

SPRING/SUMMER 2019



TECH NEWS

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ASE HONORS

EXAMPLES OF EXCELLENCE

SPRING TIME EQUALS

AUTO MAINTENANCE TIME

A WORLD CLASS OPERATION

NEVADA FLEET SERVICE OPS

RON KING

A TECHNICIAN'S STORY

THE HIGH VALUE OF ASE CERTIFICATIONS



BUSINESS PROFILE:

A World Class Operation

ASE is an Integral Part of Busy Nevada Fleet Service Ops.

To say that the Las Vegas Valley Water District (LVVWD) is large doesn't do it justice. As Southern Nevada's largest water utility, the LVVWD serves over 1.5 million customers in the Las Vegas Valley over an area about 300 square miles, within Clark County. To help keep the water flowing in this desert community, the LVVWD's Fleet Services division supports a wide array of vehicle and equipment operations, making it as equally complex and dynamic as the water delivery system it helps support. Fleet Services Manager James Morwood recently shared an insider look into LVVWD's busy fleet operations, including the important role of ASE technician certification.

Keeping LVVWD's fleet of 626 licensed vehicles and related equipment in good shape helps the water district meet its stated mission: providing world class water service in a sustainable, adaptive and responsible matter through reliable, cost-effective systems. Morwood explains that the vehicles range from Class 1 to Class 8, powered by CNG, E85, Unleaded, Diesel, Hybrid and Plug-in technology. An additional 900-plus pieces of equipment include agricultural and construction equipment, trains, cranes, generators, pumps, trailers, and ATVs. Fleet Services also maintains over 1,000 pieces of communications equipment to support its workforce of about 1,300 people.

The busy Fleet Services division, which is charged with "providing safe, reliable and functional vehicles, equipment, tools, fuel and communications equipment... in support of water delivery," includes 36 people and operates seven service and repair facilities and seven fueling facilities located in Las Vegas, Boulder City, Henderson, and outlying areas of the community.

Fleet Services includes 13 repair technicians, nine service technicians, two paint and body specialists, two parts specialists, a tool and equipment tech, an electronics technician, four fleet supervisors plus two clerical employees, two interns, and a fleet manager. Thirty-two of the 36 employees are ASE Certified.

If that were not impressive enough, eight Fleet Services employees have earned ASE's coveted World Class Technician designation, reserved for technicians who have earned master status in ASE's Auto/Light Truck,

Med/Heavy-Duty Truck, and Collision Repair/Refinish series plus both of ASE's Advanced Level certifications covering electronic diagnosis and engine performance. (That's 22 ASE certifications per technician, for those keeping count.) The eight World Class technicians on staff are Glenn Costello, Cory Nation, David Bourn, Kameron Morthole, Jesse McCurdy, Derek Kershaw, James Morwood, and Anthony Jackson; they have a combined work experience of 205 years.

This motivated team helps Fleet Services meet daily challenges in a customer-focused manner: "Our main facility is staffed with two, 10-hour shifts and, whenever possible, we perform service on our vehicles and equipment outside of normal working hours to minimize impacts to our organization's daily operations," Morwood explains. "Our supervisors and technicians are in constant contact with our workforce to ensure their needs are met in a timely manner." Moreover, the techs are granted autonomy to help foster excellent customer service: "Our technicians are encouraged to interact with our workforce to build and maintain trust and to ensure that issues they may be experiencing are fully understood."

To address emergency situations, "Fleet Services reorganizes to provide support that can range from the deployment of emergency generators, providing fuel for work crews, and hazmat response to driving water trucks for fire support." Morwood notes that all of the technicians are also cross trained and have CDL Class A licenses with hazmat endorsements. "The Fleet Services division is one of the organization's first responders and can be called in to action anytime, 24 hours per day, 7 days a week. Our technicians go above and beyond on a regular basis," Morwood notes.

With such professionalism and pride in his crew, it makes sense that Fleet Services Manager James Morwood is a big believer in ASE. "Technician certification promotes confidence and credibility with our customers. It also ensures a high level of competency, safety and satisfaction in the services delivered. Additionally, ASE certification assures us that our technicians are staying up with the latest technology." Morewood adds that the shop itself has been Blue Seal Certified "for well over 20



years" and is also a "certified warranty repair organization for its fleet from the Big Three U.S. auto manufacturers."

The LVVWD supports training and certifications, including ASE Certification, for its fleet technicians. According to Morwood, certifications and training participation are a key part of his team's annual performance review process. The water district uses ASE Certification to help find and hire the qualified technicians to work within its Fleet Services. At the shop level there's a poster of current ASE Master Technicians, World Class Techs, and overall certification count. The LVVWD's 32 ASE Certified Technicians hold a total of 430 individual certifications, Morwood helpfully tabulates.

All this adds up to a professional cadre of ASE Certified Techs respected by LVVWD's stakeholders. "Our management team and overall workforce are aware of our capabilities and have a high level of confidence in our abilities. Come-back repairs are very rare and vehicle down time is near zero due to our scheduling techniques and the excellent performance of our team. This (results) in not only a large savings in parts and labor but an even larger savings in soft dollars (by) having the vehicles and equipment available and in good working order at all times," says Morwood.

