# Vehicle Maintenance Management Conference

#### **Conference Objectives**

- Enhancing the skills of technicians who operate or maintain on-and off-road equipment
- Providing learning opportunities for supervisors, administrators and fleet managers
- Address today's crucial fleet management topics by bringing regulatory, private industry and public utility representatives together with trainers form the fleet and vehicle maintenance industry.

#### **Who Should Attend**

The Vehicle Maintenance Management Conference is the premier West Coast educational conference for the vehicle maintenance industry.

#### **Who Benefits:**

- Fleet Managers
- Mechanics and Technicians
- Shop Leads, Managers and Supervisors
- Specialty Equipment Operators
- Students and Instructors
- Trainers and Product Line Representatives

#### Registration & Payment

The \$459 early registration fee—due February 7—includes attendance at all sessions, lunches, break refreshments, socials, door prize drawings, and all conference handouts.

Three easy ways to register:

- **Mail** the attached form with your payment,
- E-mail your registration with payment information to ehoug@wsu.edu,
- Online registration: cm.wsu.edu/VMMC.

#### Late/Regular Registrations

(After Wednesday, February 22nd)

- \$595 Attendee
- \$285 Single Day
- \$225 Student (Must provide Student ID#/Show ID Card to receive rate)
- \$100 Single Day Student (Must provide Student ID#/Show ID Card to receive rate)

#### **Payment**

- Credit Card (Visa or MasterCard)
- Checks
- Purchase Order/Warrant
   (Number must be provided in designated area do not need to actually purchase order)

#### Refunds & Cancellations

Washington State University – Conference Management must receive written notification of any cancelled registration by March 16 by 5:00 pm in order for a full refund to be issued. Cancellations made after the assigned date or attendees who do not show for the conference are subject to full registration fee, there will be no refunds. Substitutions are welcomed at anytime. Please email cancellations to Emily Houg at ehoug@wsu.edu.

Accommodations for individuals who qualify under the Americans with Disabilities Act are available upon request (contact us at least **10 days** before the event). Washington State University employment and programs are available to all without discrimination.

#### **Continuing Education Units**

CEU's are \$10 each; attendees have the possibility of earning 2.0 credits for attending the entire conference. Attendees who are attending one day only may earn 0.8 credits. Please indicate on the registration form if you wish to receive CEUs. Attendee must register and pay prior to the conference in order to receive credits.

To receive CEUs, pay the \$10 fee with your registration, obtain a CEU enrollment form from the conference desk upon arrival, complete it before the conference starts, and attend at least 80-percent of the conference. CEUs are nationally recognized units of achievement that may be used as evidence of professional development and for job advancement. Contact WSU Conference Management at 800-942-4978 or 509-335-3530 for an official copy of your CEU transcript.

#### **Lodging Information**

The conference does not offer a conference block at any particular hotel but does recommend the following that are near the Shoreline location.

