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spection and troubleshooting.

Support materials include: *4-Wheel Drive, Light Truck and Van Service Guide;* test paper and certificate of achievement.

FRONT WHEEL DRIVE/CONSTANT VELOCITY CLINIC (NAPA Chassis Parts): Covers the importance of mechanics and parts people becoming acquainted with the operating characteristics and service needs of the constant velocity front wheel drive system. Describes current types and designs, explains their function and gives basic troubleshooting repair tips.

Support materials include a copy of the *Front Wheel Drive/Constant Velocity Service Guide,* test paper and certificate of achievement.

CHASSIS ALIGNMENT SEMINAR (NAPA Chassis Parts): A program designed to point out the benefit of the chassis alignment business. Covers alignment profitability, equipment, floor plans and space requirements. How to promote your alignment business, personnel and the extra profit received from the sales of NAPA Chassis Parts and related items.

Support materials include: an introduction to the alignment seminar, invitations and a "Chassis Alignment is Good Business" brochure. (NOTE: Additional support materials for each of the NAPA Chassis Parts clinics listed above are available to the sponsoring NAPA Jobber in a kit form. These materials include: instore clinic poster; "how to put on a successful clinic" booklet, clinic invitations, a chassis system clinic brochure (clinic enrollment); chassis system clinic flyer (ad reprint); a copy of the "NAPA Guide to NIASE Testing." Clinic support materials will be passed out at the end of the clinic by the NAPA Chassis Parts representatives assisting with the clinic.)

AIR CONDITIONING DEALER EDUCATION PROGRAM (NAPA Temp): Comprehensive, 3-hour a/c training program for both novice and experienced a/c technicians. Topics covered include: profitability of automotive a/c service and repair; theory and basic fundamentals of an a/c system; high and low pressure sides of an a/c system; major a/c components and their functions and malfunctions; tools and equipment needed for a/c service work; purging, evacuating and recharging an a/c system; diagnosing and troubleshooting an a/c system.

Thoroughly covers the following types of a/c systems found on today's vehicles: basic five component cycling clutch system; POA valve system; STV system; VIR system; fixed orifice tube system; CCOT system; FOTCC system; a/c systems on import cars; farm and heavy duty truck a/c systems.

Attendees receive a diagnostic manual, a refrigerant capacity chart and the latest, up-to-date a/c information available. In addition, attendees receive a certificate listing 15 of NAPA Temp's most useful a/c service tools, of which he or she can select two at no charge (other than a $12 enrollment fee for the clinic).

FUEL SYSTEMS CLINIC (NAPA Carburetors): A free, two-hour clinic covering topics such as understanding the basic fuel system; basic features of carburetor models; the most common carburetor problems; carburetor troubleshooting; replacement carburetor applications; NAPA Fuel Saver and Holley Performance Carburetors; intake manifolds for street and RV applications; custom aluminum valve covers.

Support materials include clinic invitations and announcements to promote the clinic.

DEALER BUSINESS CONFERENCE (NAPA Mufflers & Shocks): Meetings geared to discussing business issues with the dealer. Topics include business opportunities, merchandising and advertising programs. Program includes both NAPA muffler and shock lines.

Available free of charge, the meeting can be modified to meet virtually any need. For further information, contact your NAPA Mufflers & Shocks representative.

STRUT CLINIC (NAPA Mufflers & Shocks): A technical clinic devoted to instructing dealers on how to service the strut replacement market. The program consists of audio-visual and written materials, plus hands-on strut repair. In addition, business and merchandising topics are discussed.

Program is offered free of charge; interested NAPA Jobbers should contact their NAPA Mufflers & Shocks representative.

PROFESSIONAL REFINISHING CLINICS (Martin-Senour): Designed to bring the professional refinisher the latest information on refinishing materials and techniques. Attendees are instructed, through discussion and demonstration, in the latest technical advances in the aftermarket refinishing industry, as well as money and time saving short cuts.

Support materials include invitations and a "how to hold a successful clinic" brochure.

These refinishing clinics are offered at no charge, but they should be held at a well-equipped, operating paint shop.

BODY SHOP OWNER TRAINING CLINIC

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SPECIAL ANNOUNCEMENT:

NAPA To Introduce New Automotive Service Management Course For Dealers



The development of an indepth NAPA Automotive Service Management Course is currently underway. Designed exclusively for the independent automotive service repair dealer, this one-of-a-kind program is aimed at making your dealer customers more productive and more profitable.

The program is the culmination of several months of research and development involving some of the top professional repairmen and industry leaders. It consists of a series of two to three hour, locally-held courses administered by instructors with years of experience in the business.

To ensure the program would be practical, NAPA distributed questionnaires to over 800 dealers nationwide, in addition to conducting numerous face-to-face interviews. These dealers told NAPA exactly what they wanted and NAPA responded, with courses that take a tough, no-nonsense approach to the dealer's everyday concerns, including:

1). Charging profitable rates for labor
2). Marking up and discounting parts
3). Finding and hiring good mechanics
4.) Training employees for maximum productivity
5). Improving customer relations

In order to allow the dealer to take these courses at his convenience in his own community, and to continue strengthening the relationship between you and your dealer customers, the NAPA Automotive Service Management Course program will be offered through you, the NAPA Jobber.

The NAPA Automotive Service Management Course program is scheduled to begin in January of 1983. You will soon be receiving more information on this timely new program from your NAPA Distribution Center.