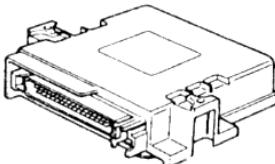


June 2014

Technical Newsletter

Automotive
Electronic
Control
Systems



AECS

Training, Equipment and
Data for Automotive
Diagnostic Specialists

This article is a true description of an AECS technical help desk call.

Problem presented to the Helpdesk

"Hi Herbert, we are running a workshop here for many years already. We are good at what we do but shy away from getting into electronic faults. We have a crack at it but it is just too expensive to get into most of them. We end up writing off so many hours. I used to say we would much rather stick to the money making jobs like servicing and mechanical repairs. However, the amount of work we are passing on is ever increasing. It is starting to worry me. If we go into this field, how do I protect myself against some of those horror stories you hear, and what you sometimes write about?"

Repeat

This question or remarks like this come up incredibly often. Also, comments like "We don't go into electronics, too difficult, it will last my time, I only have a few years to go and then I'll sell the business"

Losing money on diagnosing Electronic Faults?



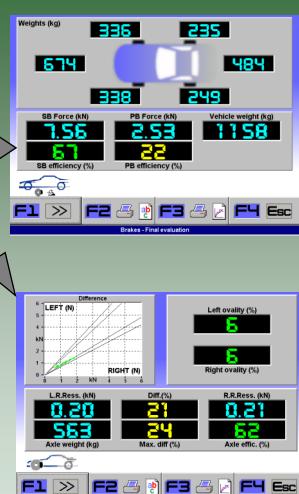
[DMS 1-3 seminar](#) - mechanical and electronic workings of all the common rail Diesel system component

VTEQ

Brake testers



VTEQ 3080 Digital Brake Tester



Models available for
Cars, Trucks & Buses

- ▶ PC based system with clear reporting for easy pass or fail.
- ▶ Modular system - build it to fit the needs of your workshop, with Suspension and sideslip testers
- ▶ Optional feature of Wifi to your mobile phone
- ▶ Backed up with **AECS** support and calibrations

Did you know..?

Look at long fuel trims on your scantool before every service, to stop come backs. (we deal with the in depth diagnostic value of fuel trims in our SCAN1 seminar)

We deal with direct injected petrol engines, like in the article, in depth during our new EMS 1-3 seminar. This course and the EMS1-5 courses are our newest courses. The EMS1-3 will be held on the 20 -21 Oct 2014 and the EMS1-5 will be held on 26-27 March 2015.

AECS was invited to have a Trade table and be a speaker at the Auto Super Shoppes Conference in Auckland last weekend. We had lots of interest from the participants for the tools we had on display. Herbert's speech was well received. It was great to be able to catch up with everyone in a relaxed setting afterwards.

Great kits to expand your Scope set



Case 1 Break out leads
\$189+gst

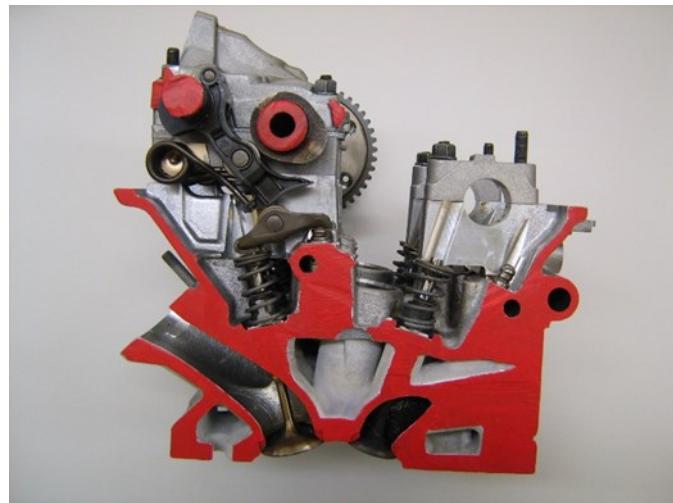


OBD break out box
\$208+gst



Case 2 Scope test leads
\$199+gst

It never stops to amaze me, it is almost as if vehicles are split into two, a mechanical part and an electronic part. "Well, one does not go without the other!"



[EMS 1-3 seminar](#) — This new seminar is exciting, cutting edge and deals with nice new modern technologies in current cars. The focus is as always on maintenance, diagnostics and repairs, not just how it works.

When you work on cars for a living, you need to master both sides. Problem solving on cars cannot be successful without in depth knowledge of both the electronic and the mechanical side.

Only mechanical work earns the money..

