

2016 Course
Catalog v.7.1





LEXUS WILL WIN THE RACE BECAUSE
LEXUS WILL DO IT RIGHT FROM THE START.

LEXUS WILL HAVE THE FINEST DEALER
NETWORK IN THE INDUSTRY.

LEXUS WILL TREAT EACH CUSTOMER AS
WE WOULD A GUEST IN OUR HOME.

**AT LEXUS, OUR COMMITMENT TO PERFECTION IS MADE EVIDENT THROUGH OUR DEDICATION
TO DELIVERING A LEVEL OF SERVICE THAT MAKES OWNING A LEXUS AS REWARDING AS DRIVING ONE.**

Lexus College has developed an extraordinary program, the Lexus Commitment to Perfection (LCTP) Certification Program, that ensures that Lexus associates have successfully integrated the necessary knowledge and skills to provide Lexus customers with unparalleled customer satisfaction.

As a Lexus dealer associate, you have the opportunity to participate in the LCTP Certification Program. This program was created to provide a path for associate career development and to ensure that associates receive the appropriate training to perform

their jobs to Lexus quality standards. The LCTP Certification Program is comprised of courses and eLearning modules offered through Lexus College and defined by job category.

One of the primary benefits of being part of the LCTP Certification Program is its Recognition Programs, which reward attainment of various certification levels. For example, the Lexus Subsidized Master Lease Program provides qualifying associates with a monthly subsidy toward the lease of a new or pre-owned Lexus vehicle through Lexus Financial Services.



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10 Professional Development eLearning Modules

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Lexus College Course Catalog

Program Overview

Course Enrollment

Lexus College provides a wide variety of courses to Lexus dealer associates. This catalog provides a list of courses offered—it's up to you to decide which courses best fit your needs. Full course descriptions and schedules can be found at www.tmslearningcenter.com, where online enrollment is also available. Courses with special enrollment procedures are notated in the catalog.

Please contact your dealership's Program Consultant (PC) to enroll online or enroll through the appropriate Lexus Area Office.

Class Attendance

If you are unable to attend a class in which you are enrolled, please inform your PC at least four calendar days in advance so your dealership does not incur a cancellation charge. In case of emergency, notify your PC of your inability to attend a class as soon as possible.

You must have your SPIN ID on hand and sign the attendance sheet. You will not receive credit for a class if you arrive more than 30 minutes late or leave more than 30 minutes early.

Access to eLearning

To begin, log on to www.lctptests.com at any time of the day or night and select a module. Many of these modules are specifically designed to provide fundamental information to supplement instructor-led courses, so be sure to read course descriptions for prerequisite information.

NOTE: In order to receive credit, you must pass your tests with the minimum score indicated in the test instructions or else you must retake the test.

When you Need Help or More Information

Lexus Program Headquarters (LPHQ)
(Open 8:00 AM-4:30 PM Central Time Monday-Friday)

1-800-346-4447

PRESS

Testing/Reports/Certification	1
Master Lease	3
Elite of Lexus Status	4
SPIN ID	5
LPHQ Fax	1-800-253-2831
LPHQ Email	Lexusphq@maritz.com
Certification Home Page	www.lctphone.com
Certification Reports Site	www.lctpreports.com
Certification Test/E-Learning Site	www.lctptests.com
Elite of LPHQ Phone	1-800-504-6078
Elite of LPHQ Email	eliteoflexus@programhq.com
Learning Center Support	

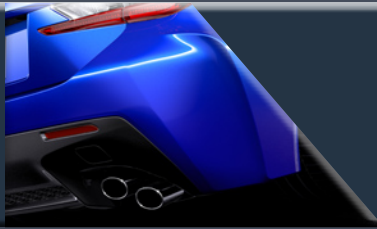
1-855-790-7985

PRESS

Login Support	3
eModule Support	4
Course Enrollment Support	5
Learning Center Email	tmslearningcentersupport@toyota.com

Lexus Certification Rules Overview

CERTIFICATION LEVEL	TENURE	INSTRUCTOR LED COURSES	ONLINE MODULES	NEW PRODUCT LAUNCH	ANNUAL RE-CERTIFICATION REQUIREMENTS
CERTIFIED	None	Complete Required Number of Courses	All Current Foundations Modules	None	All Current Foundations Modules
SENIOR	18 Months	Complete Required Number of Courses	Complete Required Online Modules	Current Product Launch Requirements - Attendance or Test-out	<ul style="list-style-type: none"> Maintain Basic Certified Status Current Senior Certification Requirements
MASTER	24 Months	Complete Required Number of Courses	Complete Required Online Modules	Current Product Launch Requirements - Attendance or Test-out	<ul style="list-style-type: none"> Maintain Senior Certified Status Current Master Certification Requirements



Professional Development

Access eLearning Online at www.lcptestests.com.

Courses

D146

🕒 1 day
 💰 \$295.00
 👤 27

Phone Skills for Lexus Sales

Turn the telephone into a powerful selling tool. In this course, you will learn how to project an engaging image over the telephone that will encourage customers to purchase from you.

Target Audience: Administration, Business Office Manager/Customer Satisfaction Manager, Financial Services Manager, Internet Business Development Manager, Lexus Delivery Specialist, Sales/Pre-Owned Sales Consultant, Sales/Pre-Owned Sales Manager

D158

🕒 1 day
 💰 \$295.00
 👤 27

Lexus Balanced Parts Inventories

Receive an overview of the parts inventory management process, and learn key principles and critical control points for effective inventory management. You will also gain an understanding of balanced inventory principles and how they apply to a dealership's parts department inventory.

Target Audience: Parts Specialist, Service/Parts Manager

D165

🕒 1 day
 💰 \$295.00
 👤 27

Lexus Efficient Parts Operation

In this workshop, you will come to understand "best practices" in parts operation. Participants will be able to identify components of the 5-S Discipline and 7 Storage Techniques while developing new ideas to enhance overall efficiency in parts operation.

Target Audience: Parts Specialist, Service/Parts Manager

D167

🕒 1 day
 💰 \$295.00
 👤 27

Interacting with Your Lexus Customer

In this course you will unlock the secrets to your distinct behavioral style and individual personality pattern by using the DiSC® personal profile system. Through interactive classroom activities, you will learn traits of the four DiSC® behavioral styles and how to identify these styles in other people. You will be equipped with methods to adapt your style to other's style in order to effectively work with your fellow associates and to exceed your customer's expectations during every interaction.

Target Audience: Administration, Business Office Manager/Customer Satisfaction Manager, Collision Center Manager, Collision Estimator, Collision Repair Specialist, Detail Specialist/Valet, Financial Services Manager, Internet Business Development Manager, Lexus Delivery Specialist, Lexus Technology Specialist, Parts Specialist, Refinish Specialist, Sales/Pre-Owned Sales Consultant, Sales/Pre-Owned Sales Manager, Service Administration, Service Consultant, Service/Parts Manager, Service Technician/Diagnostic Specialist



Professional Development

Access eLearning Online at www.lcptestests.com.

Courses (continued)

D258

- 1 day
- None
- 100

Lexus New Dealer Orientation

Associates of newly opened dealerships will explore the history of Lexus from launch, through the early days of establishing the brand in the market, to its current place in the luxury marketplace. In this workshop, you will discover the quality with which Lexus cars are made and each dealership is run. Participants will also be introduced to the Lexus Covenant and Guiding Principles.

Target Audience: Administration, Business Office Manager/Customer Satisfaction Manager, Collision Center Manager, Collision Estimator, Collision Repair Specialist, Detail Specialist/Valet, Financial Services Manager, Internet Business Development Manager, Lexus Delivery Specialist, Lexus Technology Specialist, Parts Specialist, Refinish Specialist, Sales/Pre-Owned Sales Consultant, Sales/Pre-Owned Sales Manager, Service Administration, Service Consultant, Service/Parts Manager, Service Technician/Diagnostic Specialist

D370

- 1 day
- \$295.00
- 27

Inventory Management for the Parts Specialist

Manage your inventory more effectively. In this course, you will learn how parts inventory directly affects dealership profitability as well as client satisfaction. You will also learn a strategic process for daily tasks that ensures your inventory stays under control.

Target Audience: Parts Specialist, Service/Parts Manager

D400

- 1 day
- \$295.00
- 27

Leadership Practices for Max Team

Increase productivity, profitability and customer satisfaction through strong team leadership. In this course, managers in the non-sales arena will learn leadership strategies as practiced by the Chip Ganassi CART racing team—strategies that you can implement in your dealership to create strong winning teams.

Target Audience: Business Office Manager/Customer Satisfaction Manager, Collision Center Manager, Service/Parts Manager

D470

- 1 day
- \$295.00
- 27
- E470

Accessory Sales: the Perfect Fit

In this one-day course, you will be introduced to the accessory sales opportunity and current retail personalization trends. You will be able to recognize popular accessory products and learn how to identify buying cues that indicate which accessories to present. We will explain when to introduce accessories during the sales process and how to effectively present accessory products. Common challenges such as aftermarket competition, price, negotiations, and dealer installation will be discussed. At the end of the day, you will complete a personalized case study and develop an action plan for continuing your accessory development back at the dealership.

Target Audience: Administration, Financial Services Manager, Internet Business Development Manager, Parts Specialist, Sales/Pre-Owned Consultant, Sales/Pre-Owned Manager, Service Administration, Service Consultant, Service/Parts Manager



Professional Development

Access eLearning Online at www.lcptest.com.

Courses (continued)

D500

🕒 1 day
 💰 \$295.00
 👤 27

The Lexus Journey

The Lexus Journey is designed to inspire and ignite (or re-ignite) a passion and pride for Lexus in all who attend. It will paint a picture of the bright, exciting future that lies ahead for Lexus and all its associates and guests. It will instill confidence in the quality of our product as we continue the pursuit to perfection.

