



POWERED BY

Parts Authority
Auto Parts Super Stores

TRAINING DAY

FEBRUARY 22, 2025

Registration: 7:00 a.m. onwards
Breakfast: 7:15 a.m. onwards
Breakfast, lunch & snacks included with registration fee.
Tradeshow open to ALL repair shops – FREE to attend.

Training Classes 8:00 am–5:00 pm / Auto Repair Tradeshow 9:00 am–3:00 pm
Lincoln Tech of Columbia / 9325 Snowden River Parkway, Columbia, MD
WMDA/CAR Members: \$199/person / Non-Members: \$219/person*

ALL-DAY SESSIONS: 8 am-5 pm

- 1 A Logical Approach to Port Injection and GDI Driveability Concerns**
Presenter: Brandon Steckler

✓ **AUTO REPAIR TRADESHOW**
9:00 am–3:00 pm — **FREE to attend**

✓ **LUNCH (for paid attendees only)**
11:30 am–1:00 pm

MORNING SESSIONS: 8 am-Noon

- 2 Electrified Vehicles - Maintenance Opportunities**
Presenter: David Lownsbury
- 3 Diagnostics: Beyond the Silver Bullet**
Presenter: Keith Perkins
- 4 Basic Electric** *Presenter: Michael Carretta*
- 5 Advanced Network Diagnostics**
Presenter: Gary Smith
- 6 It's Not Our fault! Building Value**
Presenter: Maylan Newton AAM
- 6RW Six Steps to Skyrocketing your Bottom Line**
Presenter: Rick White

AFTERNOON SESSIONS: 1 pm-5pm

- 7 Diagnosing Gnarly Intermittent Faults**
Presenter: Gary Smith
- 8 Effective Communication Makes the Difference!**
Presenter: Maylan Newton AAM
- 9 Advanced Driver Assistance Systems**
Presenter: Steve Crowe
- 9RW Coaching and Counseling for Success**
Presenter: Rick White
- 10 ASEED (1 pm-2:30 pm)**
Presenter: MD State ASEED

Attendee 1: _____ ALL DAY # _____ MORNING # _____ AFTERNOON # _____
Attendee 2: _____ ALL DAY # _____ MORNING # _____ AFTERNOON # _____
Attendee 3: _____ ALL DAY # _____ MORNING # _____ AFTERNOON # _____
Attendee 4: _____ ALL DAY # _____ MORNING # _____ AFTERNOON # _____

Tradeshow attendee only — No fee, list names above for badges.

CONTACT INFORMATION

Contact Person: _____
Company Name: _____
Mailing Address: _____
City/State/Zip: _____
Phone _____ E-mail: _____

REGISTRATION FEES

Member Registration _____ @ \$199/ea.
Non-Member Registration _____ @ \$219/ea.
Total Amount Due: \$ _____
*(*Breakfast, Lunch & Snacks included with registration)*



PAYMENT INFORMATION

Check Enclosed (Payable to WMDA)
Bill my credit card: Visa MasterCard American Express
Account # _____ CVV Code: _____
Exp.Date: _____ Billing Address Zip Code: _____
Account Name (print): _____
Signature: _____
or Checking this box is my electronic signature

REGISTRATION FORM SUBMISSION OPTIONS:

Mail (by February 15): WMDA, 1532 Pointer Ridge Place, Ste. F, Bowie, MD 20716
Email: training@wmda.net **Fax:** 301.383.2725 **Tel:** 301.390.0900

TRAINING DAY 2025 SESSION DESCRIPTIONS

ALL-DAY SESSIONS: 8 am–5pm

1. A Logical Approach to Port Injection and GDI Driveability Concerns

Presenter: Brandon Steckler (8 hours)

Stick with Brandon Steckler as he takes you through a logical approach solving seemingly difficult driveability symptoms. The course objective is to first, take the novice driveability-tech and offer insight as to how fuel injection strategy functions. After thorough discussion of what critical inputs are necessary and how they contribute to the decision of the proper fuel injector pulse-width, interactive class exercises will begin. Using a vehicle with a MAF fueling strategy, a series of experiments were conducted to create a low-power driveability fault. The faults include:

