

Tony Lamboise

2020 Curriculum Planning Workshop

There is a new way to look at training that will take minutes instead of hours.

Steps are as follows:

Log on to dealer connect, go to training tab, performance learning institute tab, managers views, my employees, curriculum goal settings.

Lost level courses-

Need to take the new level technician classes or will loose training level. Most new classes are web base. Only 2 are live classes.

Portland Training Center makes a commitment to the dealer to make seats available for classes so their technicians wont loose training levels. As soon as classes are available, Technicians need to take classes.

Launch Training-

For new product produced by FCA @ least 1 technician in the shop needs to be trained in that product within the first 60 days of the year.

MTR Minimum Training Requirement or the least you can do-

FCA wants to ensure the shop has the min. amount of training to take care of your customers.

30% Electrical Repair

20% Engine Repair or Drivability

10% All other Areas

Next year FCA has made it simpler to achieve. The new scale will be live next year. It is based on the size of the shop. Example- if the shop has 11 technicians $11 \times 30\% = 3.3$. The shop would need 4 technicians for Electrical Repairs.

Master Tech APP-

FCA is encouraging all techs to use the MasterTech APP. FCA is going to streamline information to help diagnose cars. Example is Recalls. More things are coming...like videos.

Hiring technicians from other brands-

ASE Certifications are recommended and FCA gives credit for Level 1. The technicians still need to take level 0 (orientation)

Fundamental Electrical Skills is required for all Technicians to take. This is to help fast track new technicians through training.

3 Assessments are Available-

PSI06107- Electrical Gateway Assessment

PSI01223- Gas Engine Skills Verification Assessment

PSI10220- Automatic Transmission Skills Verification Assessment

The middle of the year, ALL technicians will need to take these assessments.

To raise awareness the VA has options that are available to help veterans that dealerships hire. Such as supplementing training, wages, tools...

Trey Thrower

Connected Vehicles-

We have the ability to send messages to customers through their vehicles. Dealers need to connect vehicles. Ways to do this are through the assist button on the mirror, OIS, and OIS PLUS. 30 second videos can be sent to the customers.

Customers get 1 year for free. The dealer gets customer information from the vehicle for 3 years.

Average amount of money from a customer pay repair order is \$170 per visit.

Dealers need to download data list every day. It gives opportunity to sell and take care of customers. Customers feel taken care of.

Express Lane Survey- Customers feel that they are not being greeted. Dealers need to greet everyone who comes in to the Dealership.

Manage Recall List. GET THEM DONE. Mobile Recall there is up to a \$50 reimbursement.

Dealer goal for FFV should be 92%

Dealers need to re set the LOF light. Common complaint.

Focus on customers needs, greet them, understand the need of repair, clean the vehicle, and follow up with the customer.

FCA is driving customers to the dealerships with oil change contracts. It is up to the dealer to sell appropriate oil change contract to the customer.

When FCA has promotions, dealerships need to promote the item to sell.

Documentation is very important! Make ALL customers a VIP Customer.

Kelly Falley

She showed a video by the “Rust Belt” Mechanic. Video title is Interviewing to be a mechanic.

Kelly is over 20 different CAP schools over 10 states.

Enrollment for automotive is down. FCA is partnering with high schools to help with enrollment.

Parents don't want kids to become mechanics.

FCA has invested lots of money into NHRA and AYES. Kelly is attending every race, giving away lots of swag, gives passes to PIT and plays games like MOPAR PLINKO.

FCA is participating in SKILLS USA (2nd largest kid event behind FFA) Skills will be moving to Atlanta GA for 2021. The MCAP Booth had a lot of attention and a lot of foot traffic.

Dealers need to support local CAP schools.

Progression of a CAP student 0-18 month to diagnose heavy line repair work. MCAP Students are wanting to progress. They have the desire to grow and progress.

Dealers-don't create a second SID when hiring a MCAP student.

FCA has a Degrees at work program. FCA has partnered with Strayer University. Dealer pays for further education for employee and employees' family at no cost to the employee. It is a great employee retention program. The employee needs to stay employed in order to keep getting educated for free. It also attracts additional employees from other brands.

Rob Allred

Thanked Dealers for coming and giving time to speak.

Gave personal history. Graduated from the MCAP Program in 2005, Worked in the field for 14 years, now teaching the MCAP Program at Shoreline Community College for 2.5 years. I am

very grateful for the opportunity to teach people who want to have a carrier in the automotive industry. Specifically, the FCA world.

My job is to give dealers a product that has worth. In this case a trained level 2 technician. The demand for a good technician is very high. There is not enough people to replace the ones who are retiring.

I am going to high schools and job fairs trying to recruit new students.

Stated to dealers that the best student to teach is one from the dealers that they want to sponsor. Offered to dealers that if they have anyone they want to sponsor that their employee is automatically in the program. It does not matter if I have a class that is full or not.

Updated dealers on the program. Program is 1 year long. Around \$10,000.00 cost to the student. Enrollment is in the Fall. There is no more open enrollment.

The estimated cost for a dealer to train a technician to level 2 is around \$60,000.00 and takes 2-3 years depending on classes offered by FCA.