Fleet Services Supervisor David Bourn, himself one of the LVVWD's eight World Class Technicians, added his thoughts on how ASE has impacted his career: "ASE certification has been a valuable part of my professional development since 1996. I started out in this industry at a Chevrolet dealership, and through the dealership I had access to OEM training. General Motors required its techs to obtain ASE certification, and salary compensation at the dealership was often tied to your level of certification with GM and ASE. My general automotive experience combined with my ASE Certification helped contribute to my current career path with the Las Vegas Valley Water District."

And like any good supervisor, Bourn does not ask anything of the team members he would not willingly do himself: "We encourage our techs to strive for World Class status with ASE. Since we expect such a high level from our employees, I felt it necessary to achieve the highest level of recognition with ASE as possible myself. The recognition I received from achieving World Class status inside and outside the organization was tremendous. It was a great feeling of accomplishment." Fleet Services Manager James Morwood obviously concurs; he has also earned World Class Technician status.

The Fleet Services Division along with the 1,300 dedicated professionals of the Las Vegas Valley Water District work day in and day out to ensure businesses and consumers have a reliable source of water today and in the future in the challenging and sometimes harsh environment of the desert Southwest.

"Technician certification promotes confidence and credibility with our customers. It also ensures a high level of competency, safety and satisfaction in the services delivered. Additionally, ASE certification assures us that our technicians are staying up with the latest technology."

JAMES MORWOOD,
Fleet Services Manager, LVVWD

Fleet Services, Las Vegas Valley Water District

ASE WORLD CLASS TECHNICIANS

Glenn Costello	Cory Nation
David Bourn	Kameron Morthole
Jesse McCurdy	Derek Kershaw
James Morwood	Anthony Jackson

LAS VEGAS VALLEY WATER DISTRICT BY THE NUMBERS

- 300+ square miles
- 1.5 million customers
- 626 licensed vehicles
- 942 pieces of motorized equipment
- 1,300 employees
- 36 employees in Fleet Services
- 32 ASE Techs
- 430 ASE Certifications
- 8 ASE World Class Techs
- 205 years combined experience

“The passion, skill, and attitude shown by our award winners affirms the high quality of individuals who wear the ASE Blue Seal,” said Tim Zilke, ASE President and CEO. “We are excited to have them as part of the ASE family.”

TIM ZILKE
ASE President and CEO



Please join us in congratulating the 2018 ASE awardees, and set a goal to aim for excellence on your ASE tests and in your career. Who knows? Maybe your name will be here next year.

ASE HONORS EXAMPLES OF EXCELLENCE

★ ★ ★

Each year in November, ASE brings together an elite group of ASE Certified professionals to be recognized at the ASE Board of Governors meeting as high-level on-the-job performers and as examples of excellence in action within their communities. These amazing service professionals are sponsored by over thirty-six companies from both OEM and Aftermarket segments in the Auto, Truck, Collision, Parts and Service categories, along with awards for automotive instructors.

Some of the candidates for these national industry awards are selected from a list of high scorers on ASE certification tests. Others are chosen by the award sponsors based on company-specific criteria. Recommendations are sought from employers to ascertain that the individual demonstrates excellence not only on the ASE tests, but also on the job. Parameters for the award winner selections are set by the sponsors. ASE acts only as a facilitator and host of these awards. Not surprisingly, there are always many more deserving candidates than there are awards to win.

“The passion, skill, and attitude shown by our award winners affirms the high quality of individuals who wear the ASE Blue Seal,” said Tim Zilke, ASE President and CEO. “We are excited to have them as part of the ASE family.”

AWARD TITLE	WINNER	CITY	STATE	EMPLOYER
Auto Value/ASE Master Automobile Technician of the Year	Andrew Langelo	Vero Beach	FL	Treasure Coast Automotive
Axalta Coating Systems/ASE Refinish Technician of the Year	Robert Warren	Itasca	IL	O'Hare Auto Body
Big O Tires/ASE Automobile Technician of the Year	Mario Corral	Las Cruces	NM	Big O Tires
BodyShop Business/ASE Master Collision Repair & Refinish Technician of the Year	David Rogers	New York Mills	MN	Nyhus Chevrolet Buick
Bosch/ASE Master Automobile Technician of the Year	Christopher Bornemann	Manitowoc	WI	Satori's Auto Service