Target Audience: Administration, Business Office Manager/Customer Satisfaction Manager, Collision Center Manager, Collision Estimator, Collision Repair Specialist, Detail Specialist/Valet, Financial Services Manager, Internet Business Development Manager, Lexus Delivery Specialist, Lexus Technology Specialist, Parts Specialist, Refinish Specialist, Sales/Pre-Owned Sales Consultant, Sales/Pre-Owned Sales Manager, Service Administration, Service Consultant, Service/Parts Manager, Service Technician/Diagnostic Specialist

D510

🕒 1 day
 💰 \$199.00
 👤 27

The Lexus Way

In this class participants will learn how to increase customer satisfaction by Delivering a Lexus Like Experience for every guest. We will examine what a Lexus Like Experience is and what the benefits are of delivering it to each guest, including the relationship between delivering a Lexus Like Experience and increased customer loyalty.

Target Audience: Administration, Business Office Manager/Customer Satisfaction Manager, Collision Center Manager, Collision Estimator, Collision Repair Specialist, Detail Specialist/Valet, Financial Services Manager, Internet Business Development Manager, Lexus Delivery Specialist, Lexus Technology Specialist, Parts Specialist, Refinish Specialist, Sales/Pre-Owned Sales Consultant, Sales/Pre-Owned Sales Manager, Service Administration, Service Consultant, Service/Parts Manager, Service Technician/Diagnostic Specialist

Special Note: Lexus Southern Area ONLY.

D520

🕒 1 day
 💰 \$295.00
 👤 27

Resolving Customer Concerns the Lexus Way

In this class participants will learn how to increase customer satisfaction by resolving customer concerns. We will examine each step in the Process for Resolving Customer Concerns and discuss how to execute each step in a "Lexus Like Way." We will also discuss installing counter measures to prevent the issues from reoccurring. Training includes: interactive exercises, group work, videotaping, self-assessment and the exchange of ideas between participants.

Target Audience: Administration, Business Office Manager/Customer Satisfaction Manager, Collision Center Manager, Collision Estimator, Collision Repair Specialist, Detail Specialist/Valet, Financial Services Manager, Internet Business Development Manager, Lexus Delivery Specialist, Lexus Technology Specialist, Parts Specialist, Refinish Specialist, Sales/Pre-Owned Sales Consultant, Sales/Pre-Owned Sales Manager, Service Administration, Service Consultant, Service/Parts Manager, Service Technician/Diagnostic Specialist



Access eLearning Online at www.lcptestests.com.

Courses (continued)

D530

🕒 1 day
 💰 \$295.00
 👤 27

Communicating with Your Lexus Guest

In order to be a great communicator you need to be effective at all points in the Communication Process - from "sender" through to "receiver" and you must be comfortable with the different Channels of Communication - face to face, phone and written. In this one day class participants will learn the communication skills necessary to be effective throughout the Communication Process.

Target Audience: Administration, Business Office Manager/Customer Satisfaction Manager, Collision Center Manager, Collision Estimator, Collision Repair Specialist, Detail Specialist/Valet, Financial Services Manager, Internet Business Development Manager, Lexus Delivery Specialist, Lexus Technology Specialist, Parts Specialist, Refinish Specialist, Sales/Pre-Owned Sales Consultant, Sales/Pre-Owned Sales Manager, Service Administration, Service Consultant, Service/Parts Manager, Service Technician/Diagnostic Specialist

D540

🕒 1 day
 💰 \$295.00
 👤 27

Delivering a Lexus Like Experience

In this class participants will learn how to increase customer satisfaction by Delivering a Lexus Like Experience for every guest. We will examine what a Lexus Like Experience is and what the benefits are of delivering it to each guest, including the relationship between delivering a Lexus Like Experience and increased customer loyalty.

Target Audience: Administration, Business Office Manager/Customer Satisfaction Manager, Collision Center Manager, Collision Estimator, Collision Repair Specialist, Detail Specialist/Valet, Financial Services Manager, Internet Business Development Manager, Lexus Delivery Specialist, Lexus Technology Specialist, Parts Specialist, Refinish Specialist, Sales/Pre-Owned Sales Consultant, Sales/Pre-Owned Sales Manager, Service Administration, Service Consultant, Service/Parts Manager, Service Technician/Diagnostic Specialist

D550

🕒 1 day
 💰 \$295.00
 👤 27

Teamwork Through Communication

This 1-day workshop will enhance your ability to communicate with your colleagues. From higher job satisfaction and productivity to increased customer satisfaction and profitability, strong internal dealership communication skills can pay off in big ways. You will develop valuable communication skills that will earn the respect of your team. Practical, hands-on training, interactive discussion and scenario based exercises will guide you to become better communication leaders.

Target Audience: Administration, Business Office Manager/Customer Satisfaction Manager, Collision Center Manager, Collision Estimator, Collision Repair Specialist, Detail Specialist/Valet, Financial Services Manager, Internet Business Development Manager, Lexus Delivery Specialist, Lexus Technology Specialist, Parts Specialist, Refinish Specialist, Sales/Pre-Owned Sales Consultant, Sales/Pre-Owned Sales Manager, Service Administration, Service Consultant, Service/Parts Manager, Service Technician/Diagnostic Specialist



Professional Development

Access eLearning Online at www.lcptest.com.

Courses (continued)

D560A

- 1 day
- N/A
- 27

Lexus Difference Workshop

This course is designed to educate dealership associates on the fastest-growing segments of Luxury Power Consumers: Women, Millennials, and Multi-Cultural. By better understanding how these current and potential guests think, how they buy, and what their unique needs, desires, and expectations are, associates can enhance dealership appeal to these targets, build stronger and more meaningful relationships with guests, better attract and retain their business, and increase guest retention loyalty.

Target Audience: Administration, Business Office Manager/Customer Satisfaction Manager, Collision Center Manager, Financial Services Manager, Internet Business Development Manager, Sales/Pre Owned Sales consultant, Sales/Pre Owned Sales Manager, Service Consultant, Service/Parts Manager

D600

- 2 days
- \$395.00
- 15

From This Delivery Forward

Lexus vehicles comprise some of the most advanced technology found on the road today. After attending this training, Lexus Delivery Specialists will gain mastery of vehicle product knowledge to ensure that every owner receives a proper delivery. Lexus Technology Specialists will become the authority on Lexus technology and be able to explain this technology in a way that will ensure Lexus guests get full enjoyment out of their new vehicles. You'll explore several Lexus vehicles, exchange stories and tips with other Specialists that will help you develop an exceptional experience for guests. Training includes: interactive exercises, challenges, games and group work; videotaping, self-assessment and the exchange of ideas.

Target Audience: Lexus Delivery Specialist, Lexus Technology Specialist, Sales /Pre-Owned Sales Consultant, Service Consultant

D620

- 3 days
- \$295.00
- 8

Automotive Technology

Given the necessary resources, a qualified Lexus Service Consultant, Delivery Specialist, and Technology specialist will be able to assist and serve our guests in accordance with the values set forth in the Lexus Covenant. In this 2-day course, they will learn to use basic vehicle technology, navigate Lexus online systems, display a working knowledge of current vehicle features, research Lexus Personalized Settings and write repair orders.

Target Audience: Lexus Delivery Specialist, Lexus Technology Specialist, Service Consultant

D630

- 1 day
- \$295.00
- 16

Teaching Technology

This class is designed for Lexus Delivery and Technology Specialist to add to their toolkit of teaching techniques and guest interaction skills, and to dive further into more complex and newer technologies. As technology in automobiles increases across the industry and our guests become more "tech adept", Lexus Delivery and Technology Specialists become a more important part of the guest experience and critical to maintaining Lexus' position as a leader in guest care, satisfaction and long-term retention.

Target Audience: Lexus Delivery Specialist, Lexus Technology Specialist



Access eLearning Online at www.lcptestests.com.

Courses (continued)

D710

- 2 days
- \$395.00
- 20

Selling a Car the Lexus Way

In this two day workshop, sales consultants will learn how to sell a vehicle the "Lexus Way." Participants will uncover the tools and resources that will guide them in providing an exceptional sales experience for their guests. They will examine each step of the Lexus Sales Process and discuss how it can be executed in a way that not only increases the chance of a sale, but also increases gross profit and guest loyalty. Training includes interactive exercises, group work, videotaping, self-assessment and the exchange of ideas between participants.

Target Audience: Financial Service Manager, Internet Business Development Manager, Lexus Delivery Specialist, Sales/Pre-Owned Sales Consultant, Sales/Pre-Owned Sales Manager

D720

- 1 day
- \$295.00
- 20

Enhancing Your Sales Reach

This 1-day workshop provides tools and resources to help you enhance your sales reach. Participants will learn the proper planning; preparation and persistence that will not only get more prospects into their dealership, but will also turn them into loyal guests. Learners will uncover best practices on how to prospect, retain and expand their customer base for greater retention and improved profitability.

Target Audience: Financial Service Manager, Internet Business Development Manager, Sales/Pre-Owned Sales Consultant, Sales/Pre-Owned Sales Manager

D730

- 1 day
- \$295.00
- 27

Sales Calls the Lexus Way

In this class participants will learn phone skills that will increase the likelihood of their customer doing business with them. The tools and techniques that they will leave with will make them more successful speaking with customers on the phone. The skills and best practices participants learn in this class will improve their confidence when speaking on the phone. Training includes: interactive exercises, group work, videotaping, self- assessment and the exchange of ideas.

