Barry Dorn tells us why pre- and post-scans are a critical part of every vehicle repair.

An industry beacon, Bogi Lateiner, shines a light on what it means to smash stereotypes.

Get the specs on how to avoid repair damage with MIG brazing.

Highlights of this issue:
GM RepairInsights Online
Download this issue and past issues of GMRepairInsights magazine at: www.gmrepairinsights.com

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Barry Dorn, the past chairman of the Society of Collision Repair Specialists (SCRS) and owner of Dorn’s Body and Paint, shares his thoughts on pre– and post–scanning.

When a new issue begins trending in the collision repair market, shops generally make one of two decisions: (A) write it off as industry overkill or (B) begin adapting immediately.

“Take a simple scratch in the finish, a tech is still going to have to remove a trim panel, molding and other pieces, which then could impact the diagnostics.”

—Barry Dorn

According to Barry Dorn, “In the case of pre- and post-repair scans, you need to fall into the second group—and much sooner than later. Your decision is that critical.”

He continues, “When industry leaders began taking up the subject of scanning, much of the focus fell on whether the necessary diagnostic equipment would be both affordable and available and if scanning was necessary for every repair and whether only the newest vehicles (with the most recent technology and potentially greater number of sensors) should be targeted. Those questions apparently have been addressed and the answers are “yes” both to equipment accessibility and scanning every vehicle every time.”

Dorn says his shop adopted a policy last October to pre- and post-repair scan all vehicles that passed through its facility, regardless of the severity of the repair. Tooling has been no problem. “We use an aftermarket scan tool and it’s worked great on most every vehicle we’ve seen,” says Dorn.

Perhaps more significant, with no exceptions, a code has come up on every vehicle repaired at the shop. Dorn explains that relatively light repairs have consequences that could potentially require a sensor or other system to need a repair or recalibration.

What’s more, damaged electronic pieces needing attention can have significant, devastating consequences when overlooked. Dorn says that’s due in large part to how reliant drivers have become on vehicle technology. He notes how motorists will use backup cameras to determine whether they can back up safely. If any part of the camera system has been compromised, a driver could get a false or inaccurate “reading” and run into another vehicle, obstruction or a pedestrian.

Dorn continues, “Extrapolate that problem to lane departure warnings, proximity detectors, air bags and other safety or operational systems, and one gets the picture of a disaster in the making.”

Automakers have come down strongly on the need to scan. “Most OEMs are not ‘suggesting’ these recalibrations take place, now they are requiring the procedure to be followed,” says Dorn. “They are taking a completely different approach than they have in the past.”

Dorn says it will be up to collision repairers to spread the word on scanning.

Shops, especially, will have to take note. Regardless of where other industry entities stand on scanning, the fact remains shops ultimately are liable for their repairs. Either ignoring or overlooking such a critical issue could be the worst decision a shop ever made and possibly its last.
GM issues statement on salvaged parts

Insurers occasionally push salvage parts into the repair mix, declaring them to be critical cost-cutting ingredients. Whatever savings they may promise, recycled parts can arrive with serious quality issues that both compromise repair safety and raise costs.

GM announced its refusal to support the use of salvage replacement parts in a statement released in late 2016. Among the reasons for this refusal, GM cited these deficiencies associated with recycled parts:

- Compromised crush zones from previous repairs
- Additional layers of refinishing that can affect durability and vehicle appearance
- Damage that requires additional repair work
- Exposure, during storage, to elements the manufacturer never intended
- Damage to structural parts that can compromise crash-worthiness.

The statement in its entirety follows.

Use of Salvage Parts
August 2016

General Motors vehicles, systems and components are engineered, tested and manufactured to protect vehicle occupants based upon both government mandated and internal corporate requirements relative to durability, NVH (noise/vibration/harshness), occupant protection, and vehicle safety. The overall structural integrity of the vehicle is dependent on its inherent design specifications.

To help preserve the performance of General Motors vehicles, General Motors publishes detailed collision repair procedures and produces and sells Genuine GM Parts, which are manufactured to the same design and specifications as the parts originally installed on new Chevrolet, Buick, GMC and Cadillac vehicles. Repairing a vehicle using Genuine GM Parts and procedures ensure that a vehicle is returned as close to pre-accident condition as possible.

General Motors does not support the use of salvage or recycled parts due to the sensitive nature of the safety and performance of General Motors vehicles. Salvage or recycled parts are defined as parts removed from a previously damaged vehicle and then re-installed on a different vehicle. These parts pose the following risks to Chevrolet, Buick, GMC and Cadillac vehicles when used in repair.

