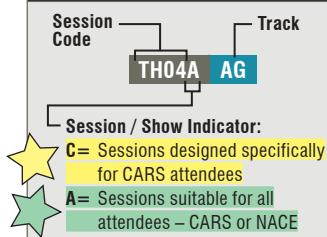




SCHEDULE AT A GLANCE

This schedule contains only sessions specific to CARS attendees. Go to www.NACEexpo.com to see complete schedule.

SESSION INDICATORS:



TRACK INDICATORS:

AG	AUTO GLASS
M	MANAGEMENT
T	TECHNICAL (MECHANICAL)
TR	TRAINING SKILLS DEVELOPMENT
W	WOMEN'S PROFESSIONAL DEVELOPMENT

NOTE: Session titles, times and speakers subject to change.

WEDNESDAY, NOVEMBER 4

8:30 AM - 10:00 AM

WE04A **M** Improving Strategies for a New Business Environment

8:30 AM - 11:30 AM

WE05C **M** Financial Management for the Service Center

WE06C **T** Dodge Cummins Diesel Operations & Diagnostics

WE07C **T** Evaporative Emissions

10:30 AM - 12:00 PM

WE12A **M** Understanding Personality & Communication Styles

WE13A **M** Can PDR be an Additional Profit Center for You?

1:30 PM - 3:00 PM

WE18A **M** Finding New Financial Resources for Your Business

1:30 PM - 4:30 PM

WE20A **M** Customer Service & Retention

WE21C **M** Service Advisor Tips & Strategies *by Pace Software*

WE22C **T** Mode \$06 Diagnostics

WE23C **T** Internal Combustion Engine (ICE) - Advanced Variable Valve Timing Technology *by ACDelco*

3:30 PM - 5:00 PM

WE28C **M** Service Center Marketing

WE29A **W** Conflict Management & Assertiveness Skills for Women

5:45 PM - 7:00 PM

KEY EVENT NACE Welcome Reception
Sponsored by CCC Information Services, Inc.

THURSDAY, NOVEMBER 5

8:30 AM - 10:00 AM

KEY EVENT Opening General Session
Sponsored by DuPont Performance Coatings

Keynote Presentation by Captain "Sully" Sullenberger
Sponsored by AGRSS

10:00 AM - 5:00 PM

EXPO CARS, NACE and Auto Glass Exhibits and Free On-Floor Education/Activities

- Exhibitor Theaters
- Demonstrations
- Special Presentations
- Roundtables
- New Product Pavilion
- OEM Pavilion
- Heavy Duty Pavilion
- Auto Glass Expo
- Windshield Repair Olympics
- I-CAR Technology Showcase

3:00 PM - 6:00 PM

TH01C **T** "No Code" Diagnostics

TH02C **T** Traction Control *by ACDelco*

TH03C **T** Working on Audis and VWs

4:00 PM - 5:30 PM

TH04A **AG** Proper Auto Glass Installation

TH10C **M** Realize Higher Sales by Coaching Your Managers & Advisors to Become Sales Managers

TH11A **W** Successful Shop Ownership - Tips from Women Owners of Thriving Shops

TH12A **TR** Team-Based Learning - Part 1

5:45 PM - 7:00 PM

KEY EVENT
CARS Networking Reception

FRIDAY, NOVEMBER 6

7:30 AM - 10:30 AM

FR01C **M** Successful Service Center Ownership Panel - What Are Owners Doing Differently Today That They Weren't Doing 18 Months Ago?

FR02C **T** Turbo Tips for the Ford PowerStroke 6.4 Diesel - Part 1

FR03A **T** AC Repair & Service

FR04C **T** Controller Area Network (CAN) Systems *by ACDelco*

8:30 AM - 10:00 AM

FR05A **AG** AGRSS Validation Program

FR09A **M** Employee Relations / Team Building

FR10A **M** Succession Planning - Developing a Successful Exit Strategy

FR11C **M** Internet Marketing for the Service Center

FR12A **TR** Team-Based Learning - Part 2

10:00 AM - 5:00 PM

EXPO CARS, NACE and Auto Glass Exhibits and Free On-Floor Education/Activities

- Exhibitor Theaters
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- Special Presentations
- Roundtables
- New Product Pavilion
- OEM Pavilion
- Heavy Duty Pavilion
- Auto Glass Expo
- Auto Glass Technician Olympics
- I-CAR Technology Showcase

1:30 PM - 2:30 PM

ASE ASE Mechanical Test Prep - FREE!

3:00 PM - 6:00 PM

FR13C **M** Increasing Technician Productivity

FR14C **T** In-Cylinder Pressure Transducer Diagnostics

FR15C **T** Turbo Tips for the Ford PowerStroke 6.4 Diesel - Part 2

FR16C **T** TPMS - Tire Pressure Monitoring Systems

4:00 PM - 5:30 PM

FR17A **AG** Insurance Company & Network Steering

FR22C **M** Realize the Profits of Selling More Big Ticket Items in Your Service Center

FR23A **M** How to Make "Green" Profitable for Your Shop

FR25A **W** Leading & Succeeding: Cultivating Leadership Skills that Benefit You and Your Organization

FR26A **TR** PowerPoint Tricks & Tips for Instructors

SATURDAY, NOVEMBER 7

7:30 AM - 10:30 AM

SA01C **M** Fleet Management - Part 1

SA02C **M** Thinking Outside the Box to Expand Your Profit Centers - Become the Shop That Has "No Competition" *by Pace Software*

SA03C **T** Mode \$06 Diagnostics

SA04C **T** Flash Reprogramming

SA05C **T** Hybrid Technology - Basic Hybrid Powertrains

CHECK-IT-OUT

"Superstar" Speakers include:

- Bruce Amacker
 - Mike Brewster
 - Cecil Bullard
 - Richard Burgard
 - Charlie Fewell
 - John Forro
 - Todd Hayes
 - Scot Holloway
 - Diane Larson
 - Jeff Masterman
 - Michael Militello
 - Jack Rosebro
 - Tony Salas
 - Mitch Schneider
 - Donny Seyfer
 - John Thornton
 - Jeremiah Wilson
 - George Witt
 - Terry Wynter
 - George Zabrecky
- Plus more to come!



Session Search at www.CARSevent.com

8:00 AM - 9:30 AM

SA06A **AG** Sustainable Business Practices

SA12A **M** Taking Your Business' Temperature - Do More With Less

SA13A **W** Time Management - Power Tips for Staying Focused

SA14A **TR** How to Effectively Communicate Technical Ideas to Students

9:00 AM - 3:00 PM

EXPO CARS, NACE and Auto Glass Exhibits and Free On-Floor Education/Activities

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- OEM Pavilion
- Heavy Duty Pavilion
- Auto Glass Expo
- Auto Glass Technician Olympics
- I-CAR Technology Showcase

1:30 PM - 2:30 PM

ASE ASE Mechanical Test Prep - FREE!

3:00 PM - 6:00 PM

SA15C **M** Fleet Management - Part 2

SA16C **T** Engine Vacuum Transducer Diagnostics

SA17C **T** Hybrid Technology - Principles of Electric Drives

SA18C **T** TPMS - Tire Pressure Monitoring Systems