Target Audience: Administration, Financial Services Manager, Internet Business Development Manager, Sales/Pre-Owned Sales Consultant, Sales/Pre-Owned Sales Manager

D740

- 1 day
- \$295.00
- 27

Selling Accessories Right from the Start

In this class, participants will be introduced to the accessory sales process and current retail personalization trends. You will learn what tools and resources are available to assist you in selling accessories to your guests. In addition, you will learn how to identify buyer cues that indicate which accessories to present. Finally, we will explain when to introduce accessories during the sales process and how to effectively present accessory products.

Target Audience: Parts Specialist, Service Consultant



Professional Development

Access eLearning Online at www.lcptests.com.

Courses (continued)

D741

🕒 1 day
 💰 \$295.00
 👤 20

Managing Accessory Sales

Automotive Accessories represents a huge opportunity for Lexus Dealers to increase profits and guest satisfaction. The implementation and execution of the Accessory Sales Process is vital to the success of accessory sales. In this class, managers will learn the processes that have to be addressed if they are going to be successful selling accessories. For each of these processes we will discuss the best ways of executing the process to make sure that it encourages the sale of accessories at your dealership and does not inhibit the sale of accessories.

Target Audience: Business Office Manager/Customer Satisfaction Manager, Collision Center Manager, Financial Services Manager, Parts Specialist, Sales/Pre-Owned Sales Consultant, Sales/Pre-Owned Sales Manager, Service Consultant, Service/Parts Manager

D750

🕒 1 day
 💰 \$295.00
 👤 27

Driving CPO Sales

In this class participants will learn how to deliver an exceptional Lexus CPO experience to guests, improve your CPO sales effectiveness and increase CPO sales. This course focuses on improving your performance throughout the Lexus Sales Process; including performing an effective Lexus CPO needs analysis, vehicle presentation and delivery. You'll also learn how to promote Lexus CPO and your dealership, and gain a clear understanding of Lexus CPO buyers and competitive programs. Training includes group work, interactive discussions and video exercises..

Target Audience: Administration, Internet Business Development Manager, Lexus Delivery Specialist, Sales/Pre-Owned Sales Consultant, Sales/Pre-Owned Sales Manager

D752

🕒 1 day
 💰 \$295.00
 👤 27

Create Amazing - Sales Edition

In this workshop, participants will learn the importance of creating an exceptional guest experience. We identify the value of a guest's perception in the sales process. Through the use of creative activities, participants will uncover different ways to personalize the Lexus guest experience and increase positive guest impressions.

Target Audience: Internet Business Development Manager, Sales/Pre-Owned Sales Consultant, Sales/Pre-Owned Sales Manager

D810

🕒 1 day
 💰 \$295.00
 👤 27

Service Consulting the Lexus Way

In this workshop, Lexus service consultants will uncover the tools and resources that will guide them in providing an exceptional service experience for their guests. We will examine each step in the Lexus service process and discuss how it can be executed in a way that not only increases service sales, but also increases gross profit and guest loyalty.

Target Audience: Service Consultant

D820

🕒 1 day
 💰 \$295.00
 👤 27

Advanced Service Consulting

In this workshop, participants will learn the importance of inspection based selling. Through the use of activities including recorded role plays participants will discover how to use inspection based selling to increase maintenance and repair sales and increase guest satisfaction.

Target Audience: Service Consultant



Professional Development

eLearning Modules

Access eLearning Online at www.lcptests.com.

D910

- 1 day
- \$295.00
- 27

Managing Fixed Operations

In this workshop Lexus service managers will develop management and leadership skills that enhance service department performance. The participants will learn how to manage a thorough service process that enhances customer engagement and service sales. We will examine each step in the Lexus Service Process and provide participants with the tools and skills necessary to Train and Coach service consultants on how to perform the steps in the service process in a Lexus Like Way, to Empower them to execute the process and to finally hold them Accountable for doing it.

Target Audience: Service/Parts Manager

E420

- Self-Paced
- None
- Individual

Intro to the Lexus Service Process

This course will provide an overview of the Lexus service process, "in the customer's shoes." It is designed for all dealership personnel who impact the service experience.

Target Audience: Service Consultant, Service/Parts Manager

E422

- Self-Paced
- None
- Individual

Lexus Delivery Process

This module identifies the six steps to performing an exceptional Lexus-like vehicle delivery. You will learn basic tips for an effective vehicle delivery while developing your own personalized delivery process for each customer to exceed their expectations.

Target Audience: Financial Services Manager, Internet Business Development Manager, Lexus Delivery Specialist, Lexus Technology Specialist, Sales/Pre-Owned Sales Consultant, Sales/Pre-Owned Sales Manager

E430

- Self-Paced
- None
- Individual

Lexus Survey Essentials

This eLearning module takes an in-depth look at the features and benefits of the new Lexus Customer Satisfaction Survey: the new questionnaire, measurement and survey reporting. It's a streamlined survey yielding robust, actionable data to help you provide the Lexus experience for every customer.

Target Audience: Business Office Manager/Customer Satisfaction Manager, Financial Services Manager, Lexus Delivery Specialist, Sales/Pre-Owned Sales Consultant, Sales/Pre-Owned Sales Manager, Service Consultant, Service/Parts Manager

E470

- Self-Paced
- None
- Individual

Accessory Sales Fundamentals

This 20-minute eLearning module will familiarize participants with the variety of accessories available to Lexus customers. The eLearning module will provide ideas on how to sell accessories at the dealership by matching the accessory to the needs of the guest.

Target Audience: Administration, Financial Services Manager, Internet Business Development Manager, Parts Specialist, Sales/Pre-Owned Sales Consultant, Sales/Pre-Owned Sales Manager, Service Administration, Service Consultant, Service/Parts Manager



Professional Development

Access eLearning Online at www.lcptestests.com.

eLearning Modules (continued)

E471

- Self-Paced
- None
- Individual

Parts and Accessories eBusiness

eLearning module will familiarize participants with accessories and eBusiness.

Target Audience: Parts Specialist

E489

- Self-Paced
- None
- Individual

Three High-Performance Strategies for eBusiness Success

This module will teach those involved with eBusiness three eBusiness strategies that are used by the highest-performing dealerships in the country as well as how to choose the one that's right for the success of your business.

Target Audience: Internet Business Development Manager, Sales/Pre-Owned Sales Manager

E490

- Self-Paced
- None
- Individual

Effective Lead Management - Turning More Leads into Sales

This module will teach those involved with eBusiness the fundamental lead management skills used in high-performing eBusiness departments to master online communication and work Internet leads to a successful close.

Target Audience: Internet Business Development Manager

E491

- Self-Paced
- None
- Individual

Motivating Online Customers - Website Techniques that Get Results

This module explores what your customers are looking for when they come to your Website. You will examine your own Website to see how well it is meeting your customers' needs and the different methods you can use to describe your vehicles, list vehicle prices and obtain vehicle photos.

Target Audience: Internet Business Development Manager

E494

- Self-Paced
- None
- Individual

Powerful eBusiness Marketing - Driving More Traffic to Your Website

This module explores online marketing methods, traditional marketing techniques and tools for measuring your advertising dollars' effectiveness. We'll discuss what works and what doesn't, as well as introduce tools for you to decide what's effective.

Target Audience: Internet Business Development Manager, Sales/Pre-Owned Sales Manager

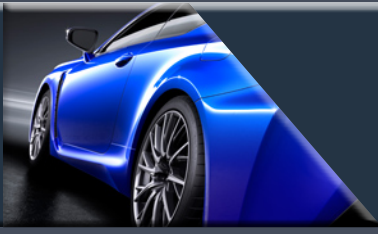
E497

- Self-Paced
- None
- Individual

Tracking Internet Sales Performance

This module will teach you how to set goals for your department based on your current or projected lead volume. You will learn how to evaluate the effectiveness of your lead source providers, enabling you to save time and money by using only those providers that show a positive return on investment (ROI). And finally, you will learn how to develop performance standards and track department key metrics.

Target Audience: Internet Business Development Manager, Sales/Pre-Owned Sales Manager



Professional Development

Access eLearning Online at www.lcptestests.com.

eLearning Modules (continued)

E498

- 🕒 Self-Paced
- 💰 None
- 👤 Individual

Increasing Your Lexus Internet Index Score

In this module, you will learn what is needed to achieve your Internet index score and maintain your Elite of Lexus standing.

Target Audience: Internet Business Development Manager

E550

- 🕒 Self-Paced
- 💰 None
- 👤 Individual

Lexus Redefines Luxury

In this engaging exploratory discovery of Lexus, you'll be immersed in the philosophy and practices that make Lexus the company it is today. Gain insight into our use of Takumi in our manufacturing process. Capture a glimpse into the exceptional lengths we take to ensure quality in every aspect of our vehicles. See why the Lexus Covenant pervades our very essence and action. Understand how our Guiding Principles set us apart in the luxury market segment.

Target Audience: Administration, Business Office Manager/Customer Satisfaction Manager, Collision Center Manager, Collision Estimator, Collision Repair Specialist, Detail Specialist/Valet, Financial Services Manager, Internet Business Development Manager, Lexus Delivery Specialist, Lexus Technology Specialist, Parts Specialist, Refinish Specialist, Sales/Pre-Owned Sales Consultant, Sales/Pre-Owned Sales Manager, Service Administration, Service Consultant, Service/Parts Manager, Service Technician/Diagnostic Specialist

E551

- 🕒 Self-Paced
- 💰 None
- 👤 Individual

Foundations Lexus Sedans

Overview of Lexus sedans and individual stories focusing on each sedan separately.