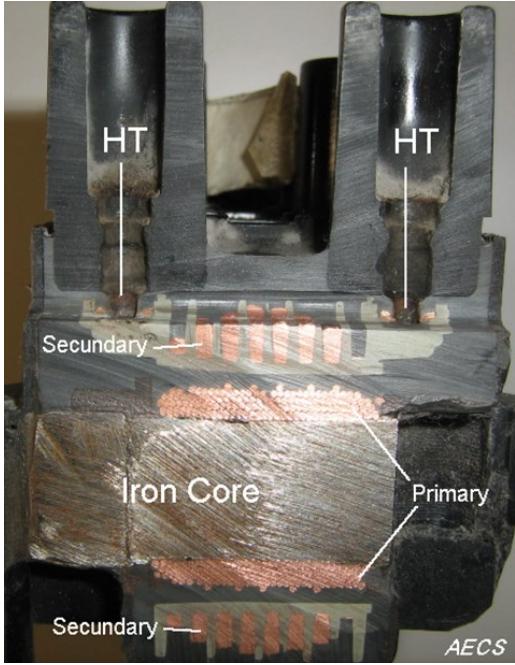
I agree that the mechanical side of your work needs to make money, but there is a lot more money to be made on the electronic side. For starters, the mechanical components are built better than ever before, failure rates of mechanical components are far less frequent than they used to be. Look at your work load and look at the enormous increase in the number of vehicles on the road. Servicing is also on the decline, as service intervals are increasing, some are up to one oil change every 40,000 Km's (MB Sprinter)! The interval is so large, your customer completely forgets about your existence.

So are you really keen to pass on the work that enters your workshop? or are you going to make a living out of it? When you make a decent living out of it, your business is also a sellable asset for when you decide to get out of it.

Which young energetic bloke wants to work in, or even buy a crusty old run down shed with no future prospects? These young guys look for inspiration, just like you do.

Fixing cars is a deserving art.

Almost all customers coming into your workshop with problem cars feel uneasy. They all think that you are going to use up their funds, at a moment that extra costs were not planned for. You are fighting for the "Grudge Dollar". People that say they trust that you are careful with their funds just, say so and do not really mean what they say. It sounds depressing but you have to make money out of this with a smile on



[EMS 1-1 seminar](#)— Teaches you how to save time on first line Diagnostics with practical in-depth information on ignition systems, oxygen sensors and more.

your face and in the end create a smile on your customer's face.

Diagnostics

How do you get there? Always cut a fault finding job in two halves;

- * Diagnostics
- * Repairing the fault

For diagnostics, you CANNOT quote!! This is the number one area where money gets lost. The repair is easy to quote and sell. Imagine this: how does your customer feel when they come in with their problem and ask "How much will it be?" and you simply answer. "I dunno!".

Customer

During the AED training seminar, we spend a bit of time on this, to assist in making diagnostic time profitable and as easy sellable as the repair. Below is a small piece of a role play we do.

Put your customer into a socio economic category.

Keep it simple, one out of three:

- * Beneficiary
- * Busy professional
- * Wealthy

Give your customer a feeling of control over their spending. Suggest that you will call them after you have spent whatever you think the person of each category feels comfortable with, let's say \$250 chunks. Let the customer adjust that limit. After you



AED

Automotive Electronic Diagnostics

FILLING FAST,
ENROL NOW! 1st & 2nd July 2014



EMS1-1

Engine Management Systems

ROTORUA

3rd & 4th July 2014

Limited spaces, ring now to enrol

Ph:06-874 9077

SCOPES



ATS 500XM \$3,840+gst

ATS 5004D \$3,850+gst

ATS 500 \$1,780+gst

ATS 500XM Full kit \$7,500+gst

Incl. laptop, Gforce sensor, tool case, ATIS

Pro signal database, wiring diagrams, current clamps, probes, leads, **AECS** tech support.



ATS 500 Compact kit

\$3,795+gst

Includes Netbook, tool case, ATIS basic signal database, probes, leads, **AECS** tech support.

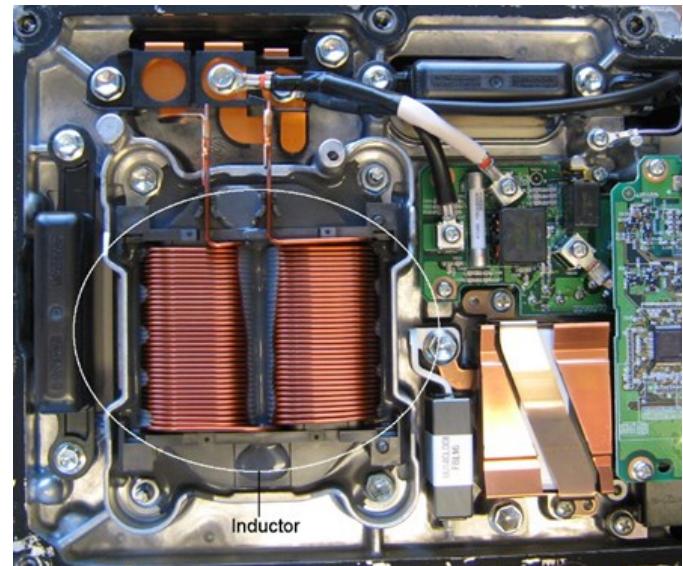


AECS Equipment

have reached that limit, call them with a brief report on what you have done to try to find the problem and what you intend to do next. Promise to call them after you have reached that same limit again. Do not go beyond that limit as everything beyond that 'set point' is at your own risk.