AWARD TITLE	WINNER	CITY	STATE	EMPLOYER
Bridgestone Retail Operations/ASE Master Automobile Technician of the Year	Erik Craddock	Neenah	WI	Firestone Complete Auto Care
Bumper to Bumper/ASE Master Automobile Technician of the Year	Michael Creighton	Perkasie	PA	Creighton's Auto Repair
Byrl Shoemaker/ASE Education Foundation Instructor of the Year	Brian LaCroix	Shaftsbury	VT	Capital Region BOCES Career & Technology
Cengage Learning/ASE Master Automobile Technician of the Year	Mark Lutz	Roslindale	MA	Newton North High School
Chrysler/ASE Master Automobile Technician of the Year	Mark Shankroff	Myerstown	MN	Outten Chrysler Dodge Jeep Ram
Chrysler/ASE Master Collision Repair & Refinish Technician of the Year	Stephen Martindale	Fowlerville	NE	Dick Scott Motor Mall
Delco Remy/ASE M/H Truck Electrical/ Electronic Systems Technician of the Year	Jon Keasler	Winona	CT	First Student
First Student/ASE Master Technician of the Year	Shane Lally	Brookfield	WI	First Transit
First Transit/ASE Master Technician of the Year	Patrick Erickson	Star Prairie	TX	Sisk Motors
Freightliner/Western Star/ASE Master M/H Truck Technician of the Year	Jonathan Cecil	Evans	CO	Transwest Truck Trailer RV
Gates/ASE Master Automobile + L1 Technician of the Year	John Gengel	Bellevue	NE	Bellevue Tire & Auto Service
GM/ASE Master Automobile Technician of the Year	Lewis H. Walther III	Rockaway	NJ	Schumacher Chevrolet
GM/ASE Parts Consultant of the Year	John Schwartzmann	Downers Grove	IL	Castle Chevrolet
GM/ASE Service Consultant of the Year	David Harnak	Plymouth Meet	PA	A&T Chevrolet
USAF/ASE Technician of the Year (Sponsored by GM)	SrA Justin Vigil	Spangdahelm Air Base, Germany		United States Air Force
Honda/ASE Master Automobile Technician of the Year	Joey Och	Cortland	OH	Apostolakis Honda
Acura/ASE Master Automobile Technician of the Year	Devin Conne	Homer Glen	IL	McGrath Acura
I-CAR Platinum/ASE Master Collision Repair & Refinish Technician of the Year	Christopher Shepherd	Shreveport	LA	Caddo Career & Technology Center
Merchant's Tire & Auto Centers/ASE Master Automobile Technician of the Year	Ryan Bretschneider	Richardsville	VA	Merchant's Tire & Auto Service
Midas International/ASE Master Automobile Technician of the Year	Jonathan Dawsey	Palm Bay	FL	Midas
Mitchell1/ASE Automobile Technician of the Future	Matthew Wolfe	Rebersburg	PA	Rebersburg Inspection & Auto Repair
Motor Age Training/ASE Master Automobile + L1 Technician of the Year	Jimmy Brigance	Stigler	OK	Kiamichi Technology Center
NAPA/ASE Master Technician of the Year	Ronald King	Kensington	CT	Dattco Sales & Service
National Tire and Battery Southeast/ASE Master Automobile Technician of the Year	John A. Hughes Jr.	Midlothian	VA	National Tire & Battery

AWARD TITLE	WINNER	CITY	STATE	EMPLOYER
National Tire and Battery West/ASE Automobile Technician of the Year	Aaron Burton	Dickinson	TX	National Tire & Battery
Navistar/ASE Master M/H Truck Technician of the Year	Thomas Marty	Plover	WI	Mid-State Truck Service. Inc.
Navistar/ASE Master School Bus Technician of the Year	David “Gabe” Gabrielle	Wykoff	NJ	Truck King International
Navistar/ASE Parts Specialist of the Year	Timothy Ehrhart	Corsica	PA	Zacherl Motor Truck Sales
Nissan/ASE Master Automobile Technician of the Year	Chris Beasley	Concord	NC	Ben Mynatt Nissan
Infiniti/ASE Master Automobile Technician of the Year	Kenneth Winders	Lubbock	TX	Infiniti of Lubbock
Pep Boys/ASE Master Automobile Technician of the Year	Bledi “Ed” Cela	Bolingbrook	IL	Pep Boys
PPG/ASE Master Refinish Technician of the Year	Thomas Dagenais	Oak Forest	IL	Continental Toyota
Pronto Smart Choice/ASE Master Automobile Technician of the Year	Troy Herlyn	Freeman	SD	Self Specialty Automotive, Inc.
RepairPal/ASE Master Automobile Technician of the Year	Andrew Gibson	Provo	UT	DJ Auto
Snap-on/ASE Master Automobile Technician of the Year	Clark Mason	Windsor Locks	CT	Spring Street Service Center & Raffia Road Service Center
Snap-on/ASE Master Collision Repair & Refinish Technician of the Year	Kevan Short	Oak Park	MI	Suburban Collision
Snap-on/ASE Master M/H Truck Technician of the Year	Adrian Russ	Beavercreek	OH	J&J Transportation Specialists, Inc.
Speedee Oil Change & Auto Service/ASE Master Automobile Technician of the Year	Scott Spanbauer	Modesto	CA	Speedee
Subaru/ASE Master Automobile Technician of the Year	Daniel Nelson	Boise	ID	Larry Miller Subaru
Subaru University/ASE Technician of the Year	Abraham Giles	Aurora	CO	Shortline Subaru
TECHNET Professional/ASE Master Automobile Technician of the Year	Bret Lamoreaux	Mesa	AZ	Kelly Automotive
Tire Kingdom/ASE Master Automobile Technician of the Year	Nicholas Wesner	Kissimmee	FL	Tire Kingdom
Toyota/ASE Master Automobile Technician of the Year	Chet Wallace	Hastings	MN	Inver Grove Toyota
Toyota/ASE Master Collision Repair & Refinish Technician of the Year	William Cahill	Webster	NY	Dorschel Automotive Group
Lexus/ASE Master Automobile Technician of the Year	Julian “Benny” Benzaia	Pinson	AL	Lexus of Birmingham
Volvo/ASE Master Automobile Technician of the Year	Neal Krenzke	Houston	TX	Momentum Motor Cars
ZF/ASE Aftermarket Master Automobile Technician of the Year	Mark Verdi	Luz	FL	Dakota Truck Sales & Service

