

2022 PROGRAM GUIDE



[EuroProAutoService.com](http://EuroProAutoService.com)



**WORRY-FREE GUARANTEE**

**NATIONWIDE PROTECTION PLUS**



## **Nationwide Protection Plus Parts & Labor Warranty**

As a EuroPro Auto Service Center, you don't have to worry about your customers getting stranded on the road with repair problems. Build loyalty and retention with the Nationwide Protection Plus Parts & Labor Warranty. Customers are protected for 24 months / 24,000 miles with the Standard program and 36 months / 36,000 miles for the Platinum program.

### **Who Covers this Warranty?**

This limited warranty is extended only to you, the original purchaser, and not to anyone who may purchase your vehicle from you during the term of the warranty. This limited warranty is made by the independent repair facility who is so named on the original repair invoice and performed the service/repairs on your vehicle. This warranty is administered by Nationwide Protection Plus warranty division and may be honored by other facilities participating in this program, or other authorized non-participating facilities anywhere in the United States or Canada.

### **What is Covered?**

This warranty covers the following types of repairs and services, subject to the exclusions listed within:

**Air conditioning, heating & climate control system**

**Brake system**

**Clutches, clutch component or assembly repair & replacement**

**Engine cooling system**

**Electrical systems, electronic engine management system and other on-board computer systems**

**Engine performance, drivability services & repair**

**Exhaust system**

**Fuel systems**

**Hybrid drive battery replacements**  
(claim coordinated with battery manufacture for replacement)

**Ignition system**

**Steering / suspension system, wheel bearings, CV joints / U-joints, half-shafts & driveshafts**

**Other minor repairs**

In case of a warranty issue contact:

## **Warranty Program Administrator**

**2601 Heritage Avenue, Grapevine, TX 76051**

**p: 877.252.4609 | e: [warranty@nationwideprotectionplus.com](mailto:warranty@nationwideprotectionplus.com)**

**[EuroProAutoService.com](http://EuroProAutoService.com)**



## Nationwide Protection Plus Parts & Labor Warranty

The independent repair facility warrants that the covered repairs and services performed at their location will be free from defects in materials for 36 months or 36,000 miles of use, whichever comes first, measured from the date of the first repair and the odometer reading shown on the original repair invoice. Warranty repair costs shall in no case exceed the costs of the original repair or service. If there is a defect in either materials or workmanship within the warranty period, the independent repair facility has the option to perform remedial service work at no charge to you, replace the defective warranted part(s) without charge to you, or refund the entire charge for the warranted repairs, minus any previous refunds.

A buyer of covered products or services has the right to have warranty service performed during the warranty period. The warranty period will be extended for the number of whole days that the vehicle has been out of the buyer's hands for warranty repairs. If a defect exists within the warranty period, the warranty will not expire until the defect has been fixed. The warranty period will also be extended if the warranty repairs have not been performed due to delays caused by circumstances beyond the control of the buyer, or if the warranty repairs did not remedy the defect, and the buyer notifies the warranty administrator of the failure of the repairs within 60 days after they were completed. If, after a reasonable number of attempts, the defect has not been fixed, the buyer may return his vehicle for a replacement of parts, if applicable, or a refund, in either case, subject to deduction of a reasonable charge for usage. This time extension does not affect the protections or remedies the buyer has under any law.

### What is not Covered?

You must pay for any non-warranty service you order to be performed at the same time as any warranty service. This warranty will not apply to your repaired vehicle if it has been damaged by abnormal use, misuse, neglect, accident, alteration or "tampering with" (by other than the facility or facility employees). The facilities employees and/or agents do not have authority to modify the terms of this warranty, nor to make any promises in addition to those contained within this warranty.

THIS WARRANTY DOES NOT IN ANY WAY INCLUDE INCIDENTAL OR CONSEQUENTIAL DAMAGES (additional expenses which you may incur as the result of faulty repair or service). Some states do not allow the exclusion or limitation of incidental or consequential damage, so the above limitation or exclusion may not apply to you. This warranty gives you specific rights, and you may also have other rights, which vary from state to state.

### Repair & Service Exclusions

This warranty does not cover repair(s) or service(s) except as listed in the section, "what is covered by this warranty," though the facility may offer other services. Specifically excluded: any internal engine, transmission, or differential repairs, associated gaskets and seals or assembly replacement of the same. Also excluded: auto body, paint, molding, glass repairs, tires & used parts. Coverage is limited to the United States & Canada.

NATIONWIDE PROTECTION PLUS



WORRY-FREE GUARANTEE



## Nationwide Protection Plus Parts & Labor Warranty

### How to Obtain Warranty Service

You must return to the EuroPro Auto Service Center where the original service or repair was performed. Be sure to keep a copy of the original invoice and present it when seeking service under this warranty.

If your vehicle is inoperable and cannot be driven without further damage you may be eligible for additional coverage of up to \$90 reimbursement for tow services and/or Rental car reimbursement of \$50 per day for up to two days while the vehicle is being re-repaired as determined by the administrator.

If you are unable to reasonably return to the original EuroPro Auto Service Center, you must call the Warranty Administrator to obtain a warranty claim number prior to making any repairs at 877.252.4609, Monday - Friday, 8:00 am - 5:00 pm (CST). Automated instructions are available for after hours inquiries.

The Administrator will direct you to the nearest participating service center to diagnose vehicle issues and confirm warranty. The Warranty Administrator will require you, the car owner, to provide the original repair order for warranty eligibility.

If the re-repair meets the warranty requirements then the warranty administrator will approve repairs with a specified amount. Remittance is limited to covering the failed part(s), labor and taxes associated with said part up to the original dollar amount (as listed on the original repair invoice).

### Payment Process

Upon completion of the re-repair an invoice is to be submitted to the Nationwide Protection Plus warranty administrator for payment. The warranty administrator will pay the re-repair facility up to the "approved specified amount" from the repair estimate over the phone via a credit card.

In some cases it may be required for the consumer to ship the failed part to the Warranty administrator. Shipping costs will be reimbursed. Failure to ship a required part will void the warranty.

In case of a warranty issue contact:

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[EuroProAutoService.com](http://EuroProAutoService.com)

NATIONWIDE PROTECTION PLUS



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## 4 Mile 1 Labor Warranty Claims

As a Platinum Banner Shop customer... not only do your customers get the benefit of the extended 36 months / 36,000 miles warranty, you also receive (4) labor claims that can be used for warranty work to be performed at your shop. If your customer has a warranty claim, they should return to your shop for diagnosis. Upon decision of warranty eligibility, you should call the warranty administrator at 877.342.9615.

### Labor Claim Provisions:

- Warranty reimbursement is for 36 months or 36,000 miles, whichever comes first
- Platinum Banner Shops must use their (4) claims in a calendar year
- Banner shops can receive a three-hour labor max at \$75 per hour
- Reimbursement benefits are only available to current shops enrolled in the Platinum program
- Claims must be submitted within 30 day's of the 2nd repair (re-repair) to be paid by Mile 1

## Roadside Assistance Reimbursement

Thank you for your business! With a qualifying service or repair, you may qualify for **Roadside Assistance Reimbursement of up to \$90 cash back towards a future Roadside Event.**

### How to Qualify:

- ✓ You must have an original repair, of more than \$20, performed at a participating EuroPro Auto Service Center.
- ✓ You must register the qualifying repair within 30 days of repair date at [www.EuroProCarCare.com](http://www.EuroProCarCare.com) to receive a one-time use certificate good towards a future Roadside event.
- ✓ The Roadside Assistance event must take place at least 24-hrs after the original qualifying repair date.

### Program Rules:

- Reimbursement up to \$90 can be used towards a tow, jump start, lock-out, flat tire assistance, or fuel service effective 24-hrs after qualifying repair for one year.
- One reimbursement per registered car, per year.
- Only vehicle & consumer listed on original invoice and Roadside Assistance Certificates are eligible.
- Consumer is responsible for finding a roadside assistance provider.
- Roadside Service on the qualifying vehicle must be provided by a licensed Roadside Assistance Provider or licensed Service Center.
- All documents required for reimbursement must be submitted within 30-days of the Roadside Event per instructions on certificate.

EuroPro Auto Service Center HQ has the right to cancel or modify the terms of this program without notice and accepts no liability for the Roadside Service provider chosen by the consumer for service.

NATIONWIDE PROTECTION PLUS





**Automotive Business Solutions**



*Provide Your Customers With Valuable Protection By Offering Them The*

## **NATIONWIDE ROAD HAZARD PLAN**

Your customers can save money on damaged tires with this no hassle claim policy!