Target Audience: Administration, Business Office Manager/Customer Satisfaction Manager, Collision Center Manager, Collision Estimator, Collision Repair Specialist, Detail Specialist/Valet, Financial Services Manager, Internet Business Development Manager, Lexus Delivery Specialist, Lexus Technology Specialist, Parts Specialist, Refinish Specialist, Sales/Pre-Owned Sales Consultant, Sales/Pre-Owned Sales Manager, Service Administration, Service Consultant, Service/Parts Manager, Service Technician/Diagnostic Specialist

E552

- 🕒 Self-Paced
- 💰 None
- 👤 Individual

Foundations Lexus SUV's

Overview of Lexus SUV's and individual stories focusing on each SUV separately.

Target Audience: Administration, Business Office Manager/Customer Satisfaction Manager, Collision Center Manager, Collision Estimator, Collision Repair Specialist, Detail Specialist/Valet, Financial Services Manager, Internet Business Development Manager, Lexus Delivery Specialist, Lexus Technology Specialist, Parts Specialist, Refinish Specialist, Sales/Pre-Owned Sales Consultant, Sales/Pre-Owned Sales Manager, Service Administration, Service Consultant, Service/Parts Manager, Service Technician/Diagnostic Specialist



Professional Development

Access eLearning Online at www.lcptestests.com.

eLearning Modules (continued)

E553

- Self-Paced
- None
- Individual

Foundations Lexus Performance

Overview of Lexus performance and individual stories focusing on performance separately.

Target Audience: Administration, Business Office Manager/Customer Satisfaction Manager, Collision Center Manager, Collision Estimator, Collision Repair Specialist, Detail Specialist/Valet, Financial Services Manager, Internet Business Development Manager, Lexus Delivery Specialist, Lexus Technology Specialist, Parts Specialist, Refinish Specialist, Sales/Pre-Owned Sales Consultant, Sales/Pre-Owned Sales Manager, Service Administration, Service Consultant, Service/Parts Manager, Service Technician/Diagnostic Specialist

E554

- Self-Paced
- None
- Individual

Foundations Lexus Hybrid

Overview of Lexus Hybrid and individual stories focusing on each hybrid separately.

Target Audience: Administration, Business Office Manager/Customer Satisfaction Manager, Collision Center Manager, Collision Estimator, Collision Repair Specialist, Detail Specialist/Valet, Financial Services Manager, Internet Business Development Manager, Lexus Delivery Specialist, Lexus Technology Specialist, Parts Specialist, Refinish Specialist, Sales/Pre-Owned Sales Consultant, Sales/Pre-Owned Sales Manager, Service Administration, Service Consultant, Service/Parts Manager, Service Technician/Diagnostic Specialist

E607

- Self-Paced
- None
- Individual

Explore My Lexus - Delivery Specialist

This e-learning course teaches the Lexus Delivery Specialists the functionality and use of the Explore My Lexus personalized delivery app.

Target Audience: Lexus Delivery Specialist, Lexus Technology Specialist, Sales/Pre-Owned Sales Consultant

E650

- Self-Paced
- None
- Individual

Enform Registration

A key element in the vehicle delivery is Lexus Enform Registration. Learn how to register your guests quickly and easily during this interactive eLearning module that features engaging product tours, registration tips, and advice from fellow sales consultants. This eLearning will focus on how Lexus Drivers and Subscriber Connect are used to support the variety of Enform Products. At the end of this module, you'll understand and why helping Guests experience the ideal Enform registration process is so important.

Target Audience: Lexus Delivery Specialist, Lexus Technology Specialist, Sales/Pre-Owned Sales Consultant

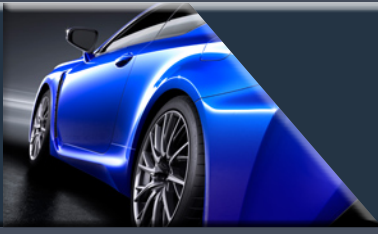
E660

- Self-Paced
- None
- Individual

Service Connect

Explain the main features of Service Connect• Help Guests enroll in Service Connect• Learn how Guests receive a Vehicle Health Report• Understand the Guest, Dealer and Call Center view of a Vehicle Health Report• Help Guests enroll in Service Connect.

Target Audience: Lexus Delivery Specialist, Lexus Technology Specialist, Sales/Pre-Owned Sales Consultant, Service Consultant



Professional Development

eLearning Modules (continued)

E670

- 🕒 Self-Paced
- 💰 None
- 👥 Individual

Lexus Safety System +

Explain the Lexus Safety System +.

Target Audience: Lexus Delivery Specialist, Lexus Technology Specialist, Sales/Pre-Owned Sales Consultant, Service Consultant

L083

- 🕒 Self-Paced
- 💰 None
- 👥 Individual

Unusual Interior Noise Concerns - Fixed Operations

Unusual Interior Noise Concerns-Fixed Operations, a highly interactive and informative Web module, focuses on proper diagnosis of unusual interior noises. This self-paced Web module is intended for Lexus Service Managers and Service Consultants. After reviewing the module, make sure to complete the accompanying 10-question post-test.

Target Audience: Collision Center Manager, Service/Parts Manager, Service Consultant

LE218

- 🕒 Self-Paced
- 💰 None
- 👥 Individual

OW-20 Synthetic Motor Oil for Lexus Vehicles

This highly interactive Web module provides a basic understanding of synthetic motor oil and how it applies to Lexus vehicles.

Target Audience: Administration, Business Office Manager/Customer Satisfaction Manager, Collision Center Manager, Collision Estimator, Collision Repair Specialist, Detail Specialist/Valet, Financial Services Manager, Internet Business Development Manager, Lexus Delivery Specialist, Lexus Technology Specialist, Parts Specialist, Refinish Specialist, Sales/Pre-Owned Sales Consultant, Sales/Pre-Owned Sales Manager, Service Administration, Service Consultant, Service/Parts Manager, Service Technician/Diagnostic Specialist

LSC13A

- 🕒 Self-Paced
- 💰 None
- 👥 Individual

Lexus Recalls and Service Campaigns

Lexus Repairs and Service Campaigns is an interactive web module that explains the importance of correctly identifying types of recalls and service campaigns on Lexus vehicles, and how they occur. You will also learn how carefully following recall and campaign repair instructions provide value and results in customer satisfaction. This web module is required for all service personnel. After reviewing this web module, make sure to complete the post-test.

Target Audience: Service Administration, Service Consultant, Service/Parts Manager

LSC13F

- 🕒 Self-Paced
- 💰 None
- 👥 Individual

Safety Recall DLC - Front Passenger Airbag Inflator

Safety Recall DLC - Front Passenger Airbag Inflator is an interactive web module that explains the importance of correctly and safely removing, identifying, replacing or reinstalling the front passenger airbag inflator on certain 2002-2004 Lexus SC430 models, This web module is required prior to performing remedy repair for Safety Recall DLC.

Target Audience: Parts Specialist, Service/Parts Manager



Professional Development

eLearning Modules (continued)

LSC15P

- 🕒 Self-Paced
- 💰 None
- 👤 Individual

Lexus Recalls and Service Campaigns

Lexus Repairs and Service Campaigns is an interactive web module that explains the importance of correctly identifying types of recalls and service campaigns on Lexus vehicles, and how they occur. You will also learn how carefully following recall and campaign repair instructions provide value and results in customer satisfaction. This web module is required for all service personnel. After reviewing this web module, make sure to complete the post-test.

Target Audience: Parts Specialist

LSC15S

- 🕒 Self-Paced
- 💰 None
- 👤 Individual

Lexus Recall and Service Campaign Essentials (Sales & Service)

This 20-minute eLearning module educates Lexus associates on proper recall and service campaign procedures. This module distinguishes between Federal regulations and Lexus protocols, and clearly defines the differences between recalls and campaigns. Finally, this module equips the learner with tools to identify possible pit-falls, and resources to turn a potentially negative experience into a positive by adding value to the guest experience.

Target Audience: Lexus Delivery Specialist, Lexus Technology Specialist, Sales/Pre-Owned Sales Consultant, Sales/Pre-Owned Sales Manager, Service Administration, Service Consultant, Service/Parts Manager



* Access online through <https://fsconnection.lexusfinancial.com>.

Enroll in financial services seminars through the dealer training manager at your regional LFS office.

D300

- 5 days
- \$1,495⁰⁰
- 18

Lexus Quality Financial Management (LQFM)

In this five-day course, you will learn to transform your dealership's financial services into a client-centered experience. You will learn how to increase profits with financial services that secure client loyalty.

Target Audience: Financial Services Manager, Sales/Pre-Owned Sales Manager

E062*

- Self-Paced
- None
- Individual

Financial Services Management (FSM) Basics

This course consists of 7 short modules designed to educate the Financial Services Manager on key topics such as finance and insurance products, paperwork and managing finance source relations. A foundation of solid product knowledge can increase sales, reduce chargebacks and improve customer satisfaction.

Target Audience: Financial Services Manager

S895

- 5 days
- \$895⁰⁰
- Contact LFS

Lexus Financial Services (LFS) Development

This interactive course will assist in delivering accurate and compelling sales presentations. Topics include the role of a successful Finance Manager, understanding today's automotive customer, the finance process and customer-centered selling model mastery. Please contact your TFS/LFS Area Sales Manager for availability and to enroll in this course.

Target Audience: Financial Services Manager, Internet Business Development Manager, Sales/Pre-Owned Sales Consultant, Sales/Pre-Owned Sales Manager

S8140

- 1 day
- \$195⁰⁰
- 24

Ethics & Compliance

This course is designed for sales management and financial services staff to understand current federal and state regulations and their impact on financial services in the retail automotive industry. We intend for all attendees to strive for the highest ethical standards in their interactions with customers.

Target Audience: Financial Services Manager, Internet Business Development Manager, Sales/Pre-Owned Sales Consultant, Sales/Pre-Owned Sales Manager

Note: Please contact your TFS/LFS Area Sales Manager for availability and to enroll in this course.