#### Days Inn North Seattle Aurora

19527 Aurora Ave Hwy 99 Seattle/Lynnwood 206/542.6300

#### **Best Western Alderwood**

19332 36th Ave W Lynnwood 425/775.7600

#### La Quinta Inn Lynnwood

4300 Alderwood Mall Blvd Lynnwood 425/775.7447

#### Courtyard by Marriott Seattle North Lynnwood

4220 Alderwood Mall Blvd Lynnwood 425/670.0500

#### Holiday Inn Express and Suites Northqate

14115 Aurora Ave N Seattle 206.365.7777

#### Embassy Suites Seattle-North/Lynnwood

20610 44th Ave W Lynnwood 425/775.2500

#### Studio 6 Seattle Mountlake Terrace

6017 244th St SW Mountlake Terrace 425/771.3139

#### Travelodge Seattle North Edmonds

23825 Hwy 99 N Edmonds 425/771.8008

#### Hampton Inn & Suites Seattle-North/Lynnwood

19324 Alderwood Mall Blvd Lynnwood 425/771.1888

# Vehicle Maintenance Management Conference

	A1 Snap On	A2 Volvo	A3 Hyundai	A4 Chrysler	A5 Hunter	
ay					Registr	ation: Fu
Tuesday					We	come &
ㄹ				Keynote Energy Out	look and the Future of	Natural
	Tech Challenge					
	<b>2.1</b> Getting the Most from Your Battery	<b>2.2</b> Ford Engine: Diesel		<b>2.4</b> Wheels & Tires: Scrap Tire Analysis (Part 1 of 2)	2.5 Wheels & Tires: Wheel Off (Part 1a of 2)	
	<b>3.1</b> Snap On: Modus (Part 1 of 2)	<b>3.2</b> Propane Auto Gas Answers		3.4 Wheels & Tires: CSA 20/10 Inspection (Part 2 of 2)	<b>3.5</b> Wheels & Tires: Wheel Serviceability (Part 2a of 2)	<b>3.6</b> Hydrau
	Tech Challenge					
	<b>4.1</b> Snap On: Modus (Part 2 of 2)	<b>4.2</b> Emergency Management & Preparation		<b>4.4</b> Chrysler Multi Air	<b>4.5</b> Diesel Exhaust Fluid Storage & Distribution	<b>4.6</b> Hydrau
						Ice C
da		5.0				Regist
Wenesday	<b>5.1</b> Torque Certification (Part 1 of 4)	<b>5.2</b> Specialty Vehicle Design: Multi-Purpose Vehicles (Part 1 of 2)		<b>5.4</b> Protect Off-Grid Power	<b>5.5</b> Fifty Common Air Brake Questions	<b>5.</b> 6 Hydrau
>	Tech Challenge					
	<b>6.1</b> Torque Certification (Part 2 of 4)	<b>6.2</b> Specialty Vehicle Design: Multi-Purpose Vehicles (Part 2 of 2)	<b>6.3</b> Welding Processes and Functionality	<b>6.4</b> Innovations in L.E.D. Technology	<b>6.5</b> New Stopping Distances on Air Disk Brakes	<b>6.</b> 6 Hydrau
	Tech Challenge					
	<b>7.1</b> Torque Certification (Part 3 of 4)	<b>7.2</b> Cummings "B" Series Engines (Part 1 of 2)	<b>7.3</b> Welder Certification Procedures			<b>7.6</b> Hydrau
	Tech Challenge					
	<b>8.1</b> Torque Certification (Part 4 of 4)	<b>8.2</b> Cummings "B" Series Engines (Part 2 of 2)	<b>8.3</b> Welding Demonstration: TIG/MIG Flux Core	<b>8.4</b> New Police Cars	8.5 Steering Angle Sensor Training	8.6 Hydrau
Thursday		9.2 Clean & Green Shop	<b>9.3</b> Selecting Self-Propelled Work Platforms	<b>9.4</b> Hybrid Vehicle Diagnostic Strategies	<b>9.5</b> Brake Certification (Part 1 of 2)	<b>9.6</b> Hydrau
Thu	Tech Challenge					
	10.1 Snap On: Veris			10.4 Technicians Roundtable	<b>10.5</b> Brake Certification (Part 2 of 2)	<b>10.</b> Hydrau

