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CUSTOMER CARE TRAINING

PETERSON TRUCKS
One-Day Hands-On Electrical Training Seminar

June 3: 2718 Teagarden St., San Leandro, CA 94577

Registration: 7:30am-8am
 Seminar: 8am-3:30pm

Price: \$250 per student
Class size is limited - register today!!!

WHO WILL BENEFIT FROM THIS ELECTRICAL 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 changers cost your company money"
"Well-informed Techs fix and prevent problems."

REGISTER NOW! Class Size is limited - don't wait to sign up!! Please fill in the registration form and submit it to your Parts representative or Salesperson.

Name of Technicians Attending:

1. _____	2. _____
3. _____	4. _____
5. _____	6. _____
7. _____	8. _____
9. _____	10. _____

Company Name: _____

Company Address: _____

City: _____ State: _____ Zip: _____

Company Phone # _____

Company Email: _____

Form of payment: Bill to Account Credit Card Check



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Contact: Eleni Chriest
echriest@peterstrucks.com