- Exhaust, air filter and fuel restriction
- Un-metered air before throttle plate and after throttle (vacuum)

The scan data will be presented in graphed format, for “action/reaction” comparison, as well as in a format featured only by certain scan tools. The goal of the class is to have the attendees analyze the data and decipher which fault is responsible for the data being viewed at that time. Attendees will leave with an understanding of fuel injection strategy, fuel feedback control and the ability to use generic scan tool data to make preliminary decisions about diagnostic direction, right from the driver’s seat. After that, the course will transition into an approach to GDI system driveability faults and how they differ from that of port injection. Delivered in an easily-digestible format, the class is designed to be highly interactive and technicians of all skill levels will benefit from it!

For: Technicians

MORNING SESSIONS: 8 am–Noon

2. Electrified Vehicles - Maintenance Opportunities

Presenter: David Lownsbury, AVI Ondemand

Safety will be reviewed along with proper usage of Personal Protective Equipment (PPE) and when it is to be used. Vehicle type identification leading into covering the basics of hybrid and EV operation such as how to: Enter, Start and Drive a Tesla and other out of the normal style vehicle types. Engaging the learner with a mix of in-shop hands on activities will define maintenance opportunities and create a culture that motivates customers to have their Hybrid or EV serviced at your location. We will explain the wide variety of low voltage system services you should offer as well as provide information on the various high voltage system services to offer. Tools, tips and tricks will be discussed along with many step-by-step processes and critical services which can currently be performed. Highlighted too, will be a variety of hybrid/EV specific procedures for systems such as cooling and fuel services.

For: Technicians

3. Diagnostics: Beyond the Silver Bullet

Presenter: Keith Perkins

We have all been told we must have a process; this class outlines a process used to approach all facets of customer concerns as well as providing resources to aid in creating and sticking to the process. Every level of technician, service advisor and manager will leave with their own “golden nugget” of knowledge out of this class.

For: Technicians, Managers, Service Advisors

4. Basic Electric

Presenter: Michael Carretta

For: Technicians, Managers

5. Advanced Network Diagnostics

Presenter: Gary Smith, DiagNation

Automotive communications network diagnostics can be some of the most challenging diagnostic scenarios that technicians face today. In this class, you will learn game-changing network diagnostic techniques and will learn in-depth physical testing to quickly and accurately nail down the cause of your network fault.

- Learn the physical properties of the CAN and other bus lines for testing.

- Learn about using the transport layer and knowledge of the protocol rules to identify the cause of the fault.
- Learn 5 VISUAL waveforms to guide your next step, don’t waste time anymore!
- Learn truly effective diagnostic strategies and approaches to network problems.

To maximize class, please **bring your laptop with Pico 7 software loaded**, as we will be actively diagnosing network conditions and you will be provided with study waveforms for the class.

For: Technicians

6. It’s Not Our fault! Building Value

Presenter: Maylan Newton AAM, Educational Seminars Institute

With today’s sophisticated automobiles and complex control systems, getting paid for your diagnosis, inspection, and research to repair the systems is more important than ever. We have a sophisticated car driven by someone who doesn’t understand that. We didn’t build it, buy it or break it. We are just trying to keep you on the road! How do we build value and justify the investment in time, equipment and knowledge to the customer? Join us as we guide service advisors on building value for the cost of inspection and testing of these computers on wheels.us as we help the service advisor the cost of inspection and testing of these computers on wheels.

For: Service Advisors

6RW. Six Steps to Skyrocketing your Bottom Line

Presenter: Rick White, 180Biz

Transform your auto repair shop’s profitability in just half a day! Industry veteran Rick White reveals six proven strategies that have helped hundreds of shop owners boost their bottom line. Learn how to price your services correctly, maximize your technicians’ efficiency, and create systems that generate consistent profits. Stop leaving money on the table – discover the exact steps successful shop owners use to build thriving businesses. This hands-on workshop includes real examples from profitable shops and practical tools you can implement immediately.