The Art of Mentoring

By Mark Schwartz

Giving guidance to someone junior where you work is helpful. Doing so as a mentor benefits everyone: the mentee, your employer and you. Are you uncertain about getting involved? Yes, it will take up some of your time. And on occasion will test your patience. Look beyond the obstacles (or lesser excuses). Here are five great reasons for being a mentor to less experienced staff members.



1. YOU BECOME MORE RELEVANT

Let’s start with an appeal to self-interest. The effort you put in to advise juniors makes you more valuable. Not everyone can communicate their insights clearly and inspire others to greater height. Employers need experienced workers who can transfer their knowledge effectively. Baby boomers and Gen Xers can distinguish themselves by helping get Millennials (and Gen Z) up to speed.

2. YOUR EMPLOYER BECOMES MORE COMPETITIVE

Employers need well-informed and connected workers. It takes more than raw skill or intelligence alone to perform at peak. Transferring your insights to those who need them most fills in some crucial gaps. Mentees learn how to navigate workplace politics and handle difficult situations. They emerge better equipped to do their current job. Also, you aid them in being promotable sooner.

Opening doors for junior staff is another important function of mentoring. You can introduce mentees to others in the organization who might otherwise be inaccessible. This cross-pollination makes it more likely the mentee will find growth within the employer.

All of which adds up to a more competitive workforce. This makes it more likely your employer (and job) won’t fall prey to predatory upstarts.

3. YOU GAIN A PERSONAL LOYALIST

Back to self-interest again. At first it may seem you’re doing most of the giving as a mentor. All those tips you’re sharing, and patiently walking through possible solutions to problems the mentee is facing.

But if you do a good job (and are fortunate), your contributions may pay you dividends. Your mentee might want to work for you – and show gratitude by way of devotion – at some point. Or they introduce you to other younger employees who might serve as a future talent pool. Another possibility: should the mentee achieve great success over time, they could publicly cite you as an early influence.

4. YOU LEARN NEW THINGS

The more experienced you get, the more of a bubble you tend to occupy. Most of your colleagues are at your level or more senior. If you have people reporting directly to you there may be little chance to engage with them as you could a mentee. Younger employees have different skill sets and areas of knowledge. Their vocabulary may contain more contemporary terms and phrases. They hang out in places you’re too archaic to visit without being self-conscious.

Mature workers should find themselves a younger mentor at some point. At a minimum they can teach you about using technology and social media in ways you may not have thought of.

5. YOU BUILD YOUR LEADERSHIP ABILITIES

Another plus of serving as a mentor? Practicing your management aptitudes. If you haven’t overseen other staff yet this is a real bonus. If you’re already an experienced leader, you’ll have your perspectives challenged. Being a mentor sets you up as a role model. Mentees will watch you carefully for cues of all kinds. How you articulate your thoughts. What you choose to share or withhold. Evidence of your decision-making processes.

That should encourage you to behave as a leader even if you aren’t yet one officially. Then you can refer to this when applying for internal promotions or external postings that require some managerial experience.

Experiment (But Never Exploit)

Mentoring traditionally pairs two people for improving the junior person’s work abilities. Whatever the situation, providing guidance and support will be appreciated. You’ll also feel good for giving back on a uniquely personal level.



RON KING

NAPA/ASE MASTER TECHNICIAN OF THE YEAR
TECHNICIAN PROFILE

“It started with a mini-bike that my cousin gave me in fifth grade,” says Ron King about his decades-long interest in fixing vehicles and engines. “I blew it up, and a neighbor helped me rebuild it.” Now Director of Technical Support for DATTCO, a New Britain, CT-based transportation services company with a large presence in New England, King recently reminisced about his career and beginnings, and offered timeless advice for new and experienced employees alike.

King had been in or around the automotive business in one form or fashion since well before 1980, when he began “pumping gas at the family garage when I was probably 10.” He also worked with his father on farm tractors and the family cars.

