



September 12-14, 2024

INTERCONNECT

TRADE SHOW & RECEPTION BUSINESS & LINDERTECH TRAINING EVENT

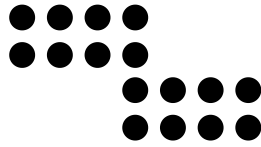
Sept 12-14

**REGISTER
TODAY!**



HILTON GARDEN INN
1870 MATHESON BLVD., MISSISSAUGA, ON

www.aaro.ca



AARO Trade Show & Reception Business & Lindertech Training

Mark your calendars for the highly anticipated return of AARO Trade Show & Reception, Management and Lindertech Training, taking place from September 12–14, 2024!

This dynamic event is tailored exclusively for automotive repair shop owners, their teams, and industry visionaries.

Inter-Connect with the Automotive Aftermarket

Join us and your colleagues from the industry for an immersive experience designed to empower, educate, and elevate the Canadian automotive repair industry.

Why Attend?

- **Learn:** Explore cutting-edge industry insights and best practices to enhance your operations with both management and technical training opportunities.
- **Collaborate:** Network with industry peers, experts, and suppliers, creating synergies for future success.
- **Grow:** Discover new products, services, and solutions to drive your business forward.

**REGISTER
HERE!**

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PROGRAM AT A GLANCE

SEPT. 12 2024 | BUSINESS MANAGEMENT TRAINING

- 7:00 am to 8:00 am Registration / Continental Breakfast
- 8:00 am to 11:30 am Mastering the Chaos of Busy Season: A Tactical Training Course
- **Alan Beech, Beech Consulting**
- 11:30 am to 12:00 pm NASTF Presentation - **Donny Seyfer**
- 12:00 pm to 12:30 pm **Luncheon**
- 12:30 pm to 4:00 pm Stop Overthinking Your Management Process - **Murray Voth, RPM Training**

SEPT. 12 2024 | AARO TRADE SHOW & RECEPTION

- 4:00 pm to 4:40 pm **Parsons Presentation** - DriveON Safety Inspection Centre Onboarding
- 4:40 pm to 5:00 pm Networking Break - **Carm Capriotto Mobile Studio Interviews**
- 5:00 pm - 5:30 pm Trade Show Opens - **Carm Capriotto Opening Speaker**
- 5:00 pm to 9:00 pm **Trade Show / Reception** - Explore the latest advancements in automotive technology, ensuring your team stays ahead of the curve.

SEPT. 13 2024 | LINDERTECH TRAINING - SCOTT SHOTTEN

- 7:00 am Registration / Continental Breakfast
- 8:00 am to 12:00 pm Engine Mechanical Diagnosis with Electronic Equipment
- 12:00 pm to 1:00 pm **Luncheon**
- 1:00 pm to 5:00 pm Efficient and Effective Network Diagnosis

SEPT. 14 2024 | LINDERTECH TRAINING - BRANDON STECKLER

- 7:00 am Registration / Continental Breakfast
- 8:00 am to 12:00 pm A Streamlined Approach To Diagnostic Dilemmas
- 12:00 pm to 1:00 pm **Luncheon**
- 1:00 pm to 5:00 pm Driveability From The Driver's Seat: Mastering Scan Tool Data Interpretation





SEPTEMBER 12, 2024

JOIN US AT THE AARO TRADE
SHOW & RECEPTION!

5:00 PM TO 9:00 PM

Don't miss the AARO Trade Show – a must-attend event for our members. Held after work hours, it provides a prime opportunity to connect with leading vendors in a relaxed atmosphere, fostering valuable relationships while enjoying food and drinks. Discover the latest advancements in automotive technology and keep your team ahead of the curve. We're thrilled to announce that **Carm Capriotto** from Remarkable Results Radio will be onsite with a mobile studio and kicking off the event as our opening speaker.



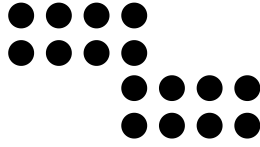
Carm Capriotto
Remarkable Results Radio

All registrants for the Business or Lindertech Training sessions will be offered a complimentary pass to the Trade Show and Reception.

Cost to attend Trade Show only is \$149 (includes food and two drink tickets)

HOTEL INFORMATION

A special rate of \$179 has been negotiated for attendees at the Hilton Garden Inn Hotel. This rate will be available until August 23, 2024. [Click Here](#) to reserve your room.



SEPTEMBER 12, 2024

BUSINESS MANAGEMENT TRAINING

8:00 AM TO 11:30 AM | ALAN BEECH, BEECH CONSULTING

MASTERING THE CHAOS OF BUSY SEASON: A TACTICAL TRAINING COURSE

Conquer the Fall Frenzy with Confidence!

Prepare your team for the busiest time of the year with our comprehensive training course. Designed specifically for auto repair shop staff, this course will equip you with the skills and strategies needed to thrive during the chaotic busy season.

COURSE HIGHLIGHTS:

Preparation and Organization

- Begin the course with an itemized schedule of preparation, including material checklists and equipment guides, providing practical steps for shop owners.
- Introduce regularly scheduled staff meetings to combat burnout, improve communication, and build a strong team culture through 'huddle' style meetings.
- Finally, optimize tire storage with pre-emptive scheduling and tools to maximize profitability from the service.

Capitalizing on Tires

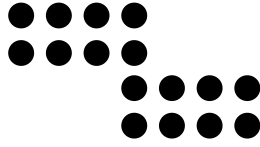
- One of the main drivers of the busy season is tires. Master the fundamentals with a thorough education on all things tires, setting yourself apart as the expert in the room.
- Elevate your sales approach with a simple, easy-to-follow sales process that improves your team's closing rate. Capture and convert leads both on the phone and in person with our proven five steps to a tire sale.

