission strategies. Awareness electronic transmission computer inputs. Divide driveability and transmission faults. Interpret electronic transmission serial data. *Course sponsored by CARQUEST Technical Institute.*

**Understanding Vehicle Networks** Bernie Thompson • (T43-E) • Level II Vehicles have been networked or multiplexed now for several decades. In-car networking allows different processors to communicate and transfer data along what is known as a communications bus. The communication bus allows each module to put its message on the network and receive messages from the network. However, each vehicle manufacturer may use a different set of rules to accomplish this task. These rules that allow the communication bus to operate are called standards. These standards are set by the Society of automotive engineers (SAE) or International standards organization (ISO). Some of these standards are well known such as; CCD, SCI, ISO-9141-2, KWP2000, J1850 (PWM and VPM), and CAN. A single vehicle may use several different busses with different protocols and different topologies. In order to repair these systems it is necessary to understand the rules of the network and the protocol or language that is being used. This class will discuss these standards and show how to repair various communication problems. Many different real world case studies will be presented. *Course sponsored by Automotive Test Solutions and WORLDPAAC Training Institute.*

**Vehicle Network Diagnosis** George Lesniak/Chris Chesney • (T29-D) • Level II & III Vehicle data networks, which have been around for decades, allow multiple modules in an automobile to share information through the use of one or two-wire data bus. When communication between modules breaks down, the results can sometimes be confusing. This course uses real world examples to illustrate the logical diagnostic process needed to solve complex network communication faults on modern vehicles. *Course sponsored by CARQUEST Technical Institute.*

**VW Turbo Diesel Injection** Luis Ruiz • (T28-D) • Level II In this course, Luis will cover the following items and more: mechanical and injection pump timing procedures; glow plug system testing and diagnosis, including the common P0380 OBD II code. Learn what is commonly called "coolant glow plugs"; their description and operation as well as testing. You'll get an inside view of the complete Turbo System with diagnosis of all components. We will cover any inputs or outputs that are common failures. In this instance we'll dig into the problems that plague the Mass Air Flow's, including the Bosch and Pierburg components. As with all the VW's the TDI has become a common fixture in most shops, so don't miss this opportunity to get the information necessary to fix these cars the first time.

# ★ SPOUSE PROGRAM ★

**Saturday, March 6, 2010**

6:30-8:15am

**Breakfast & General Session**

9:00-11:00am

**Learn the Language of Clothes**

*by Stefanie Lee Thompson*

Our image – what we understand about it and how we feel about it – affects both our personal and professional lives. It is important to invest in discovering your unique image because the way you look comes directly from the way you feel about the way you look. Life is too short to spend the bulk of it dissatisfied with our bits and pieces. How often do you compare yourself to another woman and find yourself lacking? How much time is spent frustrated in a dressing room? The reality is that every woman is far lovelier than she believes. Every woman has assets, and once she knows how to present them she is absolutely compelling. Think back to a time when you put on a dress or outfit and your stomach did that bubble of excitement because you KNEW you looked wonderful. Imagine if your entire wardrobe had the power to give you that feeling.

Clothes speak before you do. When you get dressed, you have said a powerful statement about yourself. These subliminal messages are steeped in history and culture. It is vital to understand why we reach certain conclusions about people we have only seen in line at the grocery store or in a doctor's waiting room. Learn the language of clothes and the rules of dress so you have complete control over the impression you create through your personal style.

11:30am-1:00pm

**Spouse's Lunch & Bunco!**

Enjoy lunch followed by a few rounds of Bunco! This is a great opportunity to socialize with other ladies in the industry, have fun and win some great prizes.

2:30-4:30pm

**Culinary Skills: Slice & Spice**

*by Chef Mark Webster*

What is the most important tool in the kitchen? Most chefs agree that it is the knife. If you master the basics of a knife, you will reap the rewards of better, safer and faster cooking. This class will teach basic cutting techniques including: julienne, mincing, dicing, slicing and shredding. You will also learn sharpening techniques and knife care.

Take your culinary skills one step further as we explore herbs and spices and discuss how to buy, store, and prepare each to their maximum advantage. We'll look at the most common herbs and spices and analyze their flavors and proper use. We will also cover the identification and uses of oils and vinegars, as well as sauces to use in your kitchen. Chef Webster will conclude the seminar with an insight in restaurant and cooking trends that are coming in 2010 and beyond. Don't miss this opportunity to expand your culinary skills and knowledge!

6:45-9:30pm

**Awards Dinner & Comedy Night**

**Sunday, March 7, 2010**

6:30-8:15am

**Breakfast & General Session**

### Weekend Spouse's Program

Saturday Breakfast & General Session, Expo, Spouse Program, Awards Dinner & Comedy Night, Sunday General Session & Breakfast

Early Bird	Regular
\$110	\$125



**Saturday, March 7, 2010**

**Dinner & Comedy Night 6:45-9:30pm**

**Convention Center Ballroom**

featuring

**Michael C. Anthony**

*They say that the mind is a terrible thing to waste, but who says you can't tamper with it?*

This year's entertainment has been seen on CBS, ABC, NBC and Fox. He has also been named Campus Activities Magazines Male Entertainer of the Year. So get ready to laugh, participate and be blown away as the impossible becomes reality right before your eyes.

**\$45 per person (includes dinner & comedy night)**

**NEW...Add Dinner & Comedy Night to a training package for only \$15**

*Dinner & Comedy Night included in Spouse's Package.*



**FEATURING MICHAEL C. ANTHONY**





# EXPO



## EXPO HOURS

FRIDAY  
5-10PM

SATURDAY  
9AM-4PM

SEE THE LATEST IN TOOLS & EQUIPMENT  
FOR THE AUTOMOTIVE SERVICE INDUSTRY

FREE EXPO ADMISSION  
AND FREE PARKING



OVERLAND PARK CONVENTION CENTER, 6000 COLLEGE BOULEVARD, OVERLAND PARK, KS



## HOTEL INFORMATION



**UPDATE**  
CHECK WEBSITE FOR  
LATEST HOTEL INFO.  
Sheraton....SOLD OUT!

**MAKE YOUR HOTEL RESERVATIONS TODAY!**

**SPECIAL VISION RATE** **\$99.00**  
**PER NIGHT**

Enjoy a pleasant stay at the Sheraton Overland Park Hotel at the Convention Center, where the comforts of home are blended with today's state-of-the-art technology to make you feel comfortable and connected. Located in the heart of the College Boulevard business corridor, the Sheraton is just minutes away from the many attractions Kansas City has to offer!

The special VISION rate of \$99/night is available until February 12, 2010 and is subject to availability.

Please note: The Sheraton typically reaches capacity in January. Don't Delay...



**1-866-837-4214**  
or visit [www.visionkc.com](http://www.visionkc.com)



March 4-7, 2010



Expo Admission is Free  
www.visionkc.com

Check website for latest schedule and info

## Thursday - Collision Industry Day

Thursday, March 4, 2010

	Course Title	Begins	Ends	Instructor
All sessions included in the Collision Industry Day Package	Estimating Best Practices	8:00am	11:00am	Mike Anderson
	Meet Your Kansas Insurance Commissioner's Office	11:15am	Noon	Jim Welch
	Lunch with Keynote	Noon	1:15pm	Keynote by Kristen Felder
	Meet Your Missouri Insurance Commissioner's Office	1:30pm	2:15pm	tbd
	Outsell, Upsell and Close!	2:30pm	5:30pm	Mike Anderson

### Thursday Collision Package

All Collision Courses on Thursday, Refreshment Breaks & Lunch, Expo Registration

Early Bird	Regular
\$135	\$150

## Friday Training Sessions

Friday, March 5, 2010

Code	Course Title	Begins	Ends	Instructor
M1-A	Basic Numbers for a Successful Automotive Service Business	10:00am	1:30pm	Cecil Bullard
M2-B	Start a Marketing Wildfire	2:00pm	5:00pm	Kim Walker
T1-AB	A Real World Look: Scandata in the Service Bay (Live Car Class) - Sponsored by O'Reilly Auto Parts	8:00am	5:00pm	Jim Wilson
T2-AB	Advanced EVAP Testing - Smoking Out the Real Answers - Sponsored by WORLDPAK Training Inst.	8:00am	5:00pm	Mark Warren/Jonathan Riggle
T3-AB	Advanced Level Factory Scantools Live!! (Live Car Class) - Sponsored by WORLDPAK Training Inst.	8:00am	5:00pm	John Thornton
T4-AB	PicoScope: The Big Picture (Live Car Class) <b>SOLD OUT</b>	8:00am	5:00pm	Matt Fanslow

### Friday All-Day Package

Two Management or One Technical Course on Friday, Refreshment Breaks & Lunch, Expo Registration

	Early Bird	Regular
Friday Technical	\$190	\$215
Friday Mgmt	\$125	\$140

## Weekend Training Sessions

Saturday, March 6, 2010

M3-CD	Increasing Car Count & Making Every Car Count (part 1 of 2)	8:45am	11:45am	Kelly Bennett
M4-C	Plug Into the Internet for Car Count	8:45am	11:45am	Danny Sanchez
T6-C	CAN Systems & Diagnosing No Communication	8:30am	11:30am	Dave Scaler
T7-C	Developing the 21st Century Classroom (Train the Trainer)	8:30am	11:30am	Sonny Reeves
T8-C	Direct Injection - Sponsored by NAPA Auto Parts	8:30am	11:30am	Vince Manship
T9-C	Emissions Theory & Diagnosis - Sponsored by Denso	8:30am	11:30am	Dean Parsons
T10-C	Essential Domestic Vehicle Security Systems Diagnostics - Sponsored by CARQUEST Technical Inst.	8:30am	11:30am	Chris Chesney/George Lesniak
T11-C	Ford Electronic Transmission Diagnosis	8:30am	11:30am	Mike Cleary
T12-C	GM 6.6 Duramax Diesel	8:30am	11:30am	Luis Ruiz
T13-C	How to Align Vehicles with Electronics - Sponsored by Hunter Engineering	8:30am	11:30am	Ron Freeman
T14-CD	Intermittent Problem Detection Strategies with Schematic Based Diagnostics (part 1 of 2)	8:30am	11:30am	Bill Fulton
T15-C	Is Your Shop Ready for Hybrids? - Sponsored by Advance Auto Parts	8:30am	11:30am	Todd Reynolds
T16-C	Service Programming - Sponsored by AC Delco	8:30am	11:30am	Mark Ingram
T5-C	Scope Diagnostics A to Z - Sponsored by Automotive Test Solutions & WORLDPAK Training Institute	8:30am	11:30am	Bernie Thompson
T17-C	Tire Pressure Monitoring Systems - Sponsored by Becker Tire	8:30am	11:30am	Joe Unrein / Greg Albright

### Weekend Technical Package

All Technical Courses Offered Sat. & Sun., Refreshment Breaks, Saturday General Session, Breakfast & Lunch, Sunday General Session & Breakfast, Expo Registration **NEW...Add Comedy Night for only \$15**

Early Bird	Regular
\$240	\$255

### Weekend Management Package

All Management and/or Technical Courses Offered Sat. & Sun., Refreshment Breaks, Saturday General Session, Breakfast & Lunch, Sunday General Session & Breakfast, Expo Registration **NEW...Add Comedy Night for only \$15**

Early Bird	Regular
\$285	\$300

### Weekend Spouse's Program

Saturday Breakfast & General Session, Expo, Spouse Program, Awards Dinner & Comedy Night, Sunday General Session & Breakfast.

Early Bird	Regular
\$110	\$125

### Ala Carte Events

	Early Bird	Regular
Breakfast / Lunch	\$25 each	\$29 each
Comedy Night	\$45 each	\$45 each

### General Information

**TRAINING CLASS SELECTION:** Selections must be made in advance and are on a first-come, first-serve basis. If you register for one or more management classes, the management training fee applies. Registration for individual classes is not available until after Feb. 15, 2010.

**MEALS:** Breakfast is served in conjunction with a general session and keynote speaker. See package details for meal information. Comedy Night & Dinner is \$15 for those purchasing packages; or \$45 for ala carte.

**REGISTRATION & PAYMENT:** To register, please complete the registration form and submit with full payment. Online registration with credit card payment is available at www.visionkc.com. Registrations must be received no later than Feb. 26, 2010. Registrations accepted ON-SITE ONLY after Feb. 26, 2010. We cannot guarantee availability for late or on-site registrants. A confirmation letter and detailed conference information will be mailed on or around February 13, 2010.

**CANCELLATION AND REFUND POLICY:** Full refunds will be granted less a \$25 processing fee if cancellation is received in writing by February 5, 2010. No refund will be granted after February 5, 2010. Name substitutions will be accepted.

M3-CD	Increasing Car Count & Making Every Car Count (part 2 of 2)	3:00pm	6:00pm	Kelly Bennett
M5-D	Understanding & Creating Effective Pay Plans	3:00pm	6:00pm	Cecil Bullard
T18-D	Basic Alignment Training - Sponsored by Hunter Engineering	3:00pm	6:00pm	Ron Freeman
T19-D	Basic Electrical Circuit Diagnostics and Basic Multimeter Operation	3:00pm	6:00pm	Dave Scaler
T20-D	Diagnosing Late Model ABS Systems and Related Components - Sponsored by Advance Auto Parts	3:00pm	6:00pm	Mark Isaac
T21-D	GM BAS Hybrid Systems - Sponsored by NAPA Auto Parts	3:00pm	6:00pm	Vince Manship
T14-CD	Intermittent Problem Detection Strategies with Schematic Based Diagnostics (part 2 of 2)	3:00pm	6:00pm	Bill Fulton
T22-D	Misfire Diagnostics - Sponsored by O'Reilly Auto Parts	3:00pm	6:00pm	Jim Wilson
T23-D	OBD Code Repairs Using Scan Tools	3:00pm	6:00pm	Scot Manna
T24-D	Scan Data Analysis for Driveability Diagnostics	3:00pm	6:00pm	Bob Heipp
T25-D	Techniques for Teaching Troubleshooting (Train the Trainer)	3:00pm	6:00pm	Loren Makai
T26-D	Toyota Hybrid Transaxles	3:00pm	6:00pm	Jack Rosebro
T27-D	Toyota, Lexus & Scion EVAP System Diagnosis - Sponsored by Automotive Training Group, Inc.	3:00pm	6:00pm	Wally Mouradian
T28-D	VW Turbo Diesel Injection	3:00pm	6:00pm	Luis Ruiz
T29-D	Vehicle Network Diagnosis - Sponsored by CARQUEST Technical Institute	3:00pm	6:00pm	Chris Chesney/George Lesniak

Sunday, March 7, 2010

M6-E	Increasing Gross Profits	8:45am	11:45am	Kelly Bennett
M7-E	Service Advisor Selling	8:45am	11:45am	Todd Hayes
T30-E	Advanced Cooling System Diagnosis - Sponsored by AC Delco	8:30am	11:30am	Mark Ingram
T31-E	Basic Hybrid Powertrains	8:30am	11:30am	Jack Rosebro
T32-E	Dodge Cummins Diesel Engine Management Systems	8:30am	11:30am	Luis Ruiz
T33-E	Driveability Diagnostic Strategies - Sponsored by Automotive Training Group, Inc.	8:30am	11:30am	Wally Mouradian
T34-E	Dynamic Engine Performance Testing Strategies	8:30am	11:30am	Bill Fulton
T35-E	EVAP by the Numbers	8:30am	11:30am	Bob Heipp
T36-E	Ford 6.0 Powerstroke Diesel Diagnostics	8:30am	11:30am	Mike Cleary
T37-E	Fuel Trim Basics - Sponsored by O'Reilly Auto Parts	8:30am	11:30am	Jim Wilson
T38-E	Gasoline Direct Injection Technology	8:30am	11:30am	Scot Manna
T39-E	Hands-On Tire Repair - Sponsored by Becker Tire	8:30am	11:30am	Joe Unrein / Greg Albright
T40-E	Intermittent Electrical Strategies - Sponsored by Denso	8:30am	11:30am	Dean Parsons
T41-E	Total Diagnosis from the Driver Seat	8:30am	11:30am	Mac Vandenbrink
T42-E	Transmission Driveability Diagnosis - Sponsored by CARQUEST Technical Institute	8:30am	11:30am	Chris Chesney
T43-E	Understanding Vehicle Networks - Spons. by Automotive Test Solutions & WORLDPAK Training Inst.	8:30am	11:30am	Bernie Thompson



# 2010 REGISTRATION FORM



Should you need additional space, simply copy this form as needed and place totals and payment information on the last page. Refer to the schedules listed on the adjacent page for appropriate course information and related fees. When selecting all-day courses, write the course number below the AM & PM sessions in the registrant's course selection table. Payment in full must be submitted with registration form. Class sizes are limited so it is recommended that you register early! Check [www.visionkc.com](http://www.visionkc.com) for the latest course availability.

**Email addresses:** By providing email addresses below, you will receive electronic confirmation of your registration immediately upon processing. Registrations without email will not receive their confirmation letter until mid-February by US Mail.  Check here if you require special services.



## Company Information

Company \_\_\_\_\_ Phone # (\_\_\_\_) \_\_\_\_\_ - \_\_\_\_\_  
 Address \_\_\_\_\_ Fax # (\_\_\_\_) \_\_\_\_\_ - \_\_\_\_\_  
 City \_\_\_\_\_ State \_\_\_\_\_ Zip \_\_\_\_\_ ASA Member:  Yes  No

The following contact name will receive your company's communications, receipts, and confirmation email.  
 Contact Name \_\_\_\_\_ Email \_\_\_\_\_

## Attendee Information

Attendee #1

Name \_\_\_\_\_ Position:  Educator  Owner  Student  Manager  Spouse  Technician  Other \_\_\_\_\_ E-Mail \_\_\_\_\_

Please indicate course selection by placing course code below each session you wish to attend.

THURS Collision Day Pkg	FRI AM Course Code	FRI PM Course Code	SAT AM Course Code	SAT PM Course Code	Comedy Night	SUN AM Course Code
<input type="checkbox"/> Yes <input type="checkbox"/> No					\$15 with package \$45 without package <input type="checkbox"/> Yes <input type="checkbox"/> No	

Expo Only (no charge)

Spouse's Program (please indicate which events you will attend)  
 SP1  SP2  Comedy Night

Collision Day Package \$ \_\_\_\_\_ + Friday Package \$ \_\_\_\_\_ + Weekend Package \$ \_\_\_\_\_ + Comedy Night, Spouse Pkg, or Other Misc. \$ \_\_\_\_\_ = Attendee Total \$ \_\_\_\_\_

Special Badge Ribbon Designations:  
 AAM (Accredited Automotive Manager)  
 ASE Master Technician  
 1st time VISION attendee

This attendee's confirmation letter will be sent directly to this email address:

Attendee #2

Name \_\_\_\_\_ Position:  Educator  Owner  Student  Manager  Spouse  Technician  Other \_\_\_\_\_ E-Mail \_\_\_\_\_

Please indicate course selection by placing course code below each session you wish to attend.

THURS Collision Day Pkg	FRI AM Course Code	FRI PM Course Code	SAT AM Course Code	SAT PM Course Code	Comedy Night	SUN AM Course Code
<input type="checkbox"/> Yes <input type="checkbox"/> No					\$15 with package \$45 without package <input type="checkbox"/> Yes <input type="checkbox"/> No	

Expo Only (no charge)

Spouse's Program (please indicate which events you will attend)  
 SP1  SP2  Comedy Night

Collision Day Package \$ \_\_\_\_\_ + Friday Package \$ \_\_\_\_\_ + Weekend Package \$ \_\_\_\_\_ + Comedy Night, Spouse Pkg, or Other Misc. \$ \_\_\_\_\_ = Attendee Total \$ \_\_\_\_\_

Special Badge Ribbon Designations:  
 AAM (Accredited Automotive Manager)  
 ASE Master Technician  
 1st time VISION attendee

This attendee's confirmation letter will be sent directly to this email address:

Attendee #3

Name \_\_\_\_\_ Position:  Educator  Owner  Student  Manager  Spouse  Technician  Other \_\_\_\_\_ E-Mail \_\_\_\_\_

Please indicate course selection by placing course code below each session you wish to attend.

THURS Collision Day Pkg	FRI AM Course Code	FRI PM Course Code	SAT AM Course Code	SAT PM Course Code	Comedy Night	SUN AM Course Code
<input type="checkbox"/> Yes <input type="checkbox"/> No					\$15 with package \$45 without package <input type="checkbox"/> Yes <input type="checkbox"/> No	

Expo Only (no charge)

Spouse's Program (please indicate which events you will attend)  
 SP1  SP2  Comedy Night

Collision Day Package \$ \_\_\_\_\_ + Friday Package \$ \_\_\_\_\_ + Weekend Package \$ \_\_\_\_\_ + Comedy Night, Spouse Pkg, or Other Misc. \$ \_\_\_\_\_ = Attendee Total \$ \_\_\_\_\_

Special Badge Ribbon Designations:  
 AAM (Accredited Automotive Manager)  
 ASE Master Technician  
 1st time VISION attendee

This attendee's confirmation letter will be sent directly to this email address:

Attendee #4

Name \_\_\_\_\_ Position:  Educator  Owner  Student  Manager  Spouse  Technician  Other \_\_\_\_\_ E-Mail \_\_\_\_\_

Please indicate course selection by placing course code below each session you wish to attend.

THURS Collision Day Pkg	FRI AM Course Code	FRI PM Course Code	SAT AM Course Code	SAT PM Course Code	Comedy Night	SUN AM Course Code
<input type="checkbox"/> Yes <input type="checkbox"/> No					\$15 with package \$45 without package <input type="checkbox"/> Yes <input type="checkbox"/> No	

Expo Only (no charge)

Spouse's Program (please indicate which events you will attend)  
 SP1  SP2  Comedy Night

Collision Day Package \$ \_\_\_\_\_ + Friday Package \$ \_\_\_\_\_ + Weekend Package \$ \_\_\_\_\_ + Comedy Night, Spouse Pkg, or Other Misc. \$ \_\_\_\_\_ = Attendee Total \$ \_\_\_\_\_

Special Badge Ribbon Designations:  
 AAM (Accredited Automotive Manager)  
 ASE Master Technician  
 1st time VISION attendee

This attendee's confirmation letter will be sent directly to this email address:

## Payment Information

Check # \_\_\_\_\_ for total amount is enclosed    Total Amount \$ \_\_\_\_\_

Bill credit card # \_\_\_\_\_ Exp Date \_\_\_\_\_ CVC Code \_\_\_\_\_

Print Name on Card \_\_\_\_\_ Billing Address \_\_\_\_\_ Zip Code \_\_\_\_\_

Signature \_\_\_\_\_ Date \_\_\_\_\_ **Questions? (816) 781-5801**

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