### **BENEFITS FOR YOUR CUSTOMER:**

- FREE tire replacement - for first 1/3 of usable tread, prorated thereafter
- FREE flat repair
- Coverage valid for 3 YEARS from date of purchase or until tire is worn out
- Flat tire changing assistance
- Nationwide coverage - more than 50,000 locations honor the program

### **BENEFITS FOR YOU:**

- A consistent source of revenue from plan sales and claim fulfillment
- No up-front investment from you
- No program administration by you
- ABS pays YOU to repair and replace damaged tires
- Easy, flat percentage pricing
- Fast claim payment
- Nationwide coverage for your customer
- Build customer acquisition and loyalty

**Ask your Sales Representative for more information about this add-on program and start offering your customers *additional* peace of mind.**

## Road Hazard Plan Features

- ⇒ Free tire replacement for the first 33% of useable tread, prorated thereafter
- ⇒ Free tire repair for the useable life of the tire.
- ⇒ We pay repairing dealers up to \$20 per repair
- ⇒ Coverage valid for three years from the date of purchase
- ⇒ Flat tire changing assistance reimbursement
- ⇒ Nationwide coverage – thousands of servicing dealers, in all 50 states



## Tire Dealer Benefits

- ⇒ Additional profit on every tire you sell
- ⇒ No messy stickers to deal with – this is a web-based program
- ⇒ No upfront cost to you – we simply invoice you for the plans that you sell
- ⇒ Doesn't tie up your money
- ⇒ Absolutely no risk to you
- ⇒ You don't have to worry about program administration
- ⇒ We pay you to repair and replace damaged tires
- ⇒ Builds customer acquisition & loyalty



## Fast Claims Payment

We pay claims in minutes - not days, weeks, or months. Enjoy the fastest and most efficient claims payment in the industry. Our claims technicians are expert technicians with years of experience. No more waiting for answers and payment from the administrator! It's your money, you have the right to be paid quickly.

## Premier Nationwide Program

- ⇒ Dedicated toll free road hazard number
- ⇒ Program training and superior customer service. We treat you as a partner, not a nuisance.
- ⇒ Option to submit claims online or call our technicians on the toll free hotline
- ⇒ Program cost - 7% of the tire selling price. You mark up and make additional profit on every tire that you sell!



## Frequently Asked Questions

### Nationwide Road Hazard Plan

**Q. What are the features that benefit the consumer with the Nationwide Road Hazard Plan?**

- A. **Free tire replacement through 33% tread wear**, prorated thereafter  
**Free tire repair** for the life of the plan (three years), up to \$20 per repair  
**Nationwide flat tire changing assistance** – reimbursed up to \$75 per service call  
**Protection is available where ever they travel throughout the country.**

**Q. What are the features that benefit me with the Nationwide Road Hazard Plan?**

- A. **No up-front investment** - you pay after you sell, we send you a monthly invoice  
**Free replacement through the first 33% of useable tread wear**, prorated thereafter  
**Easy, flat-percentage pricing** – 7% of the selling price of the tire  
**Convenient online plan registration and claim filing**  
**Claims paid the same day** – not ten days or weeks

**Q. Am I required to purchase anything in advance with this plan?**

- A. No! The beauty of this plan is that it is web-based. You register your customers' tires online and the administrator bills you for the plans you sell. You receive an invoice once a month for the road hazard plans you previously sold. There is no inventory to carry, no outdated stickers to lose and tie up your money. Your cost is simply 7% of your selling price of the tire – most shops sell the plan for around 10% to 12% of the tire selling price.

**Q. What happens if a customer, that purchased road hazard coverage from me, returns to my shop for tire repair or replacement due to a valid road hazard?**

- A. The administrator pays all valid claims at your shop or away! Claims are paid to you back at your facility even if you are the original selling shop.

**Q. What benefits do I receive as a Nationwide Road Hazard Plan participant?**

- A. Because you participate in the Nationwide Road Hazard Plan, potential customers will be more likely to choose your shop for new tires and professional tire service – driving new customer acquisition and tire sales.

You also make additional profit on every road hazard plan that you sell – an easy way to make greater bottom line profits from tire sales!

Your customers will know that, should they experience difficulties with a tire that you sold, they can count on the road hazard protection to quickly get their vehicle back on the road again. They'll have a greater appreciation for you as their premier service provider - building customer loyalty!

As a member of the nationwide road hazard network, you will receive referrals of customers from other tire facilities when those customers are in need of tire help and are in your area.



**SIGNAGE & PROMOTIONS**



**EuroProAutoService.com**



# Marketing Materials

*Available to Order Online!*

## NATIONWIDE WARRANTY / ROADSIDE ASSISTANCE MATERIALS



Nationwide Warranty Poster



Roadside Assistance Poster



Warranty/Roadside Customer Details Folder - 100/Pk



Static Cling Door Decal

## BAY BANNERS / SIGNAGE



Warranty Metal Sign - 18" x 24"

ASE Service Center Metal Sign - 30" x 24"



Bay Banners - 108" x 22"



## CUSTOMER SERVICE

Static Cling Oil Change Reminders - 500/Roll



Customized Menu Board



Desk Pad Scheduler - 17" x 22"

# PLATINUM



## Marketing Materials

*Available to Order Online!* 

**3/36 NATIONWIDE WARRANTY MATERIALS**



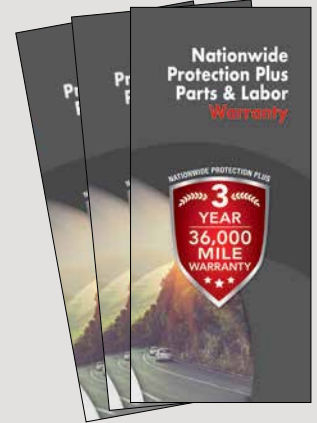
Nationwide Warranty Poster  
24" x 36"



Warranty Metal Sign  
18" x 24"



Static Cling Door Decal



Warranty/Roadside Customer Details Folder - 100/Pk



Bay Banner  
108" x 22"

3/36 Nationwide Warranty Program Materials	Price Ea.
Nationwide Warranty & Roadside Assistance Customer Details & Information Folder (100/Pk.)	\$10.00/Pk.
Nationwide Warranty Poster	\$4.00
Nationwide Warranty Metal Sign	\$20.00
Nationwide Warranty Door Decal	\$5.00
Nationwide Warranty Bay Banner	\$35.00

\* The Protection Plus Warranty Logo can be e-mailed. Please send request to [marketing@theprontonetwork.com](mailto:marketing@theprontonetwork.com)

Marketing Coupon



Enterprise Coupon



Warranty Decals



Business Cards

In case of a warranty issue contact:  
**Warranty Program Administrator**  
 2601 Heritage Avenue  
 Grapevine, TX 76051  
 p: 877.252.4609  
 e: warranty@nationwideprotectionplus.com




EuroProCarCare.com

**Roadside Assistance Registration:**  
 EuroProCarCare.com




In case of a warranty issue contact:  
**Warranty Program Administrator**  
 2601 Heritage Avenue  
 Grapevine, TX 76051  
 p: 877.252.4609  
 e: warranty@nationwideprotectionplus.com




EuroProCarCare.com

**Roadside Assistance Registration:**  
 EuroProCarCare.com




Counter Cards







Ask us how you may qualify for up to **\$90 cash back** for a future Roadside Assistance

EuroProCarCare.com

**Nationwide Protection Plus Parts & Labor Warranty**

EuroProCarCare.com

**Nationwide Protection Plus Parts & Labor Warranty**




EuroProCarCare.com

SHOP SOLUTIONS



[EuroProAutoService.com](http://EuroProAutoService.com)



360 Payments is a merchant services company specializing in the automotive industry. We focus on providing white glove customer service with competitive rates so you can focus on growing your business.

### Benefits of Working with 360 Payments:

- **No Contracts-** Stores are on month-to-month agreements, backed by our outstanding customer service.
- **Pricing-** We match or guarantee to beat any other processors rates.
- **No Junk Fees.**
- **Shop Management Integrations-** We integrate with more than 20 SMS systems.
- **EMV/Chip Card Compliant-** We process transactions in the most secure way possible to protect your business.
- **Text to Pay Options-** Get paid before your customer picks up their vehicle.



### **Client Program:**

Client gets their first credit card terminal for **FREE** (\$300 value) for as long as they are a 360 customer!

Reach out to us for a free review of your current processing situation

**CLICK HERE**

or send an email to

**hello@360payments.com**



**p: 1-855-360-0360**

**e: hello@360payments.com**

**www.360payments.com**

## Why offer credit?



### Why choose CFNA?

The CFNA credit card isn't just a payment solution for your customers. It's also a loyalty platform for you.

When you offer a credit card from CFNA, you get a bank behind *your brand*, with full-service marketing and training programs to help you better connect with your customers.



### The CFNA Advantage\*

CFNA cardholders' purchases made with their CFNA credit cards translate to higher ticket sales. And those same cardholders make purchases with their cards more frequently, ultimately spending more with their CFNA cards than any other form of payment.