1 Toyota	B2 Honda	B3 Chrysler	B4 GM	C1 PATC	C2 PATC
ull Conference	& Day 1				
Opening Rema	arks				
Gas in Vehicle	Fueling (Mark Watkins, Clea	n Energy Fuels Corporation)			
Break					
	<b>2.7</b> Recruitment, Training, & Retention	2.8 MODE 6 Diagnostics	<b>2.9</b> OSHA Crane and Derrick Standards Update	<b>2.10</b> Building the Natural Gas Refueling Infrastructure	
Lunch					
Hands On lics #1 (Part 1 of 2)	3.7 Fleet Operational Cost Recovery			<b>3.10</b> Cooling System Maintenance Problems & Solutions #1	<b>3.11</b> Navistar Service-Maxx Engine Software #1
Break					
Hands On lics #1 (Part 2 of 2)	<b>4.7</b> Funding Equipment Replacement	<b>4.8</b> Updates for Tire Pressure Monitoring Systems		<b>4.10</b> Fleet Maintenance with Fluids Analysis #1	<b>4.11</b> Navistar Service-Maxx Engine Software #1
ream Social					
ration: Day 2					
Hands On lics #2 (Part 1 of 2)	<b>5.7</b> Duramax Engines (Part 1 of 2)	<b>5.8</b> Coatings	<b>5.9</b> Servicing and Maintaining DPF (Part 1 of 4)	<b>5.10</b> Advanced Shop, Parts, & Fuel Management (Part 1 of 4)	
Break					
Hands On lics #2 (Part 2 of 2)	<b>6.7</b> Duramax Engines (Part 2 of 2)		<b>6.9</b> Servicing and Maintaining DPF (Part 2 of 4)	<b>6.10</b> Advanced Shop, Parts, & Fuel Management (Part 2 of 4)	
Lunch					
Hands On lics #3 (Part 1 of 2)	<b>7.7</b> Alternative Fuels: Propane	7.8 Gaining Diagnostic Direction	<b>7.9</b> Servicing and Maintaining DPF (Part 3 of 4)	<b>7.10</b> Advanced Shop, Parts, & Fuel Management (Part 3 of 4)	<b>7.11</b> Shop Productivity and an Aging Workforce
Break					
Hands On lics #3 (Part 2 of 2)			<b>8.9</b> Servicing and Maintaining DPF (Part 4 of 4)	<b>8.10</b> Advanced Shop, Parts, & Fuel Management (Part 4 of 4)	8.11 Fleet Management Software Panel
Hands On lics #4 (Part 1 of 2)	9.7 Advanced Duramax Engines (Part 1 of 2)			9.10 The "Bridge" Law	9.11 Fleet Maintenance with Fluids Analysis #2
Break					
<b>6</b> Hands On lics #4 (Part 2 of 2)	<b>10.7</b> Advanced Duramax Engines (Part 2 of 2)	<b>10.8</b> Fasteners		10.10 Management Roundtable	10.11 Cooling System Maintenance Problems & Solutions #2

# Tuesday

Registration 7.00 | 8.00 am

8.00 | 8.30 am Opening Remarks

8.30 | 9.30 am

Keynote **Break** 9.45 | 10.15 am

Track 2 10.15 | 11.45 am

#### **2.1** Getting the Most from Your Battery

Mike Donaldson, PulseTech Products Co. There has never been as much demand on your vehicle's battery/starting and charging system. As such you have most likely been challenged with increased replacement of these components. The questions to ask yourself are, "Are my current procedures and equipment allowing me to optimize vehicle performance? And if not, what can I do to enhance both?" In this session, we will address these issues and provide the tools necessary that will help you identify, correct and prevent the root causes of premature battery failure.

### **2.2** Ford Engine:

Chris Eldridge, Food Customer Service Enjoying your 2011 and newer 6.7 liter Ford Diesels and recommendations for

#### **2.4** Tires & Wheels: Scrap Tire Analysis

maintaining your prior year diesels

Jason Roanhouse, Bridgestone Bandag

Tire Solutions Scrap Tire Analysis: A hands on experience determining the root cause of tire failures. Go beyond the visible to determine what really happened.

#### 2.5 Tires & Wheels: Wheel Off (A Case Study) (Part 1a of 2)

Dale Overton, P.E., Accuride Corp. No fleet wants to have a "wheel off" situation. A case study presentation of the components involved in an actual wheel off situation will be presented.

#### **2.7** Recruitment, **Training and Retention**

Paul Van Sickle, City of Spokane

A strong recruiting, training and retention program can have a far-reaching positive impact on the overall interpersonal dynamics and company culture. Reducing turnover by properly training new employees and focusing on retaining current employees helps prevent the recurring costs of recruiting.