For: Managers, Shop Owners

AFTERNOON SESSIONS: 1pm–5pm

7. Diagnosing Gnarly Intermittent Faults

Presenter: Gary Smith, DiagNation

This class will fill the attendee with several out-of-the-box diagnostic thoughts, approaches and strategies for tracking down and successfully diagnosing those gnarly “ghost” faults that can be so difficult to solve. We will look at several methods used every day on the DiagNation Support Hotline to help technicians with a “Guided Fault Finding” pathway to solve these vexing issues, regardless of the system you are working with. Learn why the shop and technicians often make intermittent diagnosis more difficult and learn how to avoid these mistakes and leverage a customized approach to each intermittent fault you approach. We will use actual case studies to prove these methods of approach. This is a DON’T MISS CLASS.

For: Technicians

8. Effective Communication Makes the Difference!

Presenter: Maylan Newton AAM, Educational Seminars Institute

Poor communication is the most extensive time and money waster in repair shops today. Ineffective communication creates confusion, frustration, and a loss of clients. In this class, we will cover the following:

- The 7 points of miscommunication in your business
- How to improve communication in these 7 points
- The filters for communication
- Why we must be active listeners
- Tools to enhance your shop’s communication with customers and staff

68 % of the customers leave because of an attitude of indifference on the part of the service provider. This perception of indifference is a communication issue! Good communication helps retain customers and employees.

For: Service Advisors, Managers and Shop Owners

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TRAINING DAY 2025 SESSION DESCRIPTIONS

AFTERNOON SESSIONS: 1pm–5pm

9. Advanced Driver Assistance Systems (ADAS)

Presenter: Steve Crowe, Montgomery College

It is here to stay and GROWING for what it means to repair shops... **whether you are doing full recalibrations or not.** This class will cover specific examples of what you need to know and can expect to see going forward.

- A definition of the different levels of systems
- Legislation concerning upcoming mandatory equipment on cars to be required by the Federal Government
- Why we are not there yet
- Survey of systems with a little history
- Overview of the ASE L-4 composite vehicle, highlighting ADAS repair procedures and how unrelated repairs can impact ADAS functionality.
- Examples of equipment to perform task
- Examples of potential legal ramifications of not performing repairs correctly or skipping required procedures/processes

For: Technicians, Service Advisors, Shop owners Safety Inspectors

9RW. Coaching and Counseling for Success

Presenter: Rick White, 180Biz

Every employee, including your superstars, can reach higher levels of performance. All they need is a manager who can coach. Some will regularly watch, assess, and interact with each employee in ways that will develop and maximize their individual effectiveness. Coaching your employees one-on-one will raise their level of performance making sure you can get the most out of your team. In this class, you will practice coaching techniques like how to ask open-ended questions to draw the best from your employees. Owners and managers who want to improve results and get higher performance from their team should absolutely attend. In this course, you will learn to:

- Improve or develop your ability to coach
- Close the gaps between what you have and what you want in performance and outcomes
- Challenge your best performers to greater levels of success
- Integrate coaching seamlessly into the daily interactions with your people

For: Managers, Shop Owners

10. ASED (1 pm-2:30 pm)

Presenter: MD State ASED

- New COMAR Vehicle Inspection Handbook update
- Current Inspection Process/Regulations Questions
- NEW MSIS demo and background
- MSIS Q & A and suggestions *For: Safety Inspectors*



2025 UPCOMING EVENTS



FEB. 4 - APR. 8

LEGISLATIVE TUESDAYS — via Zoom
(Link will be sent separately)

TBD

GENERAL MEMBERSHIP MEETING
(Information coming soon)

JUNE 10

7TH ANNUAL GOLF OUTING at Renditions

SEPT. 29

MAFCAS 2025 at Maryland Live