S8288

- 2 days
- \$390⁰⁰
- Contact LFS

TFS/LFS Product Sales Leadership

This interactive course is ideal for gaining in-depth product knowledge. Topics include addressing customer concerns, positioning products effectively and utilizing online sales tools. A one-day version is available or a two-day version, which includes a customer-centered selling model overview.

Target Audience: Financial Services Manager, Sales/Pre-Owned Sales Consultant, Sales/Pre-Owned Sales Manager

Note: Please contact your TFS/LFS Area Sales Manager for availability and to enroll in this course.



Financial Services

Enroll in financial services seminars through the dealer training manager at your regional LFS office.

Courses (continued)

S8289

- 🕒 1/2 day
- 💰 \$195.00
- 👥 Contact LFS

VSA Advantage

This half-day course provides training on how to present Vehicle Services Agreements to customers and address the most common concerns.

Target Audience: Financial Services Manager, Sales/Pre-Owned Sales Consultant, Sales/Pre-Owned Sales Manager

Note: Please contact your TFS/LFS Area Sales Manager for availability and to enroll in this course.

S8290

- 🕒 1/2 day
- 💰 None
- 👥 Contact LFS

TFS/LFS Lease Experience

The Lease Experience course is designed to provide Sales Consultants, Sales Managers and Finance Managers the knowledge and skills to professionally communicate the benefits of leasing to their customers. This half-day course uses a "total dealership" approach to improve your dealership's performance in the area of leasing.

Target Audience: Financial Services Manager, Sales/Pre-Owned Sales Consultant, Sales/Pre-Owned Sales Manager

Note: Please contact your TFS/LFS Area Sales Manager for availability and to enroll in this course.



Collision Repair and Refinish Training

Collision Repair and Refinish Training class schedules and enrollment information are located at www.crrtraining.com.

Courses

B001

- 🕒 11/2 days
- 💰 \$495.00
(no charge for dealers with a Lexus Certified Collision Center)
- 👥 27

Measuring Collision Center Performance

Manage the financial side of your Collision Center for maximum productivity and profitability. You will gain a solid foundation in accounting as it relates to your business and learn to use the Lexus Financial Statement to your advantage. Using your own department's financial data, you will determine such Key Performance Indicators (KPIs) as Parts-to-Labor ratio, Technician Efficiency and Gross Profit per Technician Clock Hour. This course is open to dealer-owned Collision Centers only.

Target Audience: Collision Center Manager

B003

- 🕒 11/2 days
- 💰 \$495.00
(no charge for dealers with a Lexus Certified Collision Center)
- 👥 27

Collision Center Human Resource Management

Hire the best people for the job and help them grow with your organization. You will learn how to help associates develop within the organization by establishing a human resources plan that covers all of the fundamentals. This course is open to dealer-owned Collision Centers only.

Target Audience: Collision Center Manager

B004

- 🕒 11/2 days
- 💰 \$495.00
(no charge for dealers with a Lexus Certified Collision Center)
- 👥 27

Production Management Concepts

Maximize your facility and maintain high levels of technician efficiency using the latest management concepts. You will explore the various Collision Center Operational models and trace the development of the modern Collision Center from a small operation to a multi-million-dollar business. You will learn how to operate at peak efficiency, reduce waste and shorten the repair cycle—all of which are key to customer satisfaction and profitability. This course is open to dealer-owned Collision Centers only.

Target Audience: Collision Center Manager

B005

- 🕒 11/2 days
- 💰 \$265.00
- 👥 27

Collision Repair Estimating

Increase Collision Center profits by writing better estimates. You will learn how to write collision repair estimates that more accurately reflect the work being done, are more informative to the customer, and provide a better "blueprint" for the collision repair process. This course is open to dealer-owned Collision Centers only.

Target Audience: Collision Estimator, Collision Center Manager

Collision Repair and Refinish Training class schedules and enrollment information are located at www.crrtraining.com.

Courses (continued)

B00100

⌚ 1 1/2 days

💰 \$495.00

(no charge for dealers with a Lexus Certified Collision Center)

👤 27

Advanced Collision Estimator

This advanced course is for experienced dealer associates who are directly involved with Collision Center customer interface activities. This course will focus heavily on the processes and strategies necessary to maximize sales and the customer experience in the Collision Center. Negotiation skills and familiarity with online Lexus resources will also be emphasized

Target Audience: Collision Estimator

B0020

⌚ 1 day

💰 \$495.00

👤 35

Engaging the Digital Consumer

Equipment requirement: This is a BYOD (bring your own device) event. Attendees are required to bring a WiFi enabled device (laptop or tablet) as this is a hands-on workshop.

- Understand the importance of engaging the digital consumer
- Recognize that digital marketing is more than just social media
- Learn your role in engaging the digital consumer
- Learn the bare essentials of digital marketing and assess your current web presence
- Learn how and why you should respond to consumers that post online reviews or comments
- Generate immediately implementable actions for engaging the digital consumer

Target Audience: Collision Center Manager, Collision Estimator

B010

⌚ 1 day

💰 \$495.00

👤 15

TPS-C Repair Planning

The TPS-C Repair Planning course is built on the principles drawn from three major process improvement methodologies; Lean, Theory of Constraints and Six Sigma.

Target Audience: Collision Center Manager, Collision Estimator

B503

⌚ 2 days

💰 \$400.00

👤 8

Steering & Suspension Analysis & Repair

Steering Suspension Analysis & Repair is an instructor-led course that covers the diagnosis and repair of steering- and suspension-related components, and is intended for Collision Repair Technicians. This course includes classroom instruction and lab activities.

📄 PLB503

Target Audience: Collision Repair Specialist



Collision Repair and Refinish Training

Collision Repair and Refinish Training class schedules and enrollment information are located at www.crrtraining.com.

Courses (continued)

L101

- 🕒 1 day
- 💰 \$200.00
- 👤 8

☑ [L100 or LB100],
PLB101

Paint Refinish Repair

Improving Vehicle Delivery Quality (VDQ) and customer satisfaction are the focus of this training. When a new vehicle leaves the factory, the paint finish is in pristine condition but can be damaged during transportation, storage or handling. Attendees will gain in-depth knowledge about Lexus paint finishes and learn how to inspect new vehicles, evaluate paint damage, make informed decisions about corrective measures, and use various repair techniques for minor paint damage.

Target Audience: Administration, Collision Repair Specialist, Detail Specialist/Valet, Refinish Specialist

L201

- 🕒 2 days
- 💰 \$400.00
- 👤 8

☑ [L100 or LB100]

Lexus Color Matching for Painters

This course concentrates on systematic color matching strategies sharing a wealth of color theory. Topics covered include OE paint types, color judgment and evaluation, systematic tinting tips and techniques for achieving a blendable color match on single and multi-stage coatings.

Target Audience: Collision Estimator, Collision Repair Specialist, Detail Specialist/Valet, Refinish Specialist

L210

- 🕒 Series
- 💰 N/A
- 👤 N/A

Inter-Industry Conference on Auto Collision Repair (I-CAR) Collision Repair

This course consists of curriculum presented by I-CAR. For additional information, please visit www.I-CAR.com, select Lexus and view courses listed for the Lexus Certified Collision Repair Specialist.

Target Audience: Collision Repair Specialist

L250

- 🕒 2 days
- 💰 \$400.00
- 👤 8

☑ [L100 or LB100],
L201

Lexus Advanced Painting Techniques

This course provides experienced Refinish Specialists with information on Lexus factory paint coatings, processes and materials as well as advanced refinish technologies to enhance their ability to perform high-quality repairs. This includes urethane paint systems, low VOC and waterborne refinish materials, HVLP paint transfer efficiency, blending techniques, preparation and painting of plastic bumper covers, and restoring chip-resistant coatings.

Target Audience: Collision Estimator, Collision Repair Specialist, Detail Specialist/Valet, Refinish Specialist

L270

- 🕒 Series
- 💰 N/A
- 👤 N/A

Inter-Industry Conference on Auto Collision Repair (I-CAR) Finish Matching

This course consists of curriculum presented by I-CAR. For additional information, please visit www.I-CAR.com, select Lexus and view courses listed under Lexus Detail/Refinish Specialist, Collision Repair and Refinish Training.

Target Audience: Collision Repair Specialist, Detail Specialist/Valet, Refinish Specialist



Collision Repair and Refinish Training

Collision Repair and Refinish Training class schedules and enrollment information are located at www.crrtraining.com.

Courses (continued)

L300

- 1 day
- \$200.00
- 10

- [L100 or LB100],
PLB300

Welding Techniques for Collision Repair

Strong, reliable welds are paramount to vehicle safety after a repair. Welding Techniques for Collision Repair is an instructor-led course that will give students hands-on experience with welder set-up, become familiar with various types of welds, instruction on tuning a welder and testing weld strength.

Target Audience: Collision Repair Specialist, Refinish Specialist

L301

- 2 days
- \$400.00
- 8

- [L100 or LB100]

Lexus Non-Structural Body Repair Techniques

This comprehensive course provides Collision Repair Specialists with technical information and specifications necessary to perform non-structural body repair and welded panel replacement. It presents damage descriptions and diagnoses, precautions for specialized body repair tools, metal working and finishing recommendations, and information corrosion restoration and prevention and sound-deadening materials.

Target Audience: Collision Estimator, Collision Repair Specialist, Refinish Specialist

L460

- 2 days
- \$400.00
- 8

- [L100 or LB100],
L301

Lexus Structural Body Repair Techniques

This course provides the experienced Collision Repair Specialist with technical information, specifications and recommendations necessary to make high-quality decisions and repairs to Lexus vehicles with structural damage. You will learn about collision force analysis and vehicle design, structural damage classifications, dimensioning and damage diagnosis, structural repair precautions and specifications, structural repair welding, structural sectioning and frame repairs.