#### **2.8** Mode 6 **Diagnostics**

Ed Schaplow, Allview Services

In this MODE 6 class, learn when not to erase DTCs; how to set readings using a generic or OEM drive cycle, how a monitor can be disabled, how to diagnose and correct EVAP system problems, Natural Vacuum Leak Detection and accessing and interpreting Mode 6 data. You will also learn the limitations of Mode 6, and CAN vehicles. In addition, learn how to use the Internet to gather free repair data and information, how to avoid driving the car for hours to reset monitors and when to let the PCM turn off the MIL to avoid resetting monitors to incomplete.

#### 2.9 OSHA Crane and **Derrick Standards Update**

Jim Olson, TEREX Utilities

OSHA Cranes & Derricks Subpart CC updated and effective November 8, 2010. Inspections, Qualifications, Certification.

#### 210 Chicken & Egg: **Building the Natural Gas** Refueling Infrastructure

Mark Watkins, Clean Energy Fuels Corp. An overview of the entire market for Natural Gas in Transportation touching on fuel sources, vehicles, stations & reasons behind the movement to transition fleets.

11.45 am | 1.30 pm

Lunch

1.30 | 3.00 pm

Track 3

(Part 2 of 2)

#### Snap-on: Modus (Part 1 of 2)

David May, Snap-on Industrial

Enhance your diagnostic skills utilizing the integrated features of the Troubleshooter, Component Test, and Tech Tips. Solus Pro and Vantage Pro users will also benefit greatly from this session.

#### **3.4** Tires & Wheels: CSA 20/10 Tire Inspection

Bob Kimble, Michelin Test your ability to identify an unserviceable tires according to CSA 20/10 standards.

## March Energy Outlook and the Future of Natural Gas in Vehicle Fueling

Clean Energy Fuels Corporation

The reasons for alternative fuels & fuel-saving technologies and an overview of the role of Natural Gas in this evolution.

#### 3.5 Tires & Wheels: Wheel Serviceability Inspections

(Part 2a of 2)

J. David Walters, ALCOA Can you identify an unserviceable wheel? See and touch a number of defective wheels. Verify your skills at insuring they are not in active service in your fleet.

#### **3.6** & 4.6 Hands on Hydraulics #1 HALF DAY SESSION

Clark Anderson, FORCE America

Due to popular demand, Hands-On Hydraulics is now a double session. Clark Anderson of Force America will provide training on basic hydraulics including theory, components of functionality and troubleshooting. Hydraulics must be viewed as a system rather than a collection of components. There will be an opportunity to examine several components for hands-on discovery and failure analysis.

\*Each session is limited to 12 attendees. Register early to ensure a spot in one of the four sessions offered.

#### 3.7 How Do You **Recover Your Fleet Operational Costs?** Do You Use a Competitive Shop Rate?

Bill DeRousse, City of Everett

What costs associated with running your fleet department should be part of your shop or business rate? Is your fleet operated like a business? Your rates must be calculated the same as your local Ford/Chevy dealer with in your business area as they are your primary competition. Can you win a privatization bid to run your fleet operation? We need to understand what costs should be in our hourly shop rate and what costs should not. Is your job in jeopardy?

#### 3.2 Propane AutoGas: **Alternative Fuel's Best Kept Secrets:** Frequently Un-Asked **Questions and Answers** You Need to Know

Jeff Stewart, Blue Star

While Propane AutoGas is re-emerging as an answer to some of America's most critical energy needs, there is no "One size fits all" fuel choice. Choosing the best alternative fuel requires making a match between the properties of a fuel and a fleet's use criteria: range, weight, space, performance, cost of infrastructure, supply chain, conversion technology, emissions reduction, payload, and fill-time, among others.

This panel, made up of professional industry experts, will help you choose wisely when all aspects of alternative fuel choice, implementation, safety and maintenance are considered.

#### 3.10 Cooling System **Maintenance Problems** & Solutions #1

Jay Johnson, Cummins Filtration

Coolants and cooling system maintenance in the 21st century has changed as engines have changed. Newer engines and components, increased horsepower and emission controls have all placed increased demands on cooling systems. This course will review changes in cooling system maintenance and provide guidance on improving maintenance procedures.