Although he “liked to hang out” at his mother’s family-owned Texaco station, working on cars in earnest “didn’t really start until a friend turned me on to muscle cars (1970 AMX) and street racing. I started working in my driveway doing repairs at age 15 back in 1980. We wrenched on it every weekend. I quickly learned that I was good at it and liked the satisfaction of what I could do,” King recalls. He was good enough to earn pocket cash through high school.

Although this experience set a good foundation, Ron had a teen’s thoughts of adventures and glamor; in particular, a notion of becoming a jet pilot someday. The reality of that career path plus the down-to-earth advice of a friend helped his career plans gel: “I was working at the gas station one night and a friend of the family asked me about my future. I wanted to fly jets but not six more years of school to do it. He asked what I enjoyed and the rest is history.”

Along the way, there were many mentors—a teacher in high school; his father; post-secondary instructors at TCI; several technical trainers; and his current boss, Bryan Miller,

at DATTCO. King’s summary of his professional training is a testament to his belief in continuing education: “Factory training is good stuff; I have Allison, Navistar, Cummins, Eaton and many more. I have made some great friends with trainers: Rick Austin of Tactical Training Solutions, all my Eaton friends, the whole Navistar training center—too many good guys to list—and, of course, the NAPA Training Department. I’ve been doing this so long my list would take a whole page.” Ron has the distinction of having won two national ASE awards: the Navistar/ASE Master School Bus Technician of the Year and the NAPA/ASE Master Technician of the Year.

King was introduced to ASE at the request of a manager. “I took my first ASE (test) because my boss asked me to see what it was all about.” But King showed the same enthusiasm for ASE certification that he did for advancing himself through on-going technical training. “I’m proud to say I’m a triple master and hold L1 and L2 as well.”

“I truly believe ASE pushes me to be a better tech than I would be without them,” King states, and adds that the technician certification program has broadened his outlook and helped him keep up with developments in the field. “ASE has brought me into a whole new circle of people and I’m privileged to say many of them are my friends now. It’s helped me by pushing me to learn things I’ve never worked on before and to stay up on technology.”

And King adds how ASE helps combat negative stereotypes of the industry: “It’s the closest thing we have to licensing and customers should know that. With all the bad images of backyard techs and grease monkey hacks, I’m proud I earned my status.”

Looking back on his student days, he offers advice to young people starting out in the field: “I took to electrical quickly and that’s a huge benefit these days. I should have taken more math classes—darn if those teachers weren’t correct, I would need algebra.”

Ron’s advice continues: “So learn electrical and computers. Bring that knowledge and a desire to work in the shop and you will succeed. Ask for help, it’s not weakness, it’s courageous and smart. Avoid negativity—people not electrons. It will consume you and waste your time. Avoid the shops that don’t offer training; if you quit training, you will be in a dead-end job. Stay current—another electron reference,” King adds, with a bit of humor thrown in.

Ron King’s outgoing personality has also helped along the way; he notes that he’s a people-person: “I want to help where I can. I love to talk and share my knowledge.” Indeed, Ron is a big believer in giving back and has posted a video on YouTube (www.youtube.com/watch?v=m3obQSIYVFg) about the importance of mentoring younger people.

And his final advice is timeless: “Do what you love and it will never be a job.” Ron adds it’s important to “find time to have fun.” He enjoys anything with his “wife and best friend, Sharon, time with our Jack Russell Terrier, and both of my families—home and my DATTCO family.”

Ron King is not only a master technician; he has mastered the art of living well.



Ron
KING

Spring is Ideal Time for Auto Maintenance

CAR CARE TIPS FROM THE PROS

As a supporter of the automotive industry's "April is National Car Care Month," ASE encourages vehicle owners to stay on top of regular maintenance and service, and offers its unique insight and expertise.

Spring is an ideal time for a vehicle check-up at a good shop with certified repair technicians. Having the work performed in springtime allows drivers the chance to undo the wear-and-tear of winter while preparing for the busy summer months ahead.

"For most people, their car or light truck represents a substantial outlay, second only to housing costs," says Tim Zilke, president of ASE. "It makes good financial sense, then, to protect your investment through routine car care," Zilke adds.

The experts at the National Institute for Automotive Service Excellence (ASE) offer the following tips on getting your vehicle ready for summer:

- Read the owner's manual and follow the recommended service schedules.
- Flush and refill the cooling system (radiator) according to the service manual's recommendations. The level, condition, and concentration of the coolant should be checked periodically. Let the engine cool down before removing the radiator cap.
- Have drivability problems--hard starts, rough idling, stalling--corrected.

- The tightness and condition of belts, clamps, and hoses should be checked by a certified auto technician.
- Have a marginally operating air conditioner system serviced by a certified technician.
- Change the oil and oil filter as specified in owner's manual. (Properly dispose of used oil.)
- Replace other filters (air, fuel, PCV, etc.) as recommended.
- Check the condition of tires, including the spare. Let tires "cool down" before checking air pressure. Newer vehicles are equipped with tire pressure monitoring systems (TPMS) to aid in this important, but often neglected maintenance check. Keep a tire gauge in the glove box as well.
- Inspect all lights and bulbs; replace burned out bulbs.
- Replace worn wiper blades and keep plenty of washer solvent on hand to fight summer's dust and insects.