■ CFNA credit card  
 ■ Other payment method

\*Profile of national multi-location tire and service retailer; trend spend based on 2017 - 2018 data.



# VIDEO SPEAKS LOUDER THAN TEXT.



**AutoNetTV helps your customers understand the benefits of automotive service and repair.**

## CUSTOMER EDUCATION



# 95%

Viewers retain 95% of a message when they watch it in a video compared to 10% when reading it in text.



# Right Fit Marketing Solutions for the Automotive Industry

RPM BASIC	RPM 1	RPM 2	RPM 3	RPM 4	RPM 5
Customizable Theme Website	Customizable Theme Website	Customizable Theme Website	Fully Custom Website	Fully Custom Website	Fully Custom Website
Our affordable, hosting-only option for clients who just want a website without marketing services!	2 Local SEO Pages	4 Local SEO Pages	7 Local SEO Pages	10 Local SEO Pages	13 Local SEO Pages
	1+ Targeted PPC Campaigns	3+ Targeted PPC Campaigns	6+ Targeted PPC Campaigns	9+ Targeted PPC Campaigns	12+ Targeted PPC Campaigns
	4 Social Posts / Month on Facebook & Twitter	8 Social Posts / Month on Facebook & Twitter	12 Social Posts / Month on Facebook & Twitter	16 Social Posts / Month on Facebook, Twitter & Instagram	20 Social Posts / Month on Facebook, Twitter & Instagram
	...and more!	1 Blogs / Year	2 Blogs / Year	4 Blogs / Year	6 Blogs / Year
		...and more!	...and more!	...and more!	...and more!
<del>\$95</del> \$90	<del>\$295</del> \$280	<del>\$495</del> \$470	<del>\$795</del> \$755	<del>\$1,095</del> \$1,040	<del>\$1,395</del> \$1,325

## Special Pricing for Smart Choice Centers

Plans Starting at **\$90** per month

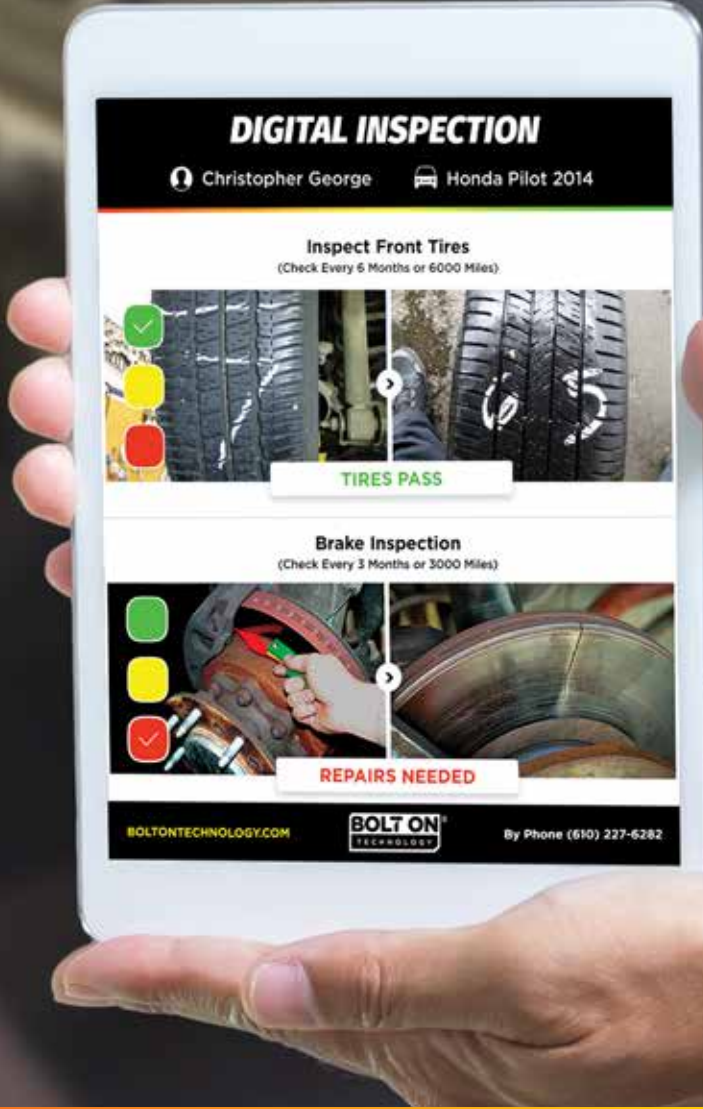


(888) 223-7168

autoshopsolutions.com/TPN



- OUR SOLUTIONS**
- MOBILE MANAGER PRO
  - NEXTGEAR
  - PRO PACK
  - REVIEW MANAGER
  - WELCOME STATION KIOSK
  - PRO CALL
  - OVER THE ROAD



## DIGITAL VEHICLE INSPECTIONS

## EXCLUSIVE EUROPRO OFFER

For new subscribers to **BOLT ON TECHNOLOGY**, we will offset your second month's subscription for any service package on the next page.

**For more information, call 610-880-3711 or visit [BOLTontechnology.com](http://BOLTontechnology.com)**



# Help protect your employees and keep them safe



Make sure you're stocked up on supplies and prepared to respond quickly. Our regular on-site service has you covered — including replenishment of the first aid supplies you select, restocking of the safety products and PPE of your choice, AED servicing and safety training.



## FIRST AID CABINETS

No need to shop for first aid supplies. Our regularly scheduled service keeps you consistently stocked with supplies you select, and helps you be more prepared for workplace illnesses or injuries.



## SAFETY SUPPLIES AND PPE

Keeping your employees safe is essential. Rely on our van-delivered service and have peace of mind that the safety supplies and personal protective equipment you select will be in stock.



## AED PRODUCTS AND SERVICES

Be prepared for sudden cardiac arrest (SCA), the number one killer in the workplace, with an Automated External Defibrillator (AED) from Cintas.



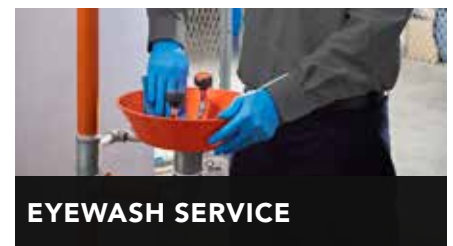
## SAFETY TRAINING

Empower your employees and keep them up to date with safety training. Our classes are offered online, or on-site with PPE and social distancing measures in place.



## WATERBREAK®

Keep employees and visitors hydrated with WaterBreak, an all-in-one service providing consistent, affordable and better-tasting filtered drinking water.



## EYEWASH SERVICE

Be confident that your eyewash stations are functioning and **ready™** for an emergency, through routine inspection and service that includes draining and cleaning.

### LEARN MORE ▼

Contact the **Cintas National Service Team** at **800.795.7368** or **NationalServiceTeam@cintas.com**.  
znat 9200001882

# TARGETED CONSUMER Direct Mail 2022

just 59¢ each

Call or Email  
Pryor Marketing  
at 479-783-1904 /  
pmc@ipa.net for  
complete ordering  
information!



## IMPORTANT DATES TO REMEMBER

- Spring Into Spring Car Care
  - Mar. 14 - May 18 • *Deadline to Submit Order: Feb. 18*
- Sizzlin' Summer Savings
  - June 1 - July 30 • *Deadline to Submit Order: May 2*
- Fall Car Care
  - Sept. 1 - Oct. 29 • *Deadline to Submit Order: Aug. 1*
- Winterizing Service Specials
  - Nov. 1 - Dec. 31 • *Deadline to Submit Order: Oct. 3*

## GETTING STARTED IS SIMPLE



Choose the look of your Direct Mail piece. Card fronts can be seen on reverse side.



Select 3 or 4 Service Specials you want to promote. Service Special suggestions can be seen on reverse side.



Determine the quantity of pieces to be mailed, minimum of 1,000 pieces. Then, using targeted mapping software, we will provide you with demographic information and maps of mail carrier routes within your zip code.



Carrier Routes in ZIP Code 72918  
FORT SMITH, ARIZONA

Route	Type of Area	County Code	Business Count	Apartment Count	PO Box Count	Residential Count	Avg Household Income	Avg Property Value	Other Data
CD40	City	01121	11	105	0	476	\$37,000	\$141,275	100
CD41	City	01121	11	0	0	330	\$45,000	\$179,560	100
CD42	City	01121	45	40	0	431	\$34,000	\$65,544	100
CD43	City	01121	1	20	0	452	\$36,000	\$94,257	100
CD44	City	01121	0	0	0	444	\$45,000	\$198,887	100
CD45	City	01121	100	100	0	291	\$45,000	\$65,544	100
CD46	City	01121	12	14	0	452	\$45,000	\$179,560	100
CD47	City	01121	38	370	0	360	\$46,000	\$113,240	100
CD48	City	01121	84	84	0	488	\$36,000	\$65,544	100
CD49	City	01121	0	0	0	344	\$36,000	\$113,240	100
CD50	City	01121	0	0	0	344	\$36,000	\$113,240	100
<b>Total</b>			<b>272</b>	<b>772</b>	<b>0</b>	<b>4,902</b>			



Call or Email Pryor Marketing & Communications at 479-783-1904 / pmc@ipa.net to place your Direct Mail order. As a member of the EuroPro Service Center program your cost is just .59¢ after Headquarters shared cost participation (regular .96¢ per piece).