#### 3.11 Navistar ServiceMaxx Engine Software Usages #1

Navistar MaxxForce Engine diagnostics overview. ISIS (OnCommand Service Info) Reading Diagnostic Trouble Codes and sourcing the Repair Procedure.

3.00 | 3.30 pm

Track 4

Break

#### 3.30 | 5.00 pm **Snap-on: Modus** (Part 2 of 2)

David May, Snap-on Industrial Enhance your diagnostic skills, utilizing the integrated features of the Troubleshooter, Component Test, and Tech Tips. Solus Pro and Vantage Pro users will also benefit greatly from this session.

#### **4.2** Emergency **Management & Preparation**

How will your organization respond to a major disruptive event? Is there a plan to restore critical functions after an earthquake, flood, storm, fire,

death of a leader or other event? It's

available resources in order!

time to get your emergency plans and

#### 4.4 Chrysler MultiAir

Ken Benson, Chrysler Corporation

MultiAir, facts and fiction. Learn the operational, environmental benefits and diagnosis of the valve lift system. Join us to find out just how remarkable this new technology really is.

#### 4.5 DEF Storage & Distribution

David Alder, WA Department of Ecology This session covers frequently asked questions about Diesel Exhaust Fluid (DEF) such as what it is, what it does, is it safe, and proper ways to handle and store.

#### 4.7 Equipment **Replacement Strategies** and Funding

Bill DeRousse, City of Everett

How do you fund your equipment replacements, is your equipment fully funded when it is replaced? What is your fleet replacement policy? What factors affect your equipment replacement cycles? What is your replacement life cycle and costs? Is some of your equipment under-utilized and what does this mean to you? When should you replace instead of repair a piece of equipment?

#### **4.8** Updates for Tire **Pressure Monitoring Systems**

Jerry Baarson, CARQUEST Tech. Inst. Tire pressure monitoring systems have been in use for over a decade. Issues with these systems are now commonplace in the aftermarket repair shop. This course covers changes to tire pressure monitoring systems including; new sensor technology, programmable sensors, aftermarket replacement sensors and the tools necessary to service these systems.

#### **4.10** Fleet **Maintenance with** Fluids Analysis #1

Elizabeth O'Neil-Nelson, Polaris Lab

Cooling System Root Cause Failure Analysis. The key to predictive maintenance is determining a mechanical issue before catastrophic premature failure occurs. This class will teach the student what contaminants will be found in a coolant analysis and how to properly check the system for a combustion gas leak, electrical ground problem, localized overheating issues and air contamination.

#### **Navistar** ServiceMaxx Engine Software Usages #2 **TBD**

See **3.11** for session description.

5.00 | 7.00 pm Ice Cream Social

### Wednesday March

7.00 | 8.00 am

Registration

#### Track 5 8.00 | 9.30 am

**5.1**, 6.1, 7.1 & 8.1 Intro to Torque Tech. **Certification Course ALL DAY SESSION** 

Janos Szablya, Shoreline Community College

This course introduces the student to torque technology. Topics include: introduction to torque equipment, torque theory, tool safety and basic bolting practices. Upon successful completion of a practical and a written examination the student will receive Snap-on Tool certification.

\*There is a \$25 fee for this session.

#### **5.2** & 6.2 **Specialty Vehicle Design: The Multi**purpose Truck, Doing More with Less! HALF DAY SESSION

Mike Wyrick, Swaploader USA Ltd. Jim Bond, Valley Freightliner, Inc. Ken Rush, The Fab Shop

Robert Toppen, King County ER&R Explore basic concept and design, what specific features allow maximum flexibility, and what different types of bodies/ work functions are feasible (and which are not). Includes presentations from Valley Freightliner, Inc., the Fab Shop, Swaploader USA Ltd. and King County. A multi-purpose truck demonstrator will be presented in the trade show so you can see first-hand how easy it works

and discuss your particular needs with

manufacturer representatives.

#### **5.4** Protect **Off-Grid Power**

Mike Donaldson, PulseTech Products Co. For off-grid users the heart of your systems performance is centered around proper care and maintenance of your battery backup power. In this session we will cover proper battery system maintenance, ensuring that you have power and performance when you need it.