Again, ASE President Tim Zilke: *"Regular service will extend the life of your vehicle, improve gasoline mileage, and decrease your chances of a breakdown. Neglecting routine maintenance can cost car owners more money in the long run."*

Visit ASE.com for more information.

THE CREATION OF Advanced Level ASE Tests



Over the years I have heard and participated in many discussions about ASE certification. Because of these discussions, this article has been brewing in my head for some time now. My endgame here is to peel back the layers of obscurity so that you, the working technician, can observe the process involved in creating a viable test that will be used across North America for certification. This article is just a brief glimpse into this organization, the people, and the processes developed over the years.

I traveled to ASE in Leesburg, VA, in November of 2018 for the second of at least four meetings working on the Electronic Diesel Engine Diagnosis Specialist Test L2 advanced level test. The L2 test was first made available for technicians in 1998 as version 1 (V1).

Our team of experts for the V4 project first met in May of 2018 to get started with the creation of the "composite vehicle." The composite vehicle is a fictional, but plausible, representation of an unbranded engine and aftertreatment system, described in detail in the gray composite vehicle booklet that will be familiar to anyone who has taken the L2 advanced test. At the conclusion of our second meeting in November, we had a working set of documents to precisely develop a set of questions for the test at another meeting scheduled for February 2019. At our meeting in February we vetted and corrected any changes that we made in earlier and began sifting through questions already in use in the L2 (V3) advanced level test that can be repurposed for the V4 test, while weeding out those that do not fit.

As a team we will be meeting at least one more time in the spring to finalize the set of questions so that the roll-out goal of January 2020 can be achieved.



Submitted by
Jeff Curtis, Consulab

Since we all work against the clock, please consider the following numbers for a minute to begin to understand the complexity, commitment and planning that is required to create this test:

- 12 working professionals from industry
- 4 ASE Staff directly involved (with many providing support in the background)
- 6 days at 8 hours per day, totaling 768 hours of work on just this test, in just these meetings. So far.
- There are countless hours of work in the background, that I only have an inkling of, in the rollout of a new test version.

Now, let's step back a moment and discuss what goes into the construction of the new V4 composite engine. On paper, V4 represents the current technology of 2017 emissions and needs to be brand neutral (not a Cummins, Daimler, Navistar, PACCAR, or Volvo/Mack) and representative of a cross section of currently available diesel engines for the over-the-road trucking market in North America. This composite needs to be a reasonable facsimile for the technician seeking certification, conceptualized and created for the support of the test taker. Of course, there are drawings, schematics, sensors, and individual sensor specifications. Bus architecture, numbers of modules, etc., etc., etc. Change one thing on one page and everything else is affected.

The V4 of this test has HPCR injection and 2017 emissions which are new to the test. Hopefully the complexity of the process here is obvious. We made good progress and I returned in February to complete the composite and begin working on actual questions for the test. More to come!

The ASE Advance Engine Performance Specialist test (L1) debuted 25 years ago in May 1994. The industry came to ASE seeking a certification test to address the enhanced I/M emissions initiatives happening at the time.

The Advanced Engine Performance Specialist (L1) Test is designed to measure a technician's knowledge of the skills needed to diagnose emission failures and driveability problems on computer-controlled engine systems. It is an extension of the foundational repair and diagnostic skills tested on the Automobile Engine Performance (A8) test. By the end of 2019, over 100,000 technicians will have passed the L1 test.