Target Audience: Collision Estimator, Collision Repair Specialist, Refinish Specialist

L502

- 2 days
- \$400.00
- 8

- PL502

Body Electrical Diagnosis & Repair

Body Electrical Diagnosis & Repair covers the fundamental principles of electrical circuit diagnosis.

Target Audience: Collision Repair Specialist, Refinish Specialist

L504

- 1 day
- \$200.00
- 10

- PLB504

Air Conditioning for Collision Repair

Air Conditioning for Collision Repair is an instructor led class that covers the diagnosis and repair of Toyota air conditioning systems and components for collision repair technicians.

Target Audience: Collision Repair Specialist, Refinish Specialist



Collision Repair and Refinish Training

Collision Repair and Refinish Training class schedules and enrollment information are located at www.crrtraining.com.

Courses (continued)

L601

🕒 1 day

💰 \$200.00

👤 10

📋 [L100 or LB100]

Lexus Hybrid Collision Repair

This course provides detailed instruction and information to guide Collision Repair professionals around the potential hazards of the high-voltage (HV) system. Trainees will gain in-depth knowledge about features unique to hybrids such as where HV components are located and how they perform, how to disable the HV system and work around it safely, as well as body construction and safety features that anyone performing collision repairs should be aware of.

Target Audience: Collision Repair Specialist, Refinish Specialist

L602

🕒 1 day

💰 \$200.00

👤 8

📋 L074, L601,
PLB602

Advanced Hybrid Systems for Collision Repair

Advanced Hybrid Systems for Collisions Repair covers advanced service and maintenance-related items that apply to Lexus hybrid vehicles and high-voltage systems. This course is intended for all collision repair and refinish technicians.

Target Audience: Collision Repair Specialist, Refinish Specialist

L908

🕒 1 day

💰 \$200.00

👤 8

📋 [L100 or LB100],
PLB908

Lexus IS C for Collision Repair

This course provides classroom instruction and hands-on vehicle contact to help technicians understand the function of the retractable hardtop mechanical and electrical systems.

Target Audience: Collision Repair Specialist, Refinish Specialist



Collision Repair and Refinish Training

Collision Repair and Refinish Training class schedules and enrollment information are located at www.crrtraining.com.

eLearning Modules

B902

- 🕒 Self-Paced
- 💰 None
- 👤 Individual

Lexus Unusual Interior Noise Concerns

This highly interactive Web module focuses on proper diagnosis and repair of unusual interior noises. You will learn how to properly identify the noise through customer interviews and test drives and also how to disassemble and reassemble the vehicle after repair of the noise issue. Course credit is contingent on completion of the post-learning assessment.

Target Audience: Collision Repair Specialist, Refinish Specialist

LB100

- 🕒 Self-Paced
- 💰 None
- 👤 Individual

Introduction to Lexus Collision Repair

This course introduces attendees to the "Lexus way of doing things." It is a one-day immersion into the Lexus culture, providing insight on topics key to a Lexus Quality experience for collision repair and refinish customers. You will learn about the history and foundations for Lexus' success, customer care, communication skills, technical information, high-quality repair standards and professional development opportunities.

Target Audience: Collision Estimator, Collision Repair Specialist, Detail Specialist/Valet, Refinish Specialist

LE218

- 🕒 Self-Paced
- 💰 None
- 👤 Individual

OW-20 Synthetic Motor Oil for Lexus Vehicles

This highly interactive Web module provides a basic understanding of synthetic motor oil and how it applies to Lexus vehicles.

Target Audience: Administration, Business Office Manager/Customer Satisfaction Manager, Collision Estimator, Collision Repair Specialist, Detail Specialist/Valet, Financial Services Manager, Internet Business Development Manager, Parts Specialist, Refinish Specialist, Sales/Pre-Owned Sales Consultant, Sales/Pre-Owned Sales Manager, Service Consultant, Service/Parts Manager, Service Technician/Diagnostic Specialist

PL502

- 🕒 Self-Paced
- 💰 None
- 👤 Individual

Lexus Collision - Body Electrical Diagnosis & Repair Pre-Work

This highly interactive pre-work eLearning module provides a basic overview to prepare the associate to attend Body Electrical Diagnosis & Repair (L502).

Target Audience: Collision Repair Specialist, Refinish Specialist

PL901A**

- 🕒 Self-Paced
- 💰 None
- 👤 Individual

Using Technical Information System (TIS) 2

This highly interactive eLearning module introduces the main features and benefits of TIS2. Credit is contingent on completion of the post-learning assessment.

Target Audience: Collision Repair Specialist, Service Technician/Diagnostic Specialist



Collision Repair and Refinish Training

Collision Repair and Refinish Training class schedules and enrollment information are located at www.crrtraining.com.

eLearning Modules (continued)

PLB101

- 🕒 Self-Paced
- 💰 None
- 👤 Individual

Paint Finish Repair

This highly interactive eLearning module provides a basic overview to prepare the associate to attend Paint Refinish Repair (L101).

Target Audience: Collision Repair Specialist, Refinish Specialist

PLB201

- 🕒 Self-Paced
- 💰 None
- 👤 Individual

Color Matching for Painters

PLB201 is an online e-learning module that provides a knowledge base for color matching. It provides paint refinish technicians, estimators and managers with the principles of color judgement needed to accurately assess color and enhance the matching skills. This web module will prepare the student for the instructor-led, hands-on course at the nearest collision center. After completing the web module, make sure to complete the post-test.

Target Audience: Refinish Specialist

PLB250

- 🕒 Self-Paced
- 💰 None
- 👤 Individual

Advanced Painting Techniques

This e-learning module reviews Toyota paint processes and demonstrates how to duplicate them during the refinish process. Topics include urethane paint systems, low VOC and waterborne materials, transfer efficiency, blending techniques, preparation and painting of plastic bumper covers and restoring chip-resistant coatings. This web module will prepare the student for the instructor-led, hands-on course. After completing the web module, make sure to complete the post-test.

Target Audience: Refinish Specialist

PLB300

- 🕒 Self-Paced
- 💰 None
- 👤 Individual

Welding Techniques for Collision Repair

Strong, reliable welds are paramount to vehicle safety after a repair. Welding for Collision Repair is an interactive Web module that will take students through proper welder set-up, and familiarize them with various types of welds, tuning a welder and testing weld strength. This module will prepare the student for the instructor-led, hands-on program at the nearest collision repair training center. After completing the Web module, please complete the online post test.

Target Audience: Collision Repair Specialist, Refinish Specialist

PLB301

- 🕒 Self-Paced
- 💰 None
- 👤 Individual
- 📋 B901, L300

Non-Structural Body Repair Techniques

Non-Structural Body Repair Techniques provides information, specification and processes required to perform non-structural body repairs and welded panel replacement. This course is intended for collision repair technicians, estimators and managers who are actively involved in the repair and inspection of Toyota, Lexus and Scion vehicles. After reviewing the web module, make sure to complete the post-test.

Target Audience: Collision Estimator, Collision Repair Specialist, Refinish Specialist



Collision Repair and Refinish Training

Collision Repair and Refinish Training class schedules and enrollment information are located at www.crrtraining.com.

eLearning Modules (continued)

PLB460

- Self-Paced
- None
- Individual
- L300, L301

Structural Body Repair Techniques

Structural Body Repair Techniques provides the collision repair technician with an advanced understanding of body repair tools, equipment and techniques. This course addresses topics essential to correctly performing structural body and frame repair such as collision force analysis and vehicle design, structural damage classification, dimensioning and damage diagnosis, structural repair welding, structural sectioning and frame repair. This course is intended for collision repair technicians, estimators and managers who are actively involved in the repair and inspection of Toyota, Lexus and Scion vehicles. After reviewing the web module, make sure to complete the post-test.

Target Audience: Collision Estimator, Collision Repair Specialist, Refinish Specialist

PLB503

- Self-Paced
- None
- Individual

Steering and Suspension - Analysis and Repair

Steering and Suspension - Analysis & Repair is a highly interactive Web module that covers the diagnosis and repair of steering and suspension related components. This self-paced Web module is a prerequisite to instructor-led course Steering and Suspension Analysis & Repair (B503), and is intended for collision repair technicians. After reviewing the module, make sure to complete the 10-question post-test.

Target Audience: Collision Repair Specialist

PLB504

- Self-Paced
- None
- Individual

Air Conditioning for Collision Repair

Air Conditioning for Collision Repair is a highly interactive Web module that covers the diagnosis and repair of Toyota air conditioning systems and components. This self-paced Web module is a prerequisite to instructor-led course Air Conditioning for Collision Repair (L504), and is intended for collision repair technicians. After reviewing the Web module, make sure to complete the post-test.

Target Audience: Collision Repair Specialist, Refinish Specialist

PLB602

- Self-Paced
- None
- Individual
- L074, L601

Advanced Hybrid Systems for Collision Repair

Advanced Hybrid Systems for Collisions Repair covers advanced service and maintenance-related items that apply to Lexus hybrid vehicles and high-voltage systems. This course is intended for all collision repair and refinish technicians. After reviewing the web module, make sure to complete the post-test.

Target Audience: Collision Repair Specialist, Refinish Specialist

PLB908

- Self-Paced
- None
- Individual

Lexus IS C for Collision Repair

Lexus IS C for Collision Repair is an interactive Web module that provides a technical preview of the IS C with retractable hardtop. This module, intended for all Collision Repair and Refinish Specialists, will prepare the student for the instructor-led, hands-on, program at the nearest collision repair training center. After reviewing the module, make sure to complete the post-test.