#### **5.5** Fifty Common Air Brake Questions

Paul Jones, Bendix

This session will address the most frequently asked questions on air brake systems.

#### 5.6 & 6.6 Hands on Hydraulics #2 HALF DAY SESSION

Clark Anderson, Force America See **3.6** for session description.

#### **5.7** & 5.8 **Duramax Engines** HALF DAY SESSION

Marty Petkovits, AC Delco

This three-hour seminar will focus on unique features of the Duramax 6600 diesel engine. Engine design, lubrication, cooling, turbocharger, electric air heater, glow plug, common rail fuel and engine management systems are covered in detail. The presenter will discuss aspects of the common rail fuel system including injector testing & service, injector pump, fuel injection, control module testing and system service. Inputs and outputs as they relate to the Duramax system will also be covered. This seminar will also cover the new diesel particulate filter found on the 2007 LMM engine.

#### 5.8 Coatings

Jon Palo, International Paint Company Road salts prevent treacherous ice conditions on the highways, but they also destroy your equipment. There are no magic pills but a properly applied coating is the first step to preventing the damage.

#### **5.9,** 6.9, 7.9 & 8.9 Servicing and **Maintaining DPF ALL DAY SESSION**

Jesse Guerra, Los Angeles Trade Tech College Mike Roberston, College of Alameda This all day session is full of information and training on DFP (diesel particulate filter) service, maintenance, proper application, failures, toll on engines and visible inspection. This session is offered by the professor of California's CCE-DET (Council on Diesel Education and Technology) program. Washington is thinking of mirroring this program, so attend and be ahead of the game.

#### **5.10,** 6.10, 7.10 & 8.10 Advanced Shop, Parts & Fuel Management **ALL DAY SESSION**

Kelly Walker, Kelly Walker Associates This is an invaluable seminar that focuses on the best practices to dramatically improve your fleet operations. Kelly Walker is an industry-recognized expert in applying world-class financial and operational strategies to fleet, shop, parts, and fuel functions. Kelly has self-completed over 160 consulting

Break 9.30 | 10.00 am

projects and over 200 seminars.

10.00 | 11.30 am Track 6

#### 6.3 Welding **Processes and Functionality** Randy Kent, P.E., Kent Engineering

This session will discuss some basics of welding methods and set up, then follow with case studies of welding anomalies and their influence on functionality. The beginner and advanced welder should find this session full of information that can be applied to field conditions, including an understanding of when welding is not appropriate.



#### **6.4** Innovations in L.E.D. Technology

Mike Lesley, Truck-Lite Company, Inc. New white L.E.D. products to increase your visibility. Headlamps, Modules, Work lamps, Plow Kits, Markers, and more.

#### **5** New Stopping **Distances on Air Disk Brakes**

Paul Jones, Bendix

This session will address A.B.S. and the new air disk brakes which some of the manufacturers are installing to meet the new stopping distance standards.

11.30 am | 1.00 pm

Lunch

1.00 | 2.30 pm

Track 7

#### 7.2 & 8.2 **Cummins "B" Series Engines**

HALF DAY SESSION

Jay Johnson, Cummins Filtration This interactive class will include hands-on training with Insite software, High Pressure Common Rail Fuel Systems (HPCRF), and operation and maintenance of the 2007 technology emissions systems. A running ISB engine will be provided.

#### **7.3** Welder Certification **Procedures**

Ben Taves, South Seattle Community College Welder certification will be discussed including a description with samples of typical tests plates, applications where certifications are required, information on various certifying agencies, training institutions, and testing centers.

#### 7.6 & 8.6 Hands on Hydraulics #3 HALF DAY SESSION

Clark Anderson, Force America See **3.6** for session description.

#### **7.7** Alternative Fuels: **Propane**

Todd Mouw, ROUSH Clean Tech

Overview of how Propane Auto Gas can reduce operating costs, carbon foot print and dependence on foreign oil.