We will send, via email, an electronic version of your Direct Mail piece for you to review for accuracy. Upon your approval, the final Direct Mail pieces are produced, printed & mailed to your targeted consumers!

See reverse side for more details!

**Sign Up Today!**

# Increase Revenue by Helping Your Customers Say YES to their Auto Needs!

ENROLL FOR FREE, GET MORE CUSTOMERS, MAKE MORE MONEY – IT'S THAT EASY.



## THE FACTS

**90%**

of auto repair customers would choose to bring their car to a repair shop that offers payment options over one that does not\*

**88%**

of consumers are more likely to approve recommended repairs with the availability of a payment option\*

\*2020 EasyPay Finance Consumer Survey

**Get your money ASAP** - Funds are sent the same day\*

**Cover big repairs** - Up to \$5,000

**Double your ARO\*\*** - By offering EasyPay for ALL your repairs & maintenance

**Pre-qualify customers FAST** - Without affecting their credit score\*\*\*

**Simple process** - Instant decisions, electronic signing, same day funding

**Ready to enroll for free, get more customers and make more money? Call or email:**  
[www.easypayfinance.com](http://www.easypayfinance.com) | [MerchantServices@easypayfinance.com](mailto:MerchantServices@easypayfinance.com) | (866) 791-0915

Up to **\$5,000** | **\$0 Down** | Good Credit to **No Credit** | **90-Day** Interest Rebate\*\*\*\*

\*If received by 4PM EST \*\*Minimum amount financed \$350 \*\*\*90% chance customer will be approved after pre-qualification \*\*\*\*With up to a \$40 processing fee

# EuroPro Car Care Centers and Enterprise Rent-A-Car Partnership

We have entered into a Preferred Provider Agreement with Enterprise Rent-A-Car for all **EuroPro Car Care Center** car rental needs. We have chosen Enterprise as our partner because of their commitment to customer service as well as their unique ability to service our industry's needs. As a member, you are entitled to preferred service replacement rates with your local Enterprise location. When you need to set up a rental for your customer, please follow the step-by-step procedures below:

## STEP 1

Visit our website at [www.europrocarcare.com](http://www.europrocarcare.com)

## STEP 2

Click on Enterprise Rent-A-Car button.

## STEP 3

Click Reserve Now and provide the necessary information to reserve a vehicle for your customer. The EuroPro Account Number is automatically associated to the reservation which will provide the customer with your exclusive EuroPro customer rates. **Note: This is a customer pay only account, however if you want to pay for the rental, arrangements can be made with the local Enterprise location.**

## STEP 4

Contact your local Enterprise branch and indicate that you have a customer that needs to be picked-up. **Note: If you already know your local branch phone number, call the branch directly. If not, call 1-800-Rent-A-Car, and you will be connected to the nearest Enterprise location.**

## STEP 5

Enterprise will pick-up your customer at your shop, their home, or their workplace and initiate the rental process.

Enterprise Rent-A-Car offers more than 7,000 locations and 1.2 million vehicles with 450 makes and models to service customers of **EuroPro Car Care Center**. With the entire Enterprise branch network at your disposal, you can feel comfortable that Enterprise will be available to service the needs of our mutual customers. Again, as a member, you are entitled to take advantage of Enterprise's competitive rates, pick-up and return service, and the flexibility of their convenient hours of operation.



# WORKING TOGETHER

*to Provide Superior Insurance and Risk Management Services*



*Put the resources of Federated Insurance and The Pronto Network to work for your business!*

## RECOMMENDED INSURANCE PROGRAMS

- Property & Liability
- Workers Compensation
- Financial Protection Services
  - Life and Disability Insurance
  - Business Succession and Estate Planning Assistance

## SPECIALIZED COVERAGES

- Employee Tools
- Pollutant Clean-up and Removal
- Business Interruption
- Cyber
- Defective Product and Faulty Work
- Garagekeepers
- Employment-Related Practices Liability
- Commercial and Personal Umbrella

## RISK MANAGEMENT SERVICES

- BLR® - Seven Minute Safety Trainer Mobile App
- BLR® TrainingToday – Online Learning Management System
- Data Compromise Preparedness
- Disaster Preparedness and Recovery
- Distracted Driving Prevention
- Drug- and Alcohol-Free Workplace Program
- Employee Safety Training Programs
- Employment Screening and Monitoring Programs
  - Background Checks
  - Drug Testing
  - Motor Vehicle Records and Driver Monitoring\*
- Federated Employment Practices Network® – Access to Independent Employment Law Attorneys and State-Specific Resources
- Federated Insurance Risk Management Academy<sup>SM</sup> Seminars
- mySHIELD® – A Personalized Online Destination for Risk Management Resources to Help Support Businesses
- Fire Prevention Resources
- J. J. Keller® – Streaming Safety Videos | Discounts available for personal protective equipment and safety resources
- Risk Management Resource Center – Remote Consultation
- Workers Compensation Experience Mod Analysis

*\* Some restrictions apply.*

As the premier insurer of the automotive service industry, Federated Insurance understands the unique needs of your business. Our specialized commercial insurance program — Auto Repair Shield®—reflects input from business owners and their stakeholders.



# On-Hold Concepts

Woodstockmediagroup.com



Put Us On Hold For \$1.83/day!

That is less than 20 cents per hour to advertise your products and services!

With your customers and potential customers waiting on hold, you have their undivided attention. This makes your on-hold into a very powerful marketing tool. Taking control of your on-hold environment lets you decide what your callers hear. A professional on hold marketing program will engage the listener, effectively shorten the perceived wait time, and allow you the perfect opportunity to cross-promote your products and services and increase sales. From music that appeals to your callers to creatively written advertising messages read by top ranked voice talents, On-Hold Concepts will show you how to unleash the marketing power of your on-hold.

## The facts:

- *Callers with SILENCE-ON-HOLD will abandon their calls in less than one minute; 90% hang up within 40 seconds.*
- *Callers with MUSIC-ON-HOLD will stay on the line 30 seconds longer than with only silence.*
- *Callers with INFORMATION-ON-HOLD will stay on the line for up to 3 minutes longer.*

## The benefits of working with On-Hold Concepts:

- Your on-hold service will include all content elements: copywriting, voice talent, music licensing.
- Choose the type and genre of music that you feel best represents your company.
- We set-up and maintain your new advertising tool and proactively provide updates of fresh copy and music.
- You will be assigned a personal account manager to monitor and do all the work for you.
- Professionally voiced and produced on-hold advertising messages, reinforce your branding and present a polished image.

**Put your best foot forward from the beginning!** With all of the advertising dollars that you spend to get someone to call, it just makes good sense that callers get a great first impression and don't hang-up.



Show your customers  
Why & When fluid preventative  
maintenance services are required and  
capture unperformed fluid services that are  
currently rolling out of your bays.

**HIGHER TICKET AVERAGES  
LOYALTY & RETENTION  
GROWING CAR COUNTS**

**VITAL FLUIDS ANALYSIS  
Report Cards**  
With Radial Planar Chromatographic Technology



(100 Each Report Cards & Customer Brochures)

To Order: Contact your Local Distributor  
Email: [marketing@theprontonetwork.com](mailto:marketing@theprontonetwork.com)  
817-430-9449



**WD USE ONLY!**  
**WD Price - \$119**  
**Recommended  
Sales Price -  
\$179**  
**A \$40 Savings off  
the standard rate  
of \$219**

## PROFIT CALCULATOR



Scan the QR Code or go to [www.FluidRxDiagnostics.com](http://www.FluidRxDiagnostics.com)



- Touch Profit Calculator in Blue Field
- Touch Earning Calculator – Aftermarket
- Set number of ROs per day
- Average of guests that say YES is 65%

**“WOW” Additional Revenues Generated Per Year**

## TRAINING & SUPPORT



### Blueprint-for-Success Process with Instructional Videos

We make it quick and simple to add Vital Fluids  
Analysis to your MPI.

Please see the overview video, and each step of our 6-point  
process and their accompanying instructional videos.