Target Audience: Collision Repair Specialist, Refinish Specialist



Technical Training

Courses

Enroll in Technical Training Courses through the area training manager at your Lexus Area Office.

L005

- 🕒 5 days
- 💰 None
- 👥 N/A

☑️ L078, ML010A

Technical Introduction to Lexus

This course revolves around the hands-on training necessary to properly conduct Pre-Delivery Service (PDS) procedures and is a prerequisite for all other technical courses. Major emphasis is on the introduction to vehicle systems as well as the function, normal operation and diagnosis of each Lexus vehicle.

Target Audience: Service Technician/Diagnostic Specialist

L071

- 🕒 3 days
- 💰 None
- 👥 8

☑️ L005, L623,
L652, L852,
L874b, PL071

Lexus Hybrid Systems

This course provides Lexus Hybrid technical information and safety practices required to diagnose, service and perform repairs on the high-voltage systems and for general maintenance.

Target Audience: Service Technician/Diagnostic Specialist

L151

- 🕒 2 days
- 💰 None
- 👥 8

☑️ L005, L112A

Lexus Engine Service & Repair

This workshop provides technicians with practical hands-on exercises accompanied with classroom instruction on internal repairs to Lexus engines. Participants will learn proper shop procedures, and demonstrate the ability to properly disassemble, inspect, repair and re-assemble a Lexus engine.

Target Audience: Service Technician/Diagnostic Specialist

L453

- 🕒 2 days
- 💰 None
- 👥 8

☑️ L005, L623,
ML011A, PL453

Lexus Suspension, Steering & Handling

This course is designed to assist the technician in the following: reviewing the operation and construction of the suspension and steering systems, performing proper diagnostic and inspection procedures, identifying handling and alignment concerns, and correcting wheel balancing and tire concerns.

Target Audience: Service Technician/Diagnostic Specialist



Enroll in Technical Training Courses through the area training manager at your Lexus Area Office.

Courses (continued)

L623

🕒 3 days

💰 None

👥 8

📋 L005, PL623

Lexus Electrical Circuits, Diagnosis & Repair

This course is designed to provide a fundamental understanding of electrical concepts and troubleshooting techniques. Concepts will be taught in the classroom by building electrical circuits. By doing this activity, technicians will be able to apply learned diagnostic skills to live vehicles. Technicians will learn proper techniques of circuit repair using a digital multi-meter, service repair connectors and Lexus electrical wiring diagrams to ensure accurate diagnosis and repair of electrical systems.

Target Audience: Service Technician/Diagnostic Specialist

L652

🕒 3 days

💰 None

👥 8

📋 L005, L623,
PL652

Electrical Systems Diagnosis

This course addresses the diagnosis of body electrical systems and expands the concepts found in Lexus Electric Circuits, Diagnosis & Repair (L623). Through the examination of electrical wiring diagrams, an electronic simulator, and hands-on vehicle diagnosis, the technician becomes familiar with electrical diagnosis at the intermediate level. Vehicle diagnostics concentrate on shorts, opens, and the identification of component issues that result in customer complaints and incomplete repairs.

Target Audience: Service Technician/Diagnostic Specialist

L673

🕒 3 days

💰 None

👥 8

📋 HL610B, L005,
L623, L652

Electronic and Computer-Controlled Systems

This instructor led course covers the application of advanced diagnostic techniques of electronic and computer-controlled systems and is intended for technicians.

This high level electronic and multiplex networking course provides information related to Electronic Control Units and how they operate. Additionally, an overview of multiplex network architecture and communication protocols will be reviewed along with how to do a waveform analysis and system diagnostics using an oscilloscope. DVOM and Techstream Diagnostic Unit will be also discussed.

Target Audience: Service Technician/Diagnostic Specialist

L752

🕒 2 days

💰 None

👥 8

📋 L005, L623,
L652, PL752

Air Conditioning & Climate Controls

This course is designed to increase the Technician's understanding and diagnostic skills related to Lexus engine control systems. Major areas to be covered are the identification, operation, function, and basic diagnosis of the following: Electronic Control Module (ECM); fuel injection system; ECS sensors and actuators; and ignition systems. Emphasis will be on solving driveability concerns using all available resources, i.e., manuals, DVOM, oscilloscope, diagnostic testers, and any related SSTs. "Hands-on" worksheets will reinforce the proper use of manuals, and using accurate and timely diagnostic and repair procedures.

Target Audience: Service Technician/Diagnostic Specialist



Technical Training

Enroll in Technical Training Courses through the area training manager at your Lexus Area Office.

Courses (continued)

L852

🕒 3 days

💰 None

👥 8

📋 L005, L623,
PL852

Engine Control Systems I

This course is designed to increase the technician's understanding and diagnostic skills related to Lexus engine control systems. Major areas to be covered are the identification, operation, function, and basic diagnosis of the following: Electronic Control Module (ECM), fuel injection system, ECS sensors and actuators, and ignition systems. Emphasis will be on solving drivability concerns using all available resources such as manuals; DVOM, oscilloscope, diagnostic testers, and any related SSTs. Hands-on worksheets will reinforce the proper use of manuals, and using accurate and timely diagnostic and repair procedures.

Target Audience: Service Technician/Diagnostic Specialist

L874b

🕒 3 days

💰 None

👥 8

📋 L005, L623,
L852, PL874

Engine Control Systems II

This course provides the technician the skills to diagnose and resolve engine control system problems using Techstream data. New areas the course now offers is an in-depth discussion of the Monitor and how to use it in the diagnostic process along with an a clear review of the misfire monitor; how to capture, review and archive Techstream snapshots, and how to repair various emission problems on "bugged" vehicles.

Target Audience: Service Technician/Diagnostic Specialist

L973B

🕒 2 days

💰 None

👥 8

📋 L673

High Tech Smart Key System

The High-Tech Smart Key course gives technicians the skills to diagnose and repair the smart key system using:

- Current Techstream diagnostic procedures.
- Technical information available on TIS
- Classroom and shop activities detailing step by step Smart Key operation.

Target Audience: Service Technician/Diagnostic Specialist



Enroll in Technical Training Courses through the area training manager at your Lexus Area Office.

HL511A

- Self-Paced
- None
- Individual

High-Tech Electronically Controlled Braking Systems 2011

High Tech Electronically Controlled Braking Systems 2011 covers features, functions, operation, and service of electronically controlled braking systems. This Web module is available for all technicians, and required for Senior Technicians and above. After reviewing the module, make sure to complete the post-test.

Target Audience: Service Technician/Diagnostic Specialist

HLB10A

- Self-Paced
- None
- Individual

Lexus IS 250C / IS 350C Unusual Interior Noise Concerns

Lexus IS C Unusual Interior Noise Concerns, a highly interactive and informative Web module, focuses on proper diagnosis and repair of unusual interior noises on the IS Convertible. This self-paced Web module is intended for Service Technicians and Diagnostic Specialists. After reviewing the module, make sure to complete the post-test.

Target Audience: Service Technician/Diagnostic Specialist

HL610A

- Self-Paced
- None
- Individual

Smart Access Systems 2010

Lexus Smart Access Systems is a highly interactive and informative Web module that focuses on system operation, diagnosis and repair of the Smart Access System. This self-paced Web module is intended for Lexus Master Technicians and Diagnostic Specialists. After reviewing the module, make sure to complete the post-test.

Target Audience: Service Technician/Diagnostic Specialist

HL610B

- Self-Paced
- None
- Individual

Multiplex CAN Diagnosis 2010

Multiplex is a highly interactive and informative Web module that focuses on diagnostic techniques and service publication usage to repair multiplex circuits and systems. This self-paced Web module is intended for all Lexus Master Technicians and Diagnostic Specialists. After reviewing the module, make sure to complete the post-test.

- L652

Target Audience: Service Technician/Diagnostic Specialist

HL611A

- Self-Paced
- None
- Individual

Navigation and Bluetooth®




Navigation and Bluetooth® is a highly interactive and informative Web module that focuses on the operation and diagnostic techniques for Navigation and Bluetooth® systems. This self-paced Web module is intended for all Toyota Master Technicians and MDTs. After reviewing the module, make sure to complete the post-test.

Target Audience: Service Technician/Diagnostic Specialist

Enroll in Technical Training Courses through the area training manager at your Lexus Area Office.
 ** Access Technical Training eLearning modules online at www.lcptest.com

eLearning Modules (continued)

HL612A




-  Self-Paced
-  None
-  Individual

High-Tech Bluetooth®/Navigation Systems 2012

High Tech Bluetooth®/Navigation Systems 2012 focuses on the operation and diagnosis of Bluetooth®/Navigation systems. This self-paced Web module is intended for all Lexus technicians. After reviewing the module, make sure to complete the post-test.

Target Audience: Service Technician/Diagnostic Specialist

HL612B




-  Self-Paced
-  None
-  Individual

High-Tech Audio/Navigation Systems 2012 with Lexus Enform

High-Tech Audio/Navigation Systems 2012 with Lexus Enform covers head unit component features, functions, and operation of the Lexus Enform system. This Web module is available for all technicians, and required for certified level and above. After reviewing the module, make sure to complete the post-test.

Target Audience: Service Technician/Diagnostic Specialist

L112A





-  Self-Paced
-  None
-  Individual

Engine Service and Repair

Engine Service and Repair is a highly interactive and informative Web module that focuses on engine mechanical operation, inspection and diagnosis. This self-paced Web module is intended for all Service Technicians and Diagnostic Specialists. After reviewing the module, make sure to complete the post-test.