FAST FACTS ABOUT L1

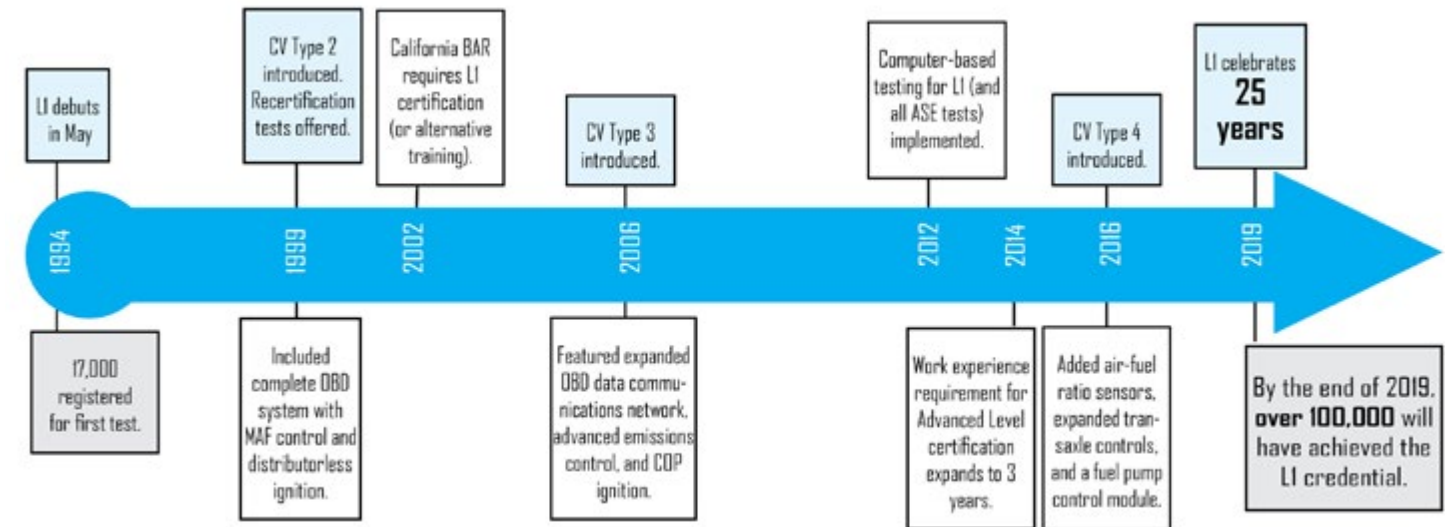
- Debuted in May 1994
- 17,000 service professionals registered for the first test
- Required use of a reference booklet, Composite Vehicle – Type 1 (CV1), to answer some of the questions
- First use of a composite vehicle supplemental testing booklet for an ASE test
- CV1 had a speed-density fuel control system, distributor ignition, was 8 pages including a one-page wiring schematic
- Composite Vehicle - Type 2 (CV2), introduced in 1999, included a complete OBD system, mass airflow (MAF) fuel control, and distributorless ignition
- The first L1 recertification tests were offered in 1999
- A California BAR requirement in 2002 added L1 certification or alternative training for emissions technicians
- Composite Vehicle - Type 3 (CV3), introduced in 2006, featured expanded OBD data communications network, advanced emissions control technology, and coil-on-plug (COP) ignition
- Composite Vehicle - Type 4 (CV4), introduced in 2016, added air-fuel ratio sensors, expanded transaxle controls, and a fuel pump control module
- CV4 is 36 pages with a 4-page wiring schematic - www.ase.com/L1composite
- Currently 32,291 certified L1 professionals

More information about the current L1 test can be found at www.ASE.com/L1faqs



TIMELINE

Advanced engine performance specialist (L1) Test



Continued Growth by Industry Groups to Adopt EPA-Approved ASE Section 609 Program

The ASE Section 609 Refrigerant Recovery and Recycling Review and Quiz

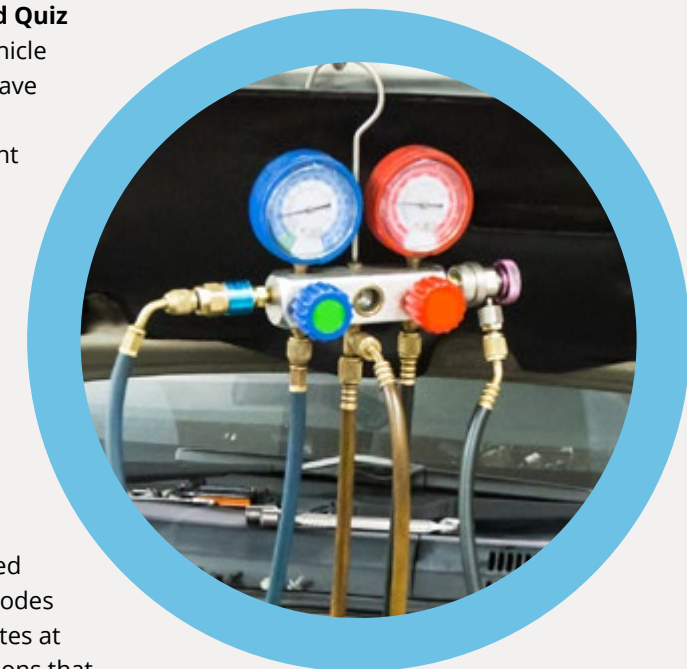
continues to meet EPA requirements for technicians servicing Motor Vehicle Air Conditioning (MVAC) systems. Under federal law, technicians must have a Section 609 credential to not only service MVAC systems, but also to purchase refrigerant for use in those systems. The purchase requirement applies to containers 2 lbs. and larger.

Although the ASE Section 609 Program is popular with individuals, a growing number of groups have adopted the program for their in-house credentialing needs. These groups include schools, fleets, municipalities, collision repair, military and more.

The ASE Section 609 program is available in both booklet and online format, but the growing acceptance from groups relates to the appeal of the online format. With this version, a user can earn instant results and credentials without having to wait on the turnaround time associated with mailing the quiz. Employers can also purchase electronic voucher codes that can add additional convenience when paying for groups of candidates at one time. ASE is also willing to work with organizations on custom solutions that may meet specific needs.

ASE's program meets EPA requirements under Section 609 of the Clean Air Act and is listed as an approved provider on the Agency's website at:

<https://www.epa.gov/mvac/section-609-technician-training-and-certification-programs>.



