



# CUSTOMER CARE TRAINING

## PETERSON TRUCKS

### Hands-On Electrical Training Seminar

Registration: 7:45 a.m. - 8:00 a.m.

Seminar: 8:00 a.m. - 3:00 p.m.

Certification: 3:00 p.m. - 4:00 p.m.

*Includes: class, certification (if needed), lunch, and refreshments*

**Seminar Fee: One-day class \$399 per person**

**Two-day advanced class \$549 per person**

## JUNE 21 & 22 , 2023

The Radisson PDX | Portland, OR

### WHO WILL BENEFIT FROM THIS TRAINING:

This class is designed for 80 to 85% of technicians who need help troubleshooting vehicle electrical systems.

**It is “not for the top electricians” in your shop!**

It is designed for technicians who would like a better understanding of the following:

1. Proper use of multi-meters.
2. Electrical troubleshooting and diagnostics procedures.
3. Commonly misunderstood electrical problems encountered by technicians.
4. How to quickly identify, fix and prevent electrical problems.
5. Learn how to use and understand schematics more effectively.
6. It will help refresh as well as increase your technician's knowledge of electrical system diagnoses and repair.
7. **Technicians get to perform hands-on test of electrical circuits and components.**

### TECHNICIANS WILL LEARN:

**How to perform the following activities.**

1. Learn the difference between testing “Power and Ground” side Circuits:
2. Perform the most important electrical tests:
  - a. Open Circuit: Voltage drop: Current draw:
  - b. Continuity: Resistance:
3. How to test relays.
  - a. Learn the difference between a relay and FET controlled circuit.
4. Proper use of multi-meters and other electrical tools when diagnosing an electrical system.
5. Properly conduct critical tests for:
  - a. Testing batteries and battery connections using the different methods that are available.
  - b. Testing the Charging System and wiring for proper operation.
  - c. Testing the Cranking System and wiring for proper operation.
6. Learn electrical diagnostic procedures that reduce troubleshooting mistakes and leads to the making the correct repair.

**Parts changes cost your company money.**

**Well-informed Techs fix and prevent problems.**

**REGISTER ONLINE NOW AT [PETERSONTRUCKS.COM/EVENTS!](https://www.petersontrucks.com/events) *Class Size is limited - don't wait to sign up!!***

We are pleased to be your partner by providing the best products, services, and training available.

**PETERSON**  
TRUCKS