#### **7.8** Gaining **Diagnostic Direction**

Jerry Baarson, CARQUEST Tech. Inst. This course will provide the building blocks necessary to develop your own diagnostic game plan which can be used to solve a variety of diagnostic problems.

#### 7.11 Maximizing **Shop Productivity in** the Age of an "Aging" Workforce

Terrillyn Breland, Department of Defense

Mike Googins, Washington State

Department of Labor and Industries Presenters to provide tips to maximize productivity of your workforce by promoting healthy lifestyle choices and by

applying ergonomics in the workplace.

2.30 | 3.00 pm

Break

3.00 | 4.30 pm

#### 8.3 Welding **Demonstration:** TIG/MIG Flux Core

Ben Taves, South Seattle Community College Welding Demonstrations: Stick, TIG, MIG, and Flux Core. Demonstrations will be performed using each of these processes with a variety of materials including steel and aluminum. A discussion will include typical applications for each process, an overview of the equipment, process advantages and disadvantages, training requirements and opportunities.

#### **8.4** New Police Cars

Steven Hoe, Ford Motor Company **8.4A** Ford's next generation police

Interceptors (sedan and utility). Ken Benson, Chrysler Corporation

**8.4B** Heavy Duty Police Packages:

Highlights and Service Tips Bob Shanklin, General Motors Co.

**8.4C** Chevrolet Police Vehicles: Impala, Tahoe, and the all new Chevrolet Caprice.

#### 8.5 Steering Angle Sensor Training

Mark Olson, Future Forensics

Over 25 million vehicles require the Steering Angle Sensor reset during service. By 2012 all new vehicles will be manufactured with Electronic Stability Control. Many will require an SAS reset. Today adaptive control systems in motor vehicles contribute significantly to increasing driving safety.

This seminar will explain how the systems work, what systems are affected by the steering angle sensor and also how to reset the system and some of the liabilities associated with not performing the service when it is required.

#### **Software End-Users Panel**

Paul Van Sickle, City of Spokane This panel will discuss the pros and cons of three of the most currently used fleet management software systems in use; AssetWorks M5, CCG Faster and Dossier. The focus is to inform Fleet Managers and Shop Supervisors of some of the programs available, making them aware of the

strengths and weaknesses of each.

# Thursday March

8.00 | 9.00 am

Track 9

#### **9.2** Clean & **Green Shop**

Scott Lamb

Help your shop be environmentally compliant, find out the facts on handling shop waste cleaning supplies and new regulations on copper brake pads and led free wheel weights. This session will keep your shop out of trouble and away from fines.

#### 9.3 Selecting **Self-Propelled Work Platforms**

Steve Towne

Track 8

How to use your application requirements to select the proper selfpropelled work platform for the job.

#### **9.4** Hybrid Vehicle **Diagnostic Strategies**

Jerry Baarson, CARQUEST Tech. Inst.

This course focuses on the diagnosis and repair of Toyota hybrid vehicles and the systems that are unique to these vehicles.

#### **9.5** & 10.5 **Air Brake Certification** (Part 1 of 2)

Don Smith, Bates Technical College

Ken Thompson, Bates Technical College This is a hands-on demonstration of brake adjustment and brake inspection procedures. Attendees will receive an air brake certificate.

\*There is a \$25 fee for this session.

#### 9.6 & 10.6 Hands on Hydraulics #4 HALF DAY SESSION

Clark Anderson, Force America See **3.6** for session description.

### Advanced Duramax

**Engines** 

HALF DAY SESSION Marty Petkovits, AC Delco

This seminar covers the two new Duramax diesel engines that were developed to meet the 2010 Federal emission standards for oxides of Nitrogen (NOx) and particulate matter (PM).

Included in the course is an overview of the engine mechanical features, the fuel delivery system, electronic control features, and the after treatment system.

#### 9.10 Ignorance of the "Bridge" Law is No Excuse

Bob Carlson, City of Everett John Breland, Freedom Truck Centers, Inc.

How much or how little your truck can carry is determined in large part by its ability to comply with the Federal Bridge Law. This session will go into what the Bridge Law is and how to build compliance into the design of your trucks.