The High Value of ASE Certifications

By Amy Mattinat, Shop Owner, Auto Craftsmen

Making a career in the automotive industry is not for the faint of heart. It's a very complicated, challenging and physically demanding career that requires a constant investment in training, tools and equipment.

Running a Repair Facility is like running a hospital. Auto technicians are the car's doctor. They test, diagnose and repair hundreds different models that are fully redesigned every four to six years.

While people doctors must go to school and get licensed to practice medicine, Auto technicians do not need a formal education or a license. Anyone can purchase some tools and open an auto repair shop or get a job working on cars.

Since 1972 The National Institute for Automotive Service Excellence, or ASE, has tested and certified automotive professionals nationwide. **ASE Certifications are basically our licenses.** Having certifications does not necessarily make a good technician, but most successful shop owners and auto technicians will agree that the ASE Certification has grown and evolved over the years creating a win/win/win for the Auto Care Industry.

Win Number One is for Auto Technicians

Of course, ASE certifications alone can't guarantee a technician will be successful. The road to success includes work experience, mechanical, electrical and computer diagnostic skills. Along with critical thinking, problem-solving, communication skills, and a good attitude.

ASE has over 40 different tests and certifications that technicians can use as a career road map to increase their knowledge and skill set. With each new certification, technicians gain professional credentials that help to validate their automotive specialty knowledge and contribute to feelings of personal accomplishment.

Technicians can also use the ASE brand to help find a great place to work. Look for a repair facility that proudly hangs the "We employee ASE Certified Technicians" sign on the outside of the building and has a wall of ASE Certificates proudly hanging in the waiting room for customers to see the achievements of their staff. This is a great indicator of a supportive culture where the staff has a voice in how the shop operates and provides quality technical training. These businesses tend to have a pay scale that increases with certification status and that offers performance compensation.

Win Number Two is for Repair Facilities

Owner and managers can use ASE Certifications to help them prequalify new hires. Someone who comes in with experience and ASE certifications show that they have taken extra steps in their professional development. If a good candidate comes in with no certifications but a great resume', offering to pay for training and ASE testing, may be the reason they decide to take the job. This shows your business is serious about helping its employees be successful and fostering a positive workplace culture.

Marketing the ASE brand also helps a business stand out from their competition. The ASE brand is an excellent way to demonstrate to your customers that you're committed to providing the best qualified service and repair in town.

Win Number Three is for Drivers

Owning a vehicle is expensive and is inconvenient to get serviced and repaired. But most people depend on their car to get to work, school, recreational activities and back home. No wonder people are always on the hunt to find an auto repair facility that is honest, trustworthy and will keep their vehicle safe and reliable.

People tend to put more trust in a certified professional. It is a great benefit for your customers when you can offer them a staff that is ASE Certified in the areas of repair and service that your business offers. You are providing peace-of-mind and a professional image that shows you are serious about the quality of your work.

Working Together To Promote The High Value of ASE Certifications

One of ASE's goals is for ASE Certifications to become a recognizable brand. To help achieve this goal, ASE has created a website specifically for consumers that explain 'What Is ASE and Why Should I Care'. It includes information about ASE Certifications, a white board video and a blog that consists of car care tips.

ASE invites you to link to the ASE consumer website and blog posts in your social media. You are also free to copy any of our posts for use in your marketing: www.ase.com/DRIVERS

ASE is also reaching out to industry partners. The goal is for the whole industry to have ASE displayed in all their marketing. All the technicians would have an ASE patch on their shoulders, and the "We employee ASE Certified Technicians" sign would be displayed in the background.

But truthfully, you are ASE's best advocates! When you explain your ASE Certifications directly to your customers you are displaying your expertise and showing you truly care about their safety. You are also helping to educate the general public that the days of the "grease monkey" are over, and that auto technicians are highly skilled car doctors and essential to keeping our roads safe to drive on.

When a repair facility and technicians proudly display the ASE sign, their staff's certificates and ASE patches on their uniform, it indicates a higher level of knowledge, skill, pride and a willingness to continue training. Working together to showcase the high values of ASE Certifications will help to elevate the respect and compensation shop owners and technicians deserve for their dedication and highly skilled craftsmanship.





Are you certified? **ASE Certification** verifies your technical knowledge in the automotive service industry.

Wear your credentials {and pride} on your sleeve.

IMPORTANT ONLINE RESOURCES

ASE Test Registration Info

[ASE.com/Register](https://www.ase.com/Register)

Training Resources

[ASE.com/AccreditedTraining](https://www.ase.com/AccreditedTraining)

ASE Webinars

[YouTube.com/ASEcampus](https://www.youtube.com/ASEcampus)

Test Prep, Study Guides, Practice Tests, Testing Tips and Demos

[ASE.com/TestPrep](https://www.ase.com/TestPrep)

myASE "How-To" Demos

[ASE.com/myASEdemos](https://www.ase.com/myASEdemos)

ASE Consumer Webpage

[ASE.com/Drivers](https://www.ase.com/Drivers)

ASE Store

[ASE.com/Store](https://www.ase.com/Store)