Salvage or recycled parts:

- May have compromised crush zones due to previous repairs
- May have additional layers of refinish materials affecting long-term durability and appearance of repair.
- COMMENT: May be a factor in new panel installations too
- Will require additional time to prepare due to variations in delivered assembly component content.
- Lead to more complex repairs due to variations in how the assembly is stored, processed, and shipped to a repair center
- See bullet #2 see bullet #1 and #2 May have been exposed to use and storage conditions that have never been considered by the manufacturer

Genuine GM Parts are designed and constructed using metals with specific properties, thicknesses and stamping features built to perform in a consistent and predictable way during a collision event.

The use of non-OEM structural components may compromise the overall crashworthiness and occupant safety of General Motors vehicles in a subsequent collision. In summary, General Motors does not support the use of salvage or recycled parts in a vehicle’s repair. GM recommends the use of Genuine GM Parts in repairs to help ensure the vehicle is returned to pre-collision condition.

Should an insurer insist that a salvage part is used, don’t hesitate to share this information with both the claims adjuster and customer. Note your concerns with quality and safety and preference to go with guaranteed OEM parts. Should costs be raised, point out that the time needed to access and repair salvage parts can extend repair times and raise costs, erasing any potential savings.

Installing Genuine GM Parts is a safe bet. With easy ordering, speedy delivery, quality and solid warranties, they arrive as a repair solution—not a problem.

Read additional GM Position Statements in genuinegmparts.com

SAY NO TO SALVAGE
One of the greatest challenges facing the collision repair industry can be summed up in two words – gray hair. An aging workforce and difficulties in attracting new workers are combining to put a virtual stranglehold on the future of even the best shops. The Collision Repair Education Foundation (CREF) is stepping in to bridge the gap between shops and perspective employees.

The first of these efforts is the continuing rollout of High School and College Collision and Automotive Career Fairs in major metro areas across the country. Repair businesses can sign up and meet students face-to-face to discuss employment opportunities. CREF Director of Development Brandon Eckenrode says the fairs have been a big success, with an average of 300-400 students attending. “We’ve had shops hire students on the spot and many others setting up formal interviews later,” he says.

ASE Partnering with CREF
ASE recently partnered with CREF to support the fairs, bringing with them students looking for mechanical work and giving repairers the opportunity to bring aboard new hires with another valuable skill set.

For those students who don’t have a career fair taking place near them and/or are not able to make the events, CREF is facilitating a national collision student resume database and collecting the information of those who are looking for near-term part-time, full-time, or internship work within the industry.

Interested in database access or participating at a career fair? Contact CREF at 847-463-5244 or Brandon.Eckenrode@ed-foundation.org.

When shops can conveniently find what they need, they create efficiency. That can further translates into potential revenue.

www.OEM1Stop.com
At one time, repairers may have gotten by through deducing how a repair should be performed based mainly on experience. Today, that approach is reckless and dangerous. Most repairs must be performed according to OEM guidelines. Navigating through multiple manufacturers web sites to locate OEM information can cost shops valuable time.

Access repair information for 37 automotive brands
OEM1Stop provides a single site with portals to repair information from 37 automotive brands, including GM’s four current and three retired brands: Buick, Cadillac, Chevrolet, GMC, Oldsmobile, Pontiac and Saturn.

Clicking on each brand button opens a page where repairers can then pick out the right repair information type:

- Collision
- Maintenance/Repair
- Hybrid/Electric
- Powertrain
- Technical Information (which provides links to documents on repair warnings, bonding types, materials, etc.)

OEM1Stop offers guidance on some of the industry’s latest issues, such as scanning, by featuring links to Position Statements from each manufacturer on this subject.

Today’s vehicles are veritable modular masterpieces whose safe performance hinges on the relationship between information networks and sophisticated part designs. This translates into an increasingly risky automotive service field where repairers have little room for error and quick access to information is the key to operating efficiently.

Have any doubts? Bookmark the www.OEM1Stop.com page, think about it, then come back, again and again.
Industry phenom Bogi Lateiner looks to change attitudes and mindsets a full 180 degrees

Just call her Bogi. Born Sarah Lateiner in Flushing, Queens, she’s a master technician, management trainer, owner of 180 Degrees Automotive in Phoenix, host of Velocity TV’s “All Girl Garage” and a passionate supporter of women in the automotive world. She’s also rebuilding a ‘57 Chevy Truck to be unveiled at SEMA 2017 as the Chevy Montage, a celebration of women in the industry. The always-busy Lateiner took time away from her schedule to speak to GM Repair Insights.