Building

Have a dedicated diagnostic bay, preferably with white outside and inside walls with something like a red scope trace on the side or its doors. It needs to have a clean clinic feel and look. The diagnostic bay serves as a presale, the customer already knows it's going to be expensive when their car gets pushed inside.



[EMS 1-4 seminar](#) - Learn that you can Maintain, Diagnose and Repair Hybrid vehicles with this training

Technician

The attention span of most males does not exceed 20 minutes. Diagnostics needs a person's full attention. Have a simple job on standby for the diagnostician, so he can take a 'brain break'. Only take on diagnostic work for the diagnostician's prime time (for example from 8 till 11 in the morning). Do not push the diagnostician, it will not speed anything up. It makes him (or her) just feel inadequate. Someone with low self-esteem cannot perform high value jobs efficiently.

Equipment

Have quality equipment, keep it updated and plugged in and switched on so it is ready to be used, BEFORE the job is started!

So what do you charge?

I do not believe in tool charges, it will hold a diagnostician back from using the gear at will! Diagnostic time is normally charged at 1.5 times the normal shop charges. This will automatically take care of charge out rate differences due to location and market variations, and makes it easy to budget for.

Second stage of the job:

Once the fault has been diagnosed, within the customer's financial limit, the customer can be called with a quote for the final repair. Sometimes it is easier to repair "while you are there" if it is only a small repair. I would do the repair but still call the customer with a retrospective quote for that repair. It does not matter that the car stays a day longer, do not undermine your credibility!



Take a look at the world of:
Truck/Bus and Agricultural Equipment

- Scanning a huge range of USA, Euro, Asian heavy Diesel vehicles.
- Brake systems on trailers.
- Wiring diagrams and service bulletins.
- Repair data (torques, volumes, etc).
- Pictures of components + locations.
- How to read dashboard codes for remote driver support.
- Coding of injectors and pump init.
- Bluetooth wireless connection.
- AECS technical support.

Scan tool for

- Trucks /bus
- Light commercials
- Tractors
- Dozers/Diggers




From \$11,500 + gst

Please note: pricing depends on options and excludes GST

When do you “pull the pin” and pass the job on?

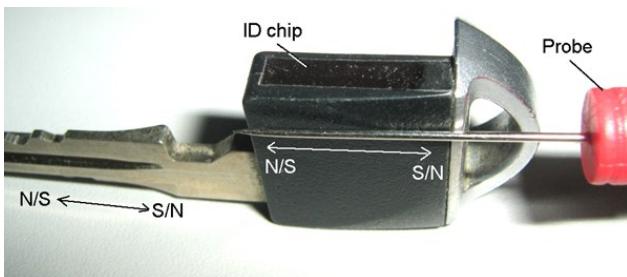
When do you “pull the pin” and stop diagnosing, when for example it all gets way too expensive, or you get the feeling that you or the diagnostician cannot find the fault?

1. If the customer is happy for you to work through it, up to each set point, carry on.
 2. If you “don’t see what is in front of you”, and feel totally out of depth, take corrective measures, identify and rectify this situation.

Think for example:

- * Have I kept the training of my technicians up to scratch?
 - * Do they have all the equipment necessary?
 - * Is the equipment adequate?
 - * Are they scared of using half of the equipment you have for them?
 - * Do they get proper assistance and training from their equipment supplier?

Review this every year, as it all catches up with you real quick!



EMS 1-5 seminar — This new seminar is exciting, cutting edge and deals with a rather neglected part of vehicle technology; **anti-theft systems** - Pre-enrol now for 2015 training

Why pay money AND loose workshop time to go to training?

So why as a workshop owner, take time off and have to pay for training on top of the lost productivity? Or worse still, why would you give your guys time off and bear the costs of training? We often go to training ourselves as that is the only way to keep the knowledge up, which we deliver to you.

I am well aware of the commitment our customers make, and every time I feel that it is very special that there are lots of people out there who make that kind of effort and attend the AECS seminars throughout the country.

The collage includes:

- A top banner with the text "Buy from a supplier who understands the equipment" in yellow and "AECS Equipment" in red.
- A large image of the Launch Pro3 handheld diagnostic device connected to a car's OBD port.
- A close-up of the device's screen displaying a graph of engine data.
- A screenshot of a computer interface showing a graph titled "graphing".
- A screenshot of a computer interface titled "Data recording and export".
- A screenshot of a computer interface titled "W'shop Manuals".
- A bottom banner with the text "In Stock now!" in orange, "\$4,500 +gst", "Also available", "LAUNCH PRO2", and "\$3500+gst 7" screen,".
- A footer note: "AECS is an authorised Launch distributor".

All we can do in return is to make absolutely sure that the training is more valuable than the work time lost. That it is laden with top quality content, and packed with energy. The training has to be of direct benefit to the person attending, and their customers.

Conclusion

Exceed expectations! Prepare for diagnostic cases with appropriate training, a backup team and real equipment.

Make money out of each case with a smile on your (and your customers) face. Make AECS your partner in diagnostics.



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