Scan the QR Code or go to [www.FluidRxDiagnostics.com](http://www.FluidRxDiagnostics.com)



1. Video: Service Advisor presentation
2. Introduction presentation to Guest
3. Video: Techs, how to sample fluids
4. Video: Show test results to Guests
5. Fluid Services recommendations
6. Video: Post Test verification of service

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**THE NEW  
SOLUTION**  
for  
**EXTENSIVE  
REFERENCE  
INFORMATION**

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Solera

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IDENTIFIX.COM

877-857-0154



## QUICK-HITS

### EXTENSIVE REFERENCE LIBRARY

Featuring a multitude of information, including:

**SPECS** Capacities, Specifications, Sensors

**FIX DATA** Archives, Repair-Tracs, Reports, TSBs

**REPAIR INFO** Diagnostics, Diagrams

**iATN** TechHelp, Forums, Resources, Discussions

**MAINTENANCE** Schedules, Reset Procedures

**DIRECT-ESTIMATE** Create an estimate

**MOTOR PARTS & LABOR** Common repairs quotes

**CHILTON LABOR** View Chilton information

**RECALLS** View a vehicle's recalls

...and more!



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**THE TOTAL  
SHOP  
SOLUTION**  
for  
**REPAIR  
INFORMATION**

---

**IDENTIFIX  
DIRECT-HIT.**

REPAIR MORE  
VEHICLES FASTER

*Get Instant access to 2,000,000  
real-world fixes and complete OE service  
and repair information that also includes  
comprehensive estimating.*

**VIRTUAL TECH**

IMMEDIATE HELP ON THE  
TOUGHEST VEHICLES

*Call on a team of L 1 Certified Master Techs  
with specialists for every manufacturer to help  
you get the diagnosis right the first time.*

Direct Hit Retail

\$189/month

**Banner Discount**

**-\$35**

**You Pay:**

**\$154.00/month**



# UniSource Capital

Never give up...Never Surrender!®

**YOUR #1 SOURCE FOR EQUIPMENT LEASING/FINANCING**

(770) 205-6830 | (800) 404-6792 | Fax (770) 205-0831 | [credit@unisourcecapital.com](mailto:credit@unisourcecapital.com)

## PREMIER EQUIPMENT LEASING COMPANY

No matter if you are a business owner, or an equipment distributor, we want to see you make more money. Unisource Capital is the premier equipment leasing company in the United States. We have been in business since 1994 and hold the trust of some of the leading companies in the country because we put our customers first.

## BENEFITS OF LEASING

- Custom leases to fit your specific situation
- Special programs for start-up businesses
- Competitive rates for "A" credits as well as the financially challenged
- Quick responses to your lease application
- Substantial tax benefits
- Business credit lines remain intact
- After-tax cost of leasing is frequently much lower than any other form of financing
- Overcome budget limitations
- Virtually 100% financing with no huge down payments



Our intent is to provide our customers with a standard quality of programs, rates, and services unmatched by anyone in the industry. We will take the time to understand your business and deliver leasing solutions that work for you to help you make more money.



# All-in One Marketing and Communication Platform

Maximize your shop's potential with Mechanic Advisor



TRUSTED PARTNER:



**CONTACT US TODAY FOR A DEMO  
AND FOR INFORMATION ON  
AVAILABLE PACKAGES AND PRICING!**

## Mechanic Advisor Features:

- ✓ Text, Email, & Postcard Sending
- ✓ Integrated Appointment Scheduling
- ✓ Recommended & Declined Services
- ✓ Website Chat
- ✓ Reputation Management
- ✓ Online Advertising
- ✓ Fleet Telematics
- ✓ Advanced Reporting

Contact Mechanic Advisor: **617-765-8187** • [www.mechanicadvisor.com](http://www.mechanicadvisor.com) • [sales@mechanicadvisor.com](mailto:sales@mechanicadvisor.com)

# Shuttle OnDemand

powered by **lyft**



Replace your shuttle with a powerful solution requiring no assets, no personnel and delivers an on-demand, service center branded customer experience.



Modernize your customer experience and easily coordinate pickups and drop-offs for any service customer.



Shuttle OnDemand replaces your existing personnel, vehicles and insurance with an on-demand, asset free solution.



Give your customers an option to carry on with their day without a loaner, freeing up the availability of the fleet.

**“The streamlined process keeps our service operations productive & efficient, while our clients rave about the ease of use.”**

– Frank Leutz, Owner  
Desert Car Care of Chandler



# Get New Customers, Courtesy of Us!

8 - 12 Average Monthly Leads\*

\$600+ Average Repair Order\*

\*Requires full participation in our program; numbers are based on national averages.



## Get RepairPal Certified and Meet New Customers

Join the largest network of high-quality shops, certified by mechanics. RepairPal.com gets 6+ million online visitors each month and lets you expand your reach with optional partner relationships such as CarMax, Consumer Reports, USAA, and Verizon, as well as vehicle service contracts and tow programs.

The Pronto Network

## Special Price

First month FREE, then (\$199 discount)  
\$49 Certification Fee (\$150 discount)

**\$350**  
Savings

Build trust and loyalty with your customers by leveraging the RepairPal Certified brand, highlighting our key values:

✓ Fair Price, ✓ High Quality, ✓ High Customer Satisfaction

*"With RepairPal, I see an increase in work coming in the shop and I think it's great that potential customers can see my verified reviews!"*

**Bernie Oliveira, Bernie's Automotive, Doraville, GA**

### Here's Why 3,000+ Shop Owners Joined RepairPal:



#### \$600 Average Repair Order

Expect a higher RO than your other marketing channels. Customers in need of mid-major-mechanical repairs go to RepairPal Certified Shops.



#### Brand Building

Join the only nationwide auto repair network focused on quality. Opt into our nationally known partner programs for even more exposure.



#### More Leads

RepairPal introduces potential customers to your shop to the tune of 8-12 leads a month. Partners like USAA, CarMax, Consumer Reports, Verizon, and some of the largest tow companies refer even more customers!\*



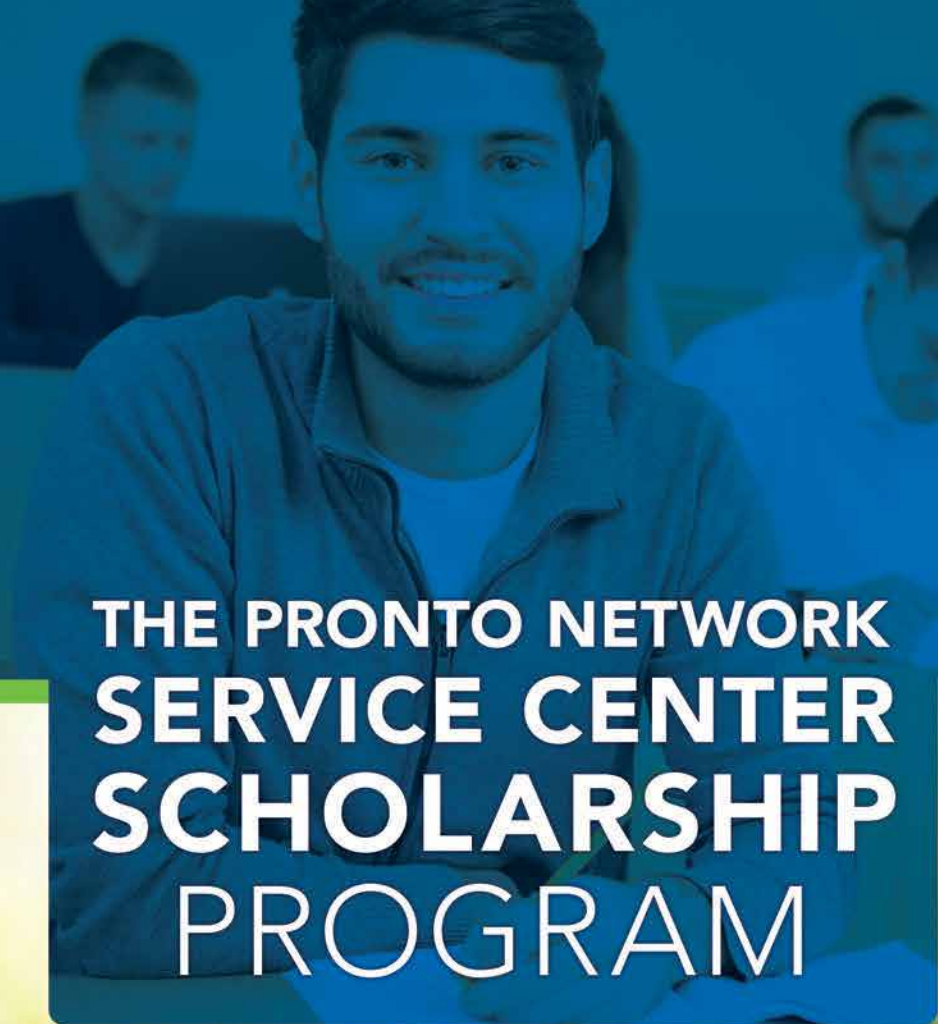
Contact us today about becoming a RepairPal Certified Shop.

**866-936-8428**

[shops.repairpal.com/tpn](https://shops.repairpal.com/tpn)







# THE PRONTO NETWORK SERVICE CENTER SCHOLARSHIP PROGRAM

**AutoPride**

**PARTS PLUS**



**pronto**  
AUTO PARTS

*The Pronto Network*

SCHOLARSHIP \$\$\$  
AVAILABLE FOR  
TPN MEMBERS



See reverse side and visit [www.automotivescholarships.com](http://www.automotivescholarships.com) for more information.



The Pronto Network

# THE PRONTO NETWORK SERVICE CENTER SCHOLARSHIP PROGRAM

## SCHOLARSHIP \$\$\$ AVAILABLE FOR TPN MEMBERS

The Pronto Network is pleased to offer twelve \$2,500 annual scholarships to the sons, daughters, or employees of their Pronto Auto Service, Parts Plus Car Care Centers, Auto Service Experts, and EuroPro Car Care Centers who are choosing an automotive career path.

These scholarships are funded by The Pronto Network and its warehouse distributor members. They are available to any active TPN Service Center currently purchasing from a Pronto Network member.

Students who are attending any 2 or 4 year accredited college, any ASE/NATEF certified post-secondary automotive/ heavy duty/ collision technician training program or any licensed and accredited vocational school are eligible for these awards. Students who are graduating high school and heading to any of those post-secondary programs also qualify.

Eligible students may apply online at this site. An added benefit to applicants is that The Pronto Network is one of more than thirty other organizations and donors who also award scholarships to students who apply at this site. Each student's complete application will be considered by every organization where they meet that group's qualifications. Last year more than 50 students received multiple scholarships from their one application.

**To be considered for The Pronto Network Service Center Scholarship, please follow these simple steps:**

- 1) All applicants must complete the online application by visiting: [automotivescholarships.com/scholarships](http://automotivescholarships.com/scholarships) , find & click on "The Pronto Network Logo" in the list of scholarship providers, read the instructions, and click "Apply Now". You'll then be directed to complete the online application. Please add **The Pronto Network** in the sponsor section of the form.
- 2) Please complete the online application in its entirety. You can save your application and revisit to finish adding the needed documentation. However, in order to be considered for the scholarship, the application and all documentation must be complete and received by **March 30<sup>TH</sup>**.
- 3) Submit the Vetting form below to: [kerri.gulick@theprontonetwork.com](mailto:kerri.gulick@theprontonetwork.com) no later than **March 30, 2022**. This information will aid us in vetting all online scholarship submissions.

**The Pronto Network Service Center Vetting Form - Please complete  
NOTE; THIS IS NOT THE OFFICIAL SCHOLARSHIP APPLICATION!**

### Student Information

Student Name: \_\_\_\_\_

Address: \_\_\_\_\_ City, ST, ZIP: \_\_\_\_\_

Phone: \_\_\_\_\_ Email: \_\_\_\_\_

### Name of Service Center Referring Student

Company Name: \_\_\_\_\_ Contact Name: \_\_\_\_\_

Address: \_\_\_\_\_ City, ST, ZIP: \_\_\_\_\_

Phone: \_\_\_\_\_ Email: \_\_\_\_\_

## GODEX SERVICE REMINDER PRINTER

- Sleek black color hides the dirt and grime
- Includes tough, waterproof, flexible keyboard
- Innovative calibration button makes Label Calibration simple and fast
- Automatically calculates mileage return intervals
- Can be programmed with your company name and phone number



## STATIC CLING SERVICE REMINDERS

- Label Size: 1" x 2"
- Available in white or clear
- Static cling or low-tack material
- 500/roll or individually cut in a box
- 12 roll minimum for custom labels



## START-UP KIT

- Sturdy rack with casters
- 250 Seat covers
- 500 Plastic floor mats
- 500 Parts bags/gear shift covers
- 100 Tire bags
- 500 19" Prime paper floor mats



## SEAT COVERS

- Slip-N-Grip<sup>®</sup> 2-layer technology ensures seat covers stay in place
- Premium, value, and heavy duty
- Packaged on a roll or individually folded in a box
- Custom imprinting available



## TIRE BAGS

- Ideal when returning old tires or snow tires for storage
- Available in 3 sizes
- Custom sizes, colors, and imprinting available



## STEERING WHEEL COVERS

- Elastic double-band, shower cap, and full coverage designs
- Standard and truck sizes



## PARTS BAGS

- High-strength protection, impervious to most shop chemicals
- Ideal for purchases and worn parts
- Available in 3 sizes



## PAPER FLOOR MATS

- 17" x 19, 17" x 22 size options
- Prime, glossy back, plain paper options
- Available with perforated coupons (Cashmat<sup>™</sup>)
- Custom full-color imprinting available (3 case minimum)



## REPAIR ORDER HOLDERS

- 3 sizes to accommodate most industry forms
- Red or black colors
- Clear or solid back options



## PLASTIC & PAPER KEY TAGS

- Self-locking arrows to attach key securely
- Perfect for quick tagging keys in a busy service area
- Made of durable 10 mil plastic vinyl
- Writeable surface with marker
- Available in red, white, blue and yellow
- Paper tags with metal rings or with 2" metal wire



## ADHESIVE FLOOR MATS

- 21" x 24" clear mat with high-strength adhesive coating
- 175 adhesive mats per roll
- Stay-in-place protection for up to 30 days



## REPAIR ORDER RACKS

- Organize paperwork easily
- Study metal design
- 18 and 12 pocket versions available



## DISPATCH NUMBERS

- Heavy cardstock for durability
- Large size increases visibility
- Double-sided in green and red to indicate service status
- 3 & 4 digit: 000-9999



## GREENCORE<sup>®</sup> CAN LINERS

- 3-ply construction for added strength
- Sustainability advantage without the added cost
- Available in sizes from 12 to 55 gallon
- Perforated coreless rolls for efficient storage and handling
- Available in custom colors



## TIRE MASKERS

- Protection from dust and overspray
- Contoured design for tight fit
- Special film technology prevents flaking during removal



## FENDER COVERS

- Unique rigid texture provides grip to vehicle and tools
- Cushioned pad for comfortable working
- Large 2' x 3' size
- Available in blue, black, and red colors
- Easy-to-clean surface for reuse



## NIGHT DROP BOX

- Self-contained, wall mounted
- Sturdy coated metal design with automatic door closure
- 21" x 10 1/2" x 19" size
- Envelopes not included





[EuroProAutoService.com](http://EuroProAutoService.com)

# Certification Test Reimbursement Program



## ***Our Commitment To Your Training***

### ***Congratulations!***

...from the affiliated EuroPro warehouse distributors, parts stores and service centers on your having successfully received ASE certification or recertification as the result of recent test activity.

We're pleased to recognize your accomplishment by means of this reimbursement program.

### ***Program Details:***

Upon successfully achieving ASE certification or recertification, we will provide reimbursement per the testing levels on reverse side claim form.

100% of the required information specified on the reverse side Claim Form must be provided.

Please allow 4 - 6 weeks for processing.

To remain certified, those with ASE credentials must be retested every 5 years.

***EuroPro is proud to support ASE certification for auto professionals!***



ASE CERTIFICATION REIMBURSEMENT  
**CLAIM FORM**



**NAME(S) OF ASE TEST(S) SUCCESSFULLY COMPLETED:**

*(i.e. Brakes, Heating & Air Conditioning, Painting & Refinishing, Automobile Parts Specialist, etc.)*

**DATE AND PLACE (CITY NAME) TEST WAS TAKEN:**

**REIMBURSEMENT AMOUNT CLAIMED:**

Number of Regular Tests successfully completed: \_\_\_\_\_ x \$50.00 = \$\_\_\_\_\_ Total Claim

Number of Advanced Level Tests (L1, L2, L3) successfully completed: \_\_\_\_\_ x \$100.00 = \$\_\_\_\_\_ Total Claim

*The \$34 registration fee does not qualify for reimbursement.*

Number of Recertification Regular Tests successfully completed: \_\_\_\_\_ x \$50.00 = \$\_\_\_\_\_ Total Claim\*

Number of Recertification Advanced Level Tests (L1, L2, L3) successfully completed: \_\_\_\_\_ x \$100.00 = \$\_\_\_\_\_ Total Claim\*

*\* There is a maximum reimbursement of \$150 for any combination of recertification tests.*

*The \$34 registration fee does not qualify for reimbursement.*

Section 609 Refrigerant Recovery & Recycling Certification: \_\_\_\_\_ x \$20.00 = \$\_\_\_\_\_ Total Claim\*

*\* There is a maximum reimbursement of \$20 per Technician for the Section 609 test.*

ASE Renewal App Annual Subscription fee:  at \$48.00 = \$\_\_\_\_\_ Total Claim

Reimbursement Check should be made payable to:  Technician  Service Center

**PERSONAL DATA:**

Technician Name: \_\_\_\_\_ Tech ASE ID #: \_\_\_\_\_

Home Address: \_\_\_\_\_ *Street* \_\_\_\_\_ *City* \_\_\_\_\_ *State* \_\_\_\_\_ *Zip Code*

# Years Full Time Work Experience: \_\_\_\_\_

# Different ASE Certifications Now Held: \_\_\_\_\_  ASE Master Technician

Employed By: \_\_\_\_\_

Business Address: \_\_\_\_\_ *Street* \_\_\_\_\_ *City* \_\_\_\_\_ *State* \_\_\_\_\_ *Zip Code*

**MEMBER VERIFICATION:**

Employer Signature: \_\_\_\_\_

Warehouse Distributor Signature: \_\_\_\_\_

**NOTE: Must attach claim documentation:**

1. Photocopy of ASE test registration sign-up form, or admission ticket, *and*
2. Photocopy of ASE score report

**EMAIL, MAIL OR FAX COMPLETED CLAIM FORM TO:**

Email: *marketing@pronto.net*

Mail: ASE Certification Reimbursement | 2601 Heritage Avenue | Grapevine, TX 76051

Fax: 817-430-9559

*Please allow 4-6 weeks for processing.*

- Claims for reimbursement of fees related to unsuccessful test activity will not be honored.
- Claims must be submitted within 6 months of receiving test results.
- Individual ASE test registration cost will not be reimbursed.
- Pre-test study aids, test preparation courses, work shops, travel expenses, etc. - will not be reimbursed.



### Lightning-Fast Workflow

Eliminate paper and get off the phone. Know what's going on at a glance. Your shop will fix more cars with fewer people.



### Superhero Sales

Prepare and share quotes in seconds. Harness real-time photos, videos, and chat. Customers click "YES" 89% of the time.



### Very Happy Customers

Shop-Ware's digital experience showcases your value and care. Generate rave reviews and keep them coming back.

#### WHAT SHOP CUSTOMERS ARE SAYING:



#### E & M Motors Auto Service

For me, "seeing is believing". The pictures helped me to understand the technical terminology on the diagnostic report. With this information, I was able to make decisions on the repairs needed as well as the priority of the work that was needed.

J.D. (February 23, 2020)



#### Auto Works of Brandon

This is THE Best Repair Shop I have ever used. Fast, Friendly, Honest, and best of all "Paperless". You get status updates text messages complete with what was found, how much each repair costs and Best of All.. you simply click what you want fix or not. Amazing! Going forward I'm not taking my vehicles to any other shop.

M.J. (August 8, 2019)

Sign up now to get free upgrades for the first 3 months!

shop-ware.com/tpn



# SHOP OWNER — COACH — *Achieve Your Dreams*

- ✓ SCORECARD™
- 💡 ACTIONIZER™
- ⚡ SHOP JUMPSTART
- 🔧 SHOP TUNE-UP
- 🔄 SHOP OVERHAUL
- 🏁 CUSTOMIZED COACHING SOLUTIONS



“ Definitely recommend Shop Owner Coach. Whether you are struggling trying to figure out how to get your head above water to take another gasp of air or you only need to fine tune and improve your model so that you do not have to be involved with every transaction. Shop Owner Coach delivers on their promise. They helped me with not only the what and why...but the how.”

**KEVIN WILLIAMS**





# PROFESSIONAL SERVICE ADVISOR COACHING

## NOW AVAILABLE

A highly trained, professional team that will work to increase your revenue is now at every repair shops' fingertips through **The Group Training Academy!**



motivate with new skills that will equip team members to become more professional and productive



courses cover everything from the basics of delivering a professional greeting to advanced topics such as how to handle tough questions and



utilize entertaining animations, quizzes, click-through presentations to keep advisors engaged



Sign up today for tools that help you achieve next-level goals!

- ✓ Increase Sales
- ✓ Increase Customer Satisfaction
- ✓ Increase Customer & Employee Retention

**SPECIALTY  
COURSE  
PACKAGES**

starting at \$435

**MONTHLY  
SUBSCRIPTIONS**

starting at \$125

**SERIES  
BUNDLES**

starting at \$575

**The  
GROUP**  
TRAINING ACADEMY

Powered By **AVI**



# 2022 Exclusive Offerings EUROPRO MEMBERS

MEMBERS  
ONLY

## Your Program Includes:

### 12 Premium New Releases

- High Voltage Component Strategies
- ADAS
- A/C Update
- 3 Phase Motors
- Labscope Strategies
- AC/DC Relationships on EVs
- Use of Entry Level Scanners for Quick Hits
- Brake Technology
- Push Button Start-Stop Systems
- Data Bus Diagnostics
- Misfire Diagnostics
- Hybrid/EV Scan Tool Diagnostics



**1 ASE Test Prep  
Training of Your Choice**

### Essentials Bundle Including:

- Labscope Diagnostics Version 3.0
- Controller Area Network (C.A.N.) Overview
- Reprogramming and Flashing
- Dealing With Difficult Customers
- Improving Road Test Procedures for Fuel Trim Diagnostics

## Want More?

Upgrade To An All Access Pass  
For Only **\$199**

Over **1000** Hours of Training  
Provided By:



**BOSCH**  
Invented for life



# The Group Training Academy

Your Business Tool For Success!





TRAINING  
ACADEMY

Powered By **AVI**

TRAINING RESOURCES FOR

# AUTOMOTIVE PROFESSIONALS

technicians | service advisors | shop owners | parts professionals



[TheGroupTrainingAcademy.com](http://TheGroupTrainingAcademy.com)



[support@thegrouptrainingacademy.com](mailto:support@thegrouptrainingacademy.com)

## ASE TEST PREP

ASE A1 Test Prep-Engine Repair  
ASE A2 Test Prep-Automatic Transmission/Transaxle  
ASE A3 Test Prep-Manual Drive Train & Axles  
ASE A4 Test Prep-Suspension & Steering  
ASE A5 Test Prep-Brakes  
ASE A6 Test Prep-Electrical/Electronic Systems  
ASE A7 Test Prep-Heating & Air Conditioning  
ASE A8 Test Prep-Engine Performance  
ASE A9 Test Prep-Light Vehicle Diesel Engines  
ASE C1 Test Prep-Automobile Service Consultant  
ASE G1 Test Prep-Auto Maintenance & Light Repair  
ASE L1 Test Prep-Advanced Engine Performance Specialist with Type 4 Composite Vehicle  
ASE L3 Test Prep-Light Duty Hybrid, Electric Vehicle Specialist  
ASE P2 Test Prep-Automobile Parts Specialist

## BASICS

Future Power  
Testing Electrical Circuits & Meter Usage

## DIAGNOSTICS

10 Minute Scope Check  
4 & 5 Gas Emissions Testing  
Advanced Chrysler Diagnostics  
Advanced Scan Tool Testing Strategies  
Advantages of Mode \$06  
Anatomy of a Waveform  
CAN Data Diagnostics  
Chrysler On-Board Diagnostics  
Computer Engine Data - Make Testing Quicker with Ron Bilyeu  
Current Ramping 1-2-3  
Deceptive Diagnostics  
Delphi Training Series: Diagnosing GDI – Gas Direct Injection

Delphi Training Series: Diagnosing to Win With Fuel Trim  
Delphi Training Series: Diesel Injector Do's & Dont's  
Delphi Training Series: Keep the Spark Alive - Ignition Coil Diagnostics  
Delphi Training Series: MAF & the Modern Tech  
Delphi Training Series: Mastering Meters & Advanced Electronics Diagnostics  
Delphi Training Series: Promoting & Profiting with Hybrids  
Delphi Training Series: Reducing OBD II Comebacks with Mode \$06  
Diagnosing OEM Vehicle Theft Deterrent Systems with Dave Hobbs  
Dynamic Driveability Diagnostics  
Enhanced Ignition Systems  
Evap Diagnostics: Ford, Chrysler  
Evap Diagnostics: GM, Toyota  
F.R.E.D. Busses the Body  
F.R.E.D. Kicks the CAN  
F.R.E.D. Takes the Bus  
Focus on Ford  
Fuel System Testing Strategies  
Fuel Trim Diagnostics  
Fuelish Tips  
Fundamentals of TPMS  
Gasoline Direct Injection Diagnostics  
GM Electronic Throttle Control  
GM Smart Charge Systems  
GM Vehicle Anti-Theft Systems  
Ignition System Testing w/Coil-on-Plug & Misfire Detection  
In-Cylinder Pressure Transducer Diagnostics  
Intermittent Diagnostics  
Intermittent Misfire Detection Strategies with Bill Fulton  
In-Vehicle Battery / Starter / Alternator Diagnostics  
Making Money Servicing Hybrid Vehicles  
Making Money Servicing TPMS

Mastering the Module Flash  
Misfire Diagnostics  
Mysteries of Gasoline Direct Injection  
Parasitic Current Draw  
Quick Check Diagnostics  
Service Selling Skills: Close One More Job with Bill Haas  
Servicing Telematic Systems with Dave Hobbs  
Testing & Diagnosing Turbo Charging Systems with Ron Bilyeu  
The Diagnostic Approach  
Vacuum Waveform Integrity Testing  
Variable Valve Timing  
Victory Over Voltage Drop  
What You Need to Know About Rich P-Code Conditions

## DIESEL

6.0L Power Stroke Enhanced Diagnostics  
6.7L Power Stroke Training  
Cummins 5.9L & 6.7L Issues & Review of Operation  
Cummins Generations  
Duramax Diesel Diagnostics  
Duramax Diesel Diagnostics Update  
Duramax Diesel Update: L5P  
Ford 6.0L DIT Diesel Power Stroke  
Ford 7.3L DIT Power Stroke Diagnostics  
Ford Power Stroke Component Testing  
Ford Power Stroke: Hard Starts & No Starts  
Introduction to the Ford 6.4L Diesel  
Saving your 6.0 Power Stroke

## HVAC

609 Certification Training  
R-1234yf Online Training

## PERFORMANCE

Essentials of Performance Tuning: Mysteries of Fuel

Injection

Essentials of Performance Tuning: Take Me to the P.R.O.M.