How did your career begin?
I signed up for auto shop when I was in high school because I owned a VW Beetle that I loved, but that was a piece of junk that kept breaking down. I hated the way I was treated when I took it to a shop. I was lucky to work with some amazing mentors and eventually rebuilt the car from the ground up. Back then, I didn’t think it would turn out as a career.

You went on to graduate from Oberlin College with degrees in Pre-Law and Women’s Studies and were preparing for law school. What convinced you then to go into the industry?
I discovered I really missed working with my hands and the satisfaction of building something. I got this idea to be a mechanic. I moved out to Arizona and went to UTI and went on to work as a BMW tech for about six years.

How did you transition to shop owner?
I loved being a tech but missed customer interaction. I also had this idea about teaching women about their cars and teaching people in general. I loved seeing the light bulb going off in their heads when they discover how something works. I wanted to create a business where people would feel comfortable, where we’d teach car care classes and where no one felt like I did when I was 16 and bringing a car in for service.

I also wanted to give women an opportunity to gain experience to work in the industry. When I got out of school, I had a tough time finding work and didn’t want others going through the same experience so I decided to build my own business where I could hire, train and raise up women.

What would you tell women looking to get an automotive career?
There are lots of opportunities and some phenomenal career paths. I would also tell them that if this is what they want, don’t let anyone else dictate your dreams and what you can and can’t do. Also, find your allies. Find the people who support you. Lock out the naysayers. Use them to fuel your fire.

Are there many female techs looking for work? Considering the shortage of quality techs in the industry, what can shops do to hire them?
There are a lot of female tech students and techs wanting work. I never have trouble filling my apprentice positions.

As for the industry, we’re in dire need of technicians. We’re also seeing auto repair programs shut down. Yet I speak to women all the time who can’t find jobs or who left the industry because no one would give them a chance.

To fix this, we need to find better ways to attract people. We need to change our reputation to draw in more people in general. We need to create work environments that are safer, better lit and cleaner. Both men and women will appreciate that.

We also need to be more willing to train and take on apprentices. The industry has to stop simply trying to bring in the person who has 20 years of experience and instead take on the person with the desire, the right mindset and the drive to succeed and make them the next great tech.

Continued on next page.
Building on this subject, female customers frequently report feeling uncomfortable and vulnerable because they sense operating at a disadvantage when they’re at a shop. What can repairers do to make their experiences better?

Any time you work in an industry heavy on technical jargon, you run the risk of people feeling taken advantage of even when they’re not. It’s on us to take the time with customers, to look them in the eye and explain things in layman’s terms. I tell my service advisors, “Don’t assume customers know everything, but also don’t assume they know nothing.” If they need a new CV boot, you ask them if they’d like to know more about the part. It’s really about slowing things down, getting into a relationship and treating each person as an individual and a valuable customer.

You’re using your weekends to help educate these customers as well, correct?

Yes! Usually every month we offer a three-hour Women’s Car Care class on a Saturday. We talk about how to select a good shop, interacting with a repair shop and asking the right questions. We teach how to change a tire, jump start a battery and check fluids. We go over how the car systems work. It’s designed to be as hands-on as possible.

Where did the idea come from for the Chevy Montage project and what does it involve?

It’s my own crazy brainchild, not connected to the shop or the TV program. I wanted to restore a ’57 truck and pair it with a BMW engine. It grew from there.

The idea is to shine a light on the amazing women in the industry and celebrate their contributions that often are overlooked. We also wanted to create an opportunity for women not in the profession, so there are a lot of women working on the project who’ve never turned a wrench. We want women to try this work on for size. We have experts and newbies involved—more than 30 women right now, and we should have over 70 involved by the end of the project.

One of the great things coming out of this effort is the community we’re forming. A lot of women in the industry feel isolated because they don’t meet other women like themselves. It’s been a powerful experience watching them come together and connect.

Now the entire industry can take part in this celebration. An online vote to decide the color of the Montage—Dark Teal, Dark Purple or Sky Blue— is available at www.refinish.basf.us/montage. Make your selection and help recognize the contributions of women who do their part to make the auto service industry better every day.
Meet your mobile command center

Whether it’s a road trip with the kids or a date night for two, Traverse features a spacious and quiet interior offering everