



REGISTER NOW!

OPEN TO ALL SHOPS
REGARDLESS OF PARTS SUPPLIER



REVISED Content Fri-Sat

Lindertech is working together with partners to enhance training options



Lindertech is recognized as an INDUSTRY LEADER in high quality advanced Business and Technical Training that technicians need to run their business and repair today's complex vehicles.

Spring 2018 3-Day Lindertech Training Event

“HOW TO ASK FOR THE SALE WITH CONFIDENCE”

April 19 8:00 am - 4:30 pm Owner/Service Advisor Cochrane Shop

“THE CONNECTED CAR” 2 Days

Part 1 April 20 8:00 am - 4:30 pm Technical Hilton Garden Inn
Part 2 April 21 8:00 am - 4:30 pm Technical Cochrane Shop

The Connected Car is most beneficial over 2 days, but you can pick the day(s) you want.

2 LOCATIONS

Hilton Garden Inn 1870 Matheson Blvd. Miss. On L5W 0B3
Cochrane Automotive Shop 73 Chauncey Ave. Toronto M8Z 2Z2

**April 19, 2018 8:00 - 4:30 pm Instructor: Rick White Owner/Service Advisors
Topic: Getting to “YES” With Confidence Cochrane Shop**

How many classes have you attended thinking, “they don’t know what it’s really like out there”. But in the “real world” customers walk in, the phone never stops ringing, employees don’t stay forever and potential customers always want the price first... right? Well this is the class for you! This class spends a day in an advisor’s shoes from the key in the lock in the morning to locking the door behind you at night. We will show you how to be successful as a service advisor in an environment of problems, price shoppers and constant interruptions. This class will arm you with tools to use to ensure success during each sales situation.

This workshop is presented in four modules throughout the day:

1. Connecting for Cash

- a. How to genuinely connect with someone
- b. How to reduce customer stress and increase their trust in you
- c. How to identify and work with a customer’s unique buying style

2. Obstacles to Opportunity

- a. Identify and deal with common bottlenecks in your shop robbing you of money every day
- b. Teach you the one thing you must do every day to grow your business
- c. Show you the difference between hunting and farming and why it’s important to you

3. Presenting for Profit

- a. How to present positively & successfully
- b. How to keep your customer’s stress down
- c. How to ask for the sale with confidence

4. Overcoming Objections

- a. Learn the difference between a complaint and an objection and why it matters
- b. Learn the best time to deal with an objection
- c. How to address the objection to create a win-win

Friday, April 20, 2018 8:00 - 4:30 pm

Hilton Garden Inn

PART 1

The "Connected Car" is most beneficial over 2 days, but you can pick the day(s) you want.

Donny Seyfer: Instructor, Chairman of NASTF, Past Chair of ASA (Automotive Service Association) USA

Dr. Anuja Sonalker: Cyber Security Expert, Automated Vehicle Engineer, Advanced LAN Diagnostic Trainer

Topic: Robots Loose in the Streets:

A presentation to bring independent repair professionals up to state of the art

ADAS (Automated Driver Assistance Programs) A look at all of the technologies you need to be able to service.

- A brief overview of sensors with an in-depth look at how they work within their systems.
- Networked, distributed computing enables ADAS how does it work?
- Critical inputs for proper operation and how you should approach them.
- Seeing eye cars with telepathy - Not science fiction; science now.
- Is ICE Dead? Where do EV's fit in the ecosystem?

Telematics - The internet of Everything and how it affects repair shops

- Telematics is the ability to send and receive data and all that that implies.
- Shops have new risk and opportunity associated with having vehicles like these in their facilities - How do we protect ourselves and our customers?
- The Center Stack is the new frontier to be able to reach out to customers - apps and messaging are not just for dealers.
- Vehicles will be able to do more things than you can imagine - How will cars interact with the world around them?

Policy and Self-Driving Cars

Keeping the genie in the bottle and not allowing someone else to take control is the core issue that OE's, policy makers, aftermarket and dealer associations are struggling with:

- How are independent technicians going to be able to access vehicle information?
- What are the current impediments to self-driving cars?
- What are the current definitions and time lines for autonomous driving cars?
- NHTSA, DOT and other interesting acronyms.

David Hobbs: ASE Master L1/L3 Sr. Field Instructor - Delphi

48 Volt Systems for Today and Tomorrow

The rising bar of C.A.F.E. fuel economy standards is having a profound effect on new technologies. 48-Volt Electrification is one of those new technologies happening now across several OEM lines including Dodge Ram pick-up trucks for the 2019 model year. Combined with variable displacement engine technologies, these multi voltage systems (12-volt and 48-volt) will help bridge the gap between more expensive higher voltage HEVs and conventional gasoline internal combustion powertrains. In this course we'll cover:

√ Safety equipment & procedures for working on higher voltage systems	√ Power Electronics (inverter / converter) operation and diagnostics
√ 48-volt Li-Ion battery pack operation and diagnostics	√ DC high voltage isolation circuits and AC electrical circuit

Radar, Lidar, Lane Departure, Adaptive Cruise

ADAS (Automated Driver Assist Systems) are becoming common on today's vehicles as we move closer and closer to fully autonomous vehicles. Will you be ready to service them? In this course we'll cover:

√ Levels of ADAS systems	√ ABS, electronic throttle & E-steering interactions/customer concerns
√ Hardware overview (RADAR, LIDAR, smart cameras, ultrasonic sensors)	√ Diagnostic do's and don'ts
√ Camera aiming equipment, windshield and paint concerns, etc.	

Mazda Compression Ignition

While you may still see spark plugs in newer engines, they may not be used under all conditions! Mazda's new Skyactiv-X engine promises to revolutionize the gasoline combustion engine by creating combustion w/o spark ignition. Homogeneous charge compression ignition (HCCI) has finally been perfected to allow for compression ignition w/o the extreme knock and NOx emissions. In this course we'll cover:

√ System Operation and Overview	√ Mazda high response air supply (supercharger)
√ In Cylinder Pressure Transducers	√ Stepper Motor Actuated V V T

Steve Zack - Bosch Instructor

We will be using a live car

Topic: Target Calibration

We will cover:

- Static camera aiming
- Automated driver assist systems
- How the cameras work
- Discussion on lane keep assist and electronic power steering
- How the radar works
- Camera calibration
- Setting up and doing target calibration

Donny Seyfer and Dr. Anuja Sonalker:

Topic: The “Connected Car” Where the OEM’s are going.

The latest version of the Connected Car will offer technicians a view into these vehicles that is practical but also the only program of it's kind.

Just a sample of what you will learn

- An opening level set to explain terms and what vehicles are equipped with on the street today
- How Forward Sensing Cameras actually work and network with other ECUs on the vehicle
- How does a radar sensor interact with its software and how do you diagnose it
- Practical ways to diagnose many of these sensors with tools you already own
- Personal cyber security measures you should take today
- Shop specific cyber security measures that protect your assets and your customers
- A deep dive into how a level 4 vehicle uses all the systems available today to do its job. There is every indication that the industry is going to do it's best to skip level 3 putting more pressure on technicians to prepare sooner than later

GM Trainer

Topic: GM's New Technology on Automated Driver Assist Platform

Data Bus Diagnostics will be conducted on a very late model GM vehicle using the GM MDI. The vehicle will be equipped with lane departure, adaptive cruise and avoidance, along with other new technologies.

John Cochrane - A brief summarization

Topic: Update on Right to Repair (The CASIS Agreement) CASIS is the voluntary agreement between the vehicle manufacturers and the aftermarket, with Industry Canada making sure the agreement succeeds. It was designed to give independent repair shops full access to OE service information, programming, training and security to be added in the future. Currently techs can't get a lot of stuff like Honda and Toyota security. It's not available in Canada, but fully available in the USA. Securing full access to security technologies is critical to the growth of the independent aftermarket.

How to access service information from the OE's. One of the problems is that not enough techs are turning to the CASIS website when they need service information. **www.oemrepairinfo.ca.** John will demonstrate how to quickly and easily navigate the website to ensure technicians get the information they need.

Lindertech Training Registration

Presented by **Cochrane Automotive**

3 Days...April 19- 20-21, 2018 8:00 - 4:30 pm

**Open to
All Shops**

Thurs. & Sat. Classes
Cochrane Automotive Shop
 73 Chauncey Ave.
 Etobicoke, ON M8Z 2Z2
 Shop: 416-236-1703

Friday Class
Hilton Garden Inn
 1870 Matheson Blvd.
 Mississauga, ON L5W 0B3
 905-361-6300

Hotel Rooms: We have negotiated a special room rate of \$119.00 + tax. To get this rate call Leah Cochrane. **FREE PARKING** For those who are flying in, the hotel provides a free shuttle so call us with your flight information and we will schedule your pick up from the airport. Booking is under **Cochrane Automotive-Lindertech Conference.**

Contact Info: Leah Cochrane at 416 236-1763 or email: headoffice@cochraneauto.ca

Business Name _____ Business Owner _____

Business Address: _____ City: _____ Prov. _____

Postal/Zip Code: _____ Bus. Email _____

Bus Tel. (_____) _____ **Parts Jobber** _____

Shops on the Uni-Select Banner Program will receive a 10% discount.

Other Banner Affiliation _____

Uni-Select Banner: UNI-PRO _____ **AUTO-SELECT** _____ **BYOP** _____ **SAX** _____

Uni Shop # _____

<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	First Name	Last Name	Technician Email (If you want to be advised of training) PRINT CLEARLY	# Nights of hotel needed
Thurs	Fri.	Sat.				

Three ways to register and pay

1. Mail registration with a cheque payable to: Cochrane Automotive
73 Chauncey Ave. Toronto, Ont. M8Z 2Z2
2. Email Leah Cochrane at: headoffice@cochraneauto.ca with credit card information
3. Fax to: 416 236-1764 with credit card information

Refund Policy: No refund after April 12, 2018

Payment: CHEQUE **VISA** **M/C**

My signature below authorizes a charge to my credit card in the amount of: \$ _____

Signature: _____

Name on card (Print) _____

Card #

3 Digit Security Code on back of card

Expiry _____ (mm \ yy)

**Government Grant Info for Application
HST #102684610**

Conference Cost includes: Lunch, 2 coffee breaks, detailed manual			
Date	# Students	Cost	Total
Thurs. April 19		\$350	
Fri. April 20		\$350	
Sat. April 21		\$350	
Sub Total			
Uni Banners 10% disc			
Sub Total			
HST 13%			
Total			