Target Audience: Service Technician/Diagnostic Specialist

L680**




-  Self-Paced
 -  None
 -  Individual
-  L005, L623, L652

Navigation Systems Diagnosis

This eLearning module is divided into two interactive courses. Navigations Systems Introduction (L680A) is designed to introduce the Lexus technician to navigation systems, multiplex communication design, network topology, wireless transmission and signal interface. Upon completion of L680A, technicians can move along to Navigation Systems Diagnostics (L680B) which provides in-depth knowledge of the function and construction of components that comprise the Lexus Navigation System and assists the technician in developing strategies to diagnose the system using self-diagnostic capabilities. Course credit is contingent on completion of the post-learning assessment.

Target Audience: Service Technician/Diagnostic Specialist

L074**

-  Self-Paced
-  None
-  Individual

Lexus Hybrid General Service

This Web module covers the basics of the Lexus Hybrid system, along with general service procedures and key maintenance items. The concepts you will learn include the service and maintenance-related procedures that affect systems such the cooling systems, Electric Power Steering, auxiliary battery service, HV safety precautions and Pre-Delivery Inspection. Course credit is contingent on completion of the post-learning assessment.

Target Audience: Collision Estimator, Collision Repair Specialist, Lexus Delivery Specialist, Lexus Technology Specialist, Parts Specialist, Service Consultant, Service/Parts Manager, Service Technician/Diagnostic Specialist



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eLearning Modules (continued)

L076**

- 🕒 Self-Paced
- 💰 None
- 👤 Individual

Lexus Automatic Transmission Fluid (ATF) Level Inspection

This highly interactive Web module utilizes animated sequences and exercises to reinforce the importance of correctly checking the ATF level on vehicles with overflow-type transmissions using World Standard ATF. Course credit is contingent on completion of the post-learning assessment.

Target Audience: Service Technician/Diagnostic Specialist

L077**

- 🕒 Self-Paced
- 💰 None
- 👤 Individual

Lexus Using Technical Assistance System (TAS)

This highly interactive Web module utilizes animated sequences and exercises to explain the features and functions of the Technical Assistance System. You will learn the purpose of TAS, how to search with TAS and TAS case management. Course credit is contingent on completion of the post-learning assessment.

Target Audience: Service Technician/Diagnostic Specialist

L078**

- 🕒 Self-Paced
- 💰 None
- 👤 Individual

Direct Tire Pressure Monitoring System

This highly interactive Web module explains system operation principles and characteristics, service procedures, diagnosis, and performing initialization and registration procedures of the tire pressure monitoring system. Course credit is contingent on completion of the post-learning assessment.

Target Audience: Service Technician/Diagnostic Specialist

L081**

- 🕒 Self-Paced
- 💰 None
- 👤 Individual

Lexus Unusual Interior Noise Concerns

This highly interactive Web module focuses on proper diagnosis and repair of unusual interior noises. You will learn how to properly identify the noise through customer interviews and test drives and also how to disassemble and reassemble the vehicle after repair of the noise issue. Course credit is contingent on completion of the post-learning assessment.

Target Audience: Service Technician/Diagnostic Specialist

L087

- 🕒 Self-Paced
- 💰 None
- 👤 Individual

Dealership Product Report Training

This highly interactive Web module focuses on dealership product report training. Course credit is contingent on completion of the post-learning assessment.

Target Audience: Service Technician/Diagnostic Specialist



Technical Training

Enroll in Technical Training Courses through the area training manager at your Lexus Area Office.

eLearning Modules (continued)

LE218

- 🕒 Self-Paced
- 💰 None
- 👤 Individual

OW-20 Synthetic motor Oil for Lexus Vehicles

This highly interactive Web module provides a basic understanding of synthetic motor oil and how it applies to Lexus vehicles.

Target Audience: Administration, Business Office Manager/Customer Satisfaction Manager, Collision Estimator, Collision Repair Specialist, Detail Specialist/Valet, Financial Services Manager, Internet Business Development Manager, Parts Specialist, Refinish Specialist, Sales/Pre-Owned Sales Consultant, Sales/Pre-Owned Sales Manager, Service Consultant, Service/Parts Manager, Service Technician/Diagnostic Specialist

LSC13B

- 🕒 Self-Paced
- 💰 None
- 👤 Individual

Safety Recall DLC - Front Passenger Airbag Inflator

Safety Recall DLC - Front Passenger Airbag Inflator is an interactive web module that explains the importance of correctly and safely removing, identifying, replacing or reinstalling the front passenger airbag inflator on certain 2002-2004 Lexus SC430 models, this course is required prior to performing remedy repair for Safety Recall DLC.

Target Audience: Service Technician/Diagnostic Specialist

LSC15A

- 🕒 Self-Paced
- 💰 None
- 👤 Individual

Lexus Recalls and Service Campaign Essentials

Lexus Recalls and Service Campaign Essentials is an interactive web module that explains the importance of correctly identifying types of recalls and service campaigns on Toyota vehicles, and how they occur. You will also learn how carefully following recall and campaign repair instructions provide value and results in customer satisfaction. This web module is required for all technicians and diagnostic specialists. After reviewing this web module, make sure to complete the post-test.

Target Audience: Service Technician/Diagnostic Specialist

ML011A

- 🕒 Self-Paced
- 💰 None
- 👤 Individual

Lexus Tire and Wheel Service

Lexus Tire & Wheel Service is a highly interactive web module that explains how to properly service and maintain Lexus tires and wheels to manufacturer's recommendations and specifications. After reviewing the module, make sure to complete the post-test.

Target Audience: Service Technicians/Diagnostic Specialist

ML213A

- 🕒 Self-Paced
- 💰 None
- 👤 Individual

Lexus WS ATF Inspection & Adjustment SST

Lexus WS ATF Inspection and Adjustment SST is an interactive web module that explains the importance of proper ATF inspection and adjustment SST usage on Lexus vehicles. This web module is available to all technicians and required for Master certified Service Technicians and Diagnostic Specialists. After reviewing this web module, make sure to complete the post-test.

Target Audience: Service Technician/Diagnostic Specialist



Technical Training

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eLearning Modules (continued)

PL071**

- 🕒 Self-Paced
- 💰 None
- 👤 Individual

Lexus Hybrid Systems Pre-Work

This highly interactive pre-work eLearning module provides a basic overview of the advanced technical features and key elements of the Lexus Hybrid System to prepare for the instructor-led course Lexus Hybrid Systems (L071). Course credit is contingent on completion of the post-learning assessment.

Target Audience: Service Technician/Diagnostic Specialist

PL453**

- 🕒 Self-Paced
- 💰 None
- 👤 Individual

Lexus Suspension, Steering & Handling Pre-Work

This pre-work eLearning module introduces fundamentals and terminology of suspension, steering, and tire and wheels. This is a self-study module to prepare technicians for the instructor-led course Lexus Steering, Suspension & Handling (L453). Course credit is contingent on completion of the post-learning assessment.

Target Audience: Service Technician/Diagnostic Specialist

PL623**

- 🕒 Self-Paced
- 💰 None
- 👤 Individual

Lexus Electrical Circuit Diagnosis Pre-Work

This pre-work eLearning module provides the necessary electrical concepts such as identification of the essential elements of a circuit and Ohm's law to determine resistance, voltage or amperage. This self-study module prepares technicians for the instructor-led course Lexus Electrical Circuit Diagnosis & Repair (L623). Course credit is contingent on completion of the post-learning assessment.

Target Audience: Service Technician/Diagnostic Specialist

PL652**

- 🕒 Self-Paced
- 💰 None
- 👤 Individual

Electrical Circuit Diagnosis II Pre-work

This pre-work eLearning module covers the fundamental principles of electrical circuit diagnosis in order to identify causes of abnormal circuit operation and diagnosing circuits with DVOM. This self-study module prepares technicians for the instructor-led course, Electrical Systems Diagnosis (L652). Course credit is contingent on completion of the post-learning assessment.

Target Audience: Service Technician/Diagnostic Specialist

PL752**

- 🕒 Self-Paced
- 💰 None
- 👤 Individual

Lexus Air Conditioning & Climate Controls Pre-work

This pre-work eLearning module provides an introduction to the principles of refrigeration, air conditioning components and terminology. This self-study module prepares technicians for the instructor-led course Air Conditioning & Climate Controls (L752). Course credit is contingent on completion of the post-learning assessment.

Target Audience: Service Technician/Diagnostic Specialist



Technical Training

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 ** Access Technical Training eLearning modules online at www.lcptest.com

eLearning Modules (continued)

PL852**

- Self-Paced
- None
- Individual

Engine Control Systems I Pre-Work

This pre-work eLearning module allows technicians to first understand the fundamental principles of the Engine Control System as self-study before attending the instructor-led course Engine Control Systems I (L852). Course credit is contingent on completion of the post-learning assessment.

Target Audience: Service Technician/Diagnostic Specialist

PL874**

- Self-Paced
- None
- Individual

Engine Control Systems II Pre-Work

This pre-work eLearning module allows technicians to understand advanced principles of the Engine Control System as self-study before attending the instructor-led course Engine Control Systems II (L874). Course credit is contingent on completion of the post-learning assessment.

Target Audience: Service Technician/Diagnostic Specialist

PL901A**

- Self-Paced
- None
- Individual

Using Technical Information System (TIS) 2

This highly interactive pre-work eLearning module introduces the main features and benefits of TIS2. Credit is contingent on completion of the post-learning assessment.

Target Audience: Collision Repair Specialist, Service Technician/Diagnostic Specialist

PL901B**

- Self-Paced
- None
- Individual

Techstream eLearning Module

This highly interactive pre-work eLearning module explains the basic features and functions of the Techstream diagnostic tester. Credit is contingent on completion of the post-learning assessment.

Target Audience: Service Technician/Diagnostic Specialist