#### **9.11** Fleet **Maintenance with** Fluids Analysis #2

Elizabeth O'Neil-Nelson, Polaris Lab See **4.10** for session description.

9.30 | 10.00 am **Break** 

Track 10

### 10.1 Snap-on: Veris

David May, Snap-on Industrial

10.00 | 11.30 am

Understanding this unique and powerful operating system. A few tips to make navigating the menus more productive. If you use a Verus or Verdict, or thinking about purchasing one, this session will greatly enhance your experience.

#### 10.4 Technicians Roundtable

Ed Schaplow, Allview Services

The technician roundtable is for professional automotive and fleet technicians to openly discuss industry and technological changes in the industry. Come and express your ideas and opinions on how we can better our profession.

#### 10.8 Fasteners

TBD, Windsor

If it's broken, what is the right way to fix it? OR Are you aware of the right fastener to make the repair at least as good as new if not better?"

#### 10.10 Management Roundtable

John Breland, Freedom Truck Centers, Inc. Gene Jakubczak, City of Spokane

This is an informal, unstructured session that provides the opportunity for attendees to discuss topics of concern. Bring your questions and ideas for an excellent opportunity to network with your fellow fleet professionals.

#### **10.11** Cooling **System Maintenance Problems & Solutions #2**

Jay Johnson, Cummins Filtration See **3.10** for session description.



#### Three easy ways to register:

- Mail this form with your payment to: **WSU Conference Management** PO Box 645222 Pullman, WA 99164-5222
- E-mail your registration with payment information to ehoug@wsu.edu
- Online registration: cm.wsu.edu/VMMC Cancellations must be received by March 16 at 5:00 pm to receive a full refund. Substitu-

tions are welcomed at any time. No-shows are subject to full registration fee. Please email cancellations or substitutions to Emily Houg at ehoug@wsu.edu.

#### **Sponsors & Vendors**

During the sessions, displays of recent products and services will be available on indoor booths and outdoors for heavy equipment. Please register early. For more information and to register visit cm.wsu.edu/VMMC.

#### Sponsorship Details O Gold Sponsors (\$3,000) will get their com-

- pany's logo on the website and conference bag, company literature inside attendees' conference bags, one (1) inside booth space, one (1) outside booth space, and two (2) complimentary registrations.
- Silver Sponsors (\$1,500) will get their company's logo on the website, company literature inside attendees' conference bags, one (1) inside booth space and two (2) complimentary registrations.
- First Name MI Last Name Title/Position Company/Organization Mailing Address Billing Address ZIP/Postal Code City State/Province **a**

E-mail (required)

Daytime Phone Vendor Details

• **Vendors (\$600)** receive one (1) inside or outside booth space and two (2) complimentary registrations.

Sponsor & vendor registration closes March 16 (subject to space availability). All vendors can set up beginning November 6 at 1:00 pm (general attendees register at 7:00 am the day of the conference.) Additional personnel from your company are welcome to attend your display for an additional fee of \$100 per person. Washingt State University does not endorse commercial companies or their products. Company names appear in the program for information only.

#### **Early Registration** (Postmarked by 2/22) Attendee: Full Conference

Late/Regular Registration (Postmarked after 2/22)

\$495.00

Attendee: Full Conference \$595.00 Attended: Single Day \$285.00

Student: Full Conference \$225.00 (must show ID Card) Student: Single Day (must show ID Card) \$100.00

Continuing Education Units \$10.00

Certification Course (per session) \$25.00 5.1 Torque Technology 9.5 Brake Certification

#### Vendor/Sponsor

Register online at cm.wsu.edu/VMMC

#### Total Due\*

#### **Payment Information**

My check is enclosed. Payable to: Washington State University (#4359-2172) PO Box 645222, Pullman, WA 99164-5222

Visa/MasterCard # or Purchase Order #

Name on Card

\* Payment must be received prior to the conference start date.

Expiration Date If payment is not received prior, the registered attendee/vendor will not be admitted to the conference