## SPANISH

6.0 Power Stroke Diagnosticos Reforzada  
Intermittent Diagnostics - Spanish  
OBD comprensivo I e II con Sergio Fernandez  
Sacarle lo probecho a tu 3.0 Genisys  
Sistemas de TPM  
Usando el Ford IDS

## Tools & Equipment

Computer Engine Data Modes  
Computer Engine Data Using your Autel MaxiSYS  
Functional Scanner Testing  
Genisys 3.0 Navigation  
Genisys 5.0 Training  
Genisys EVO  
Getting Technical with Your Tech 2  
Getting the Most out of Your Genisys/Solarity Scope  
IDS VCM2  
LBT-313 Labscope Diagnostics Version 3.0  
Mastering the Mastertech (Vetronix MTS 3100)  
OTC TPR Fundamental Training  
Pegisys Essential Techniques Training  
PicoScope Guided Tour  
Using Your Ford IDS  
Practical TPMS Service

## SERVICE ADVISOR / MANAGEMENT

7 Ways to Improve Cash Flow & Increase Profits  
Active Listening Skills  
Advanced Closing Skills  
Advanced Telephone Skills • 2-Part Series  
Asking Diagnostic Questions

Becky Witt Tips: Customer Service	ABS & Vehicle Stability Control
Becky Witt Tips: Policies	Affordable Labscope
Becky Witt Tips: Service Consultant	Automotive HVAC Fundamentals
Becky Witt Tips: Shop Management Closing Skills	Basic Labscope Connection & Setup
Car Count & Profits	Chevrolet Colorado Diesel Overview
Creating Great First Impressions	Chrysler/Jeep Tips & Tricks
Customer Relation Skills	Diagnosing Catalytic Converter Efficiency
Customer Service Test	Diesel No Start Diagnostics
Delphi Training Series: Increasing Developing Relationships • 2-Part Series	Electronic Transmission Control Diagnosis
Handling Objections	Electronic Transmission Fundamentals
How to Sell a Spark Plug: A Communication Learning Program	Gasoline Fuel Injection Fundamentals
Learning Benefits • 4-Part Series	GM Idle Stop & Light Hybrid
Marketing to Generation X & Y	Guerilla Diagnostics
Monopolize Google's First Page Real Estate with Danny Sanchez Next Level Selling	HVAC R1234yf Update
Performing an Interactive Walk-Around	Hyundai / Kia Tips & Tricks
Personal Evaluation	Key Off Draw Diagnosis
Preventative Maintenance	Light Truck Diesel Fundamentals
Professional Greeting	Misfire Diagnostic Fundamentals
Sales Test	Modern Valve Actuation Systems
Selling Menu Packages • 4-Part Series	More Duramax Diesel Tips & Tricks
Selling Service at Check-In	More Electrical Puzzles
Selling Tires • 2-Part Series	No Scope Diagnosis
Service Writer vs. Professional Service Advisor	Relay Testing & Diagnosis Fundamentals
Telephone Skills • 4-Part Series	Scan Data Diagnostics Fundamentals
Telephone Techniques: Power Phrases That Pay	Sensor Diagnostics
The Competition for Your Customers Loyalty	Voltmeter Fundamentals
Understanding Personalities • 4-Part Series	Voltage Drop Testing
Walk-Around Advantages	Vehicle Electronics Fundamentals Part 1: Defining Electronics
Working with Generation X & Y	Vehicle Electronics Fundamentals Part 2: Electrical Measurements
"Words that Sell Service"	Vehicle Electronics Fundamentals Part 3: Base Sensor Testing
<b>SMP</b>	Vehicle Electronics Fundamentals Part 4: Complex Sensor Testing
6.0 Power Stroke Misfire Tips	Wiring Diagram Fundamentals
6.7 Cummins Tips & Tricks	

# LAUNCH TECH USA

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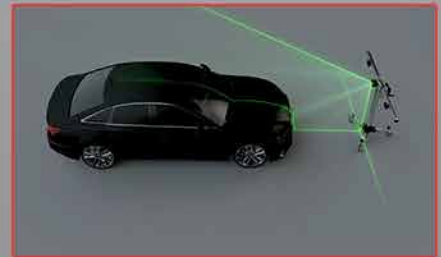
All Bases Covered - The **X-431** Series Scan Tools



## TECHNICIAN TRAINING PROGRAMS

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PLATINUM PROGRAM

## 4 Mile 1 Labor Warranty Claims

As a Platinum Banner Shop customer... not only do your customers get the benefit of the extended 36 months / 36,000 miles warranty, you also receive (4) labor claims that can be used for warranty work to be performed at your shop. If your customer has a warranty claim, they should return to your shop for diagnosis. Upon decision of warranty eligibility, you should call the warranty administrator at 877.342.9615.

### Labor Claim Provisions:

- Warranty reimbursement is for 36 months or 36,000 miles, whichever comes first
- Platinum Banner Shops must use their (4) claims in a calendar year
- Banner shops can receive a three-hour labor max at \$75 per hour
- Reimbursement benefits are only available to current shops enrolled in the Platinum program
- Claims must be submitted within 30 day's of the 2nd repair (re-repair) to be paid by Mile 1

NATIONWIDE PROTECTION PLUS



[EuroProAutoService.com](http://EuroProAutoService.com)





## FREE "OPTION" WHEN YOU ENROLL IN THE PLATINUM PROGRAM

### Zebra TLP 2824 Plus Oil Change Sticker Printer Starter Kit

The Zebra Oil Change Printer - Zebra TLP 2824 Plus - Oil Sticker Printer System is widely used in the industry and was one of the first oil sticker printers on the market. With its small footprint, dependable printing, and dynamic pre-programmed label templates, the Zebra has been designed with big business in mind. Guaranteed to work perfectly with our lube stickers and ribbons to provide an easy-to-use and smudge-free reminder label for your customers. Our Zebra tlp 2824 plus oil change labels work great in the oil sticker printer.



**TOTAL VALUE: \$690**

#### Starter Kit Includes:

- Zebra TLP 2824 Plus thermal printer
- Keyboard
- 1 roll of labels (500 stickers)
- 1 ink ribbon (lasts approx. 1,100 stickers)
- Free Tech Support! M-F 8am-5pm CST
- Free Shipping within the United States*

#### Printer Specs:

- 32-bit processor printer has print speeds of up to 4"/sec
- 203 DPI model
- Over 60 pre-programmed label templates
- OpenACCESS design to monitor material usage
- ENERGY STAR® qualified
- Programming language: EPL™ and ZPL® are standard

**Contact your local distributor for more details!**



# Streamline your Payment / Pick Up Process with 360 TEXT-TO-PAY and SPEEDBOX

## PLATINUM MEMBERS:

Enroll in **360 TEXT-TO-PAY** and receive a *Free* **SPEEDBOX** for your Service Center!

### GET THE EDGE ON YOUR COMPETITION WITH 360 TEXT-TO-PAY.

- Send an invoice to your customer via text or email and let them pay when it's convenient for them
- Setup takes just minutes
- No additional software required.



### ONCE YOUR CUSTOMER HAS PAID - SEND THEM A "CODE" TO RETRIEVE THEIR KEYS.

- Allow your customers to retrieve their keys at their convenience, even after close!
- HD stainless steel construction with theft-resistant HD mechanical locks
- Four individual locking compartments, plus a fast combo reset and master override key
- Mounts in minutes. No power, batteries or software

**SPEEDBOX VALUE: \$418**



**Contact your local distributor for more details!**



# PROFESSIONAL SERVICE ADVISOR COACHING

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