Day-to-Day Process

- Having a process in place is essential to mastering and controlling the chaos of the busy season. We will discuss creating and implementing a manageable, easily digestible process tailored to the needs of your clients.
- Vehicle inspections are key to maximizing profitability; we'll cover common pitfalls and tools to optimize your inspections, including creating a 'wow' digital inspection.
- Providing a '5-star' customer experience doesn't have to be exclusive to luxury brands. We'll explore how to create a memorable experience for every client and make exceptional customer service a core part of your process.

Post-Busy Season Review & Strategy

- We will finish with a planning session for the slower months of January to March, focusing on creating a pipeline of work to prevent business from slowing down after tire swaps wrap up.
- Finally, we will address the key performance indicators of the busier season and discuss what we can learn from those numbers to improve future performance.



SEPTEMBER 12, 2024

BUSINESS MANAGEMENT TRAINING

12:30 PM TO 4:00 PM | MURRAY VOTH, RPM TRAINING

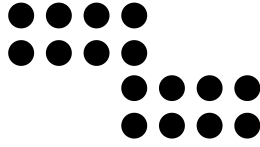
STOP OVERTHINKING YOUR MANAGEMENT PROCESS

This course is designed specifically for automotive repair business owners looking to streamline their management processes. It focuses on five key concepts to ensure clients are well-cared for, employees remain engaged, and the business achieves profitability. Through this course, you will gain insights into client expectations, effective vehicle care, the roles of service advisors and technicians, and the essential commitments for successful client consultations.

COURSE OBJECTIVES:

- **Understanding Client Expectations:** Learn what good clients want in a vehicle repair experience and how to meet and exceed their expectations.
- **Optimal Vehicle Care:** Discover the best practices for looking after a vehicle to ensure longevity and customer satisfaction.
- **Service Advisor Responsibilities:** Understand the critical role of service advisors in the repair process and how they contribute to client satisfaction and business success.
- **Technician Responsibilities:** Learn about the essential responsibilities of technicians and how they impact the overall service experience.
- **Client Consultation Commitments:** Master the 8 commitments of client consultation to build trust, ensure transparency, and foster long-term client relationships.

All registrants for the Business Management Training have a complimentary pass to attend the AARO Trade Show and Reception immediately following the training!



SEPTEMBER 13, 2024

LINDERTECH TECHNICAL TRAINING

8:00 AM TO 12:00 PM | SCOTT SHOTTEN

ENGINE MECHANICAL DIAGNOSIS WITH ELECTRONIC EQUIPMENT

This class covers the use of current probes, vacuum transducers and pressure transducers to quickly diagnose engine mechanical issues quickly. Often, using the techniques discussed in this class, the amount of physical teardown to confirm the diagnosis will not be required. This class will focus on misfire problems but will also address ignition and camshaft timing issues. Multiple tools will be covered to achieve these goals, but technique is the key. All of the testing techniques will be backed up with actual "broken car" case studies. If you own a scope, you'll want to attend this class. The information discussed will greatly expedite your diagnostic process.

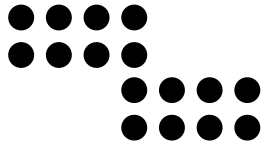
1:00 PM TO 5:00 PM | SCOTT SHOTTEN

EFFICIENT AND EFFECTIVE NETWORK DIAGNOSIS

Module communication networks have been around for quite some time. With the ever-growing number of computers built into vehicles it is critical to understand and diagnose issues with these computer networks. Network problems range from simple to complex. Individual systems may shut down, vehicles may not start or a vehicle may even fail a state emissions inspection with no other customer complaints. This course will cover some networking theory, communication protocols and lots of diagnostics illustrated with actual broken car case studies. A diagnostic plan of attack will be used to address networking issues. Emphasis will be placed on the "Need-to-Know" aspects of multiplexing. Single wire, multiple CAN bus, fiberoptic MOST bus and FlexRay will be covered.

**All registrants for the Lindertech Training have a complimentary pass to attend the
AARO Trade Show and Reception being held on September 12, 2024
from 5:00 pm to 9:00 pm**





SEPTEMBER 14, 2024

LINDERTECH TECHNICAL TRAINING

8:00 AM TO 12:00 PM | BRENDAN STECKLER

A STREAMLINED APPROACH TO DIAGNOSTIC DILEMMAS

This class capitalizes on the technicians' ability to incorporate basic testing techniques with modern diagnostic tooling, and combine it with available service information to solve seemingly difficult dilemmas. All with ease and efficiency, regardless of the vehicle type. The essence of the class is built around the idea that if adequate service information is present, a thorough understanding of one's diagnostic tooling (and the tools' limitations) as well as an understanding of the physics common to all vehicle system/components, ANYTHING can be diagnosed!

1:00 PM TO 5:00 PM | BRENDAN STECKLER

DRIVEABILITY FROM THE DRIVER'S SEAT: MASTERING SCAN TOOL DATA INTERPRETATION

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 his own personal vehicle with a MAF fueling strategy, a series of experiments were conducted to create a low-power driveability fault. The faults include: Exhaust restriction Air Filter restriction Fuel restriction Un-metered air before throttle plate Un-metered air 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 ATS EScanELITE. The goal of the class will be for the attendees to analyze the data and decipher which fault is responsible for the data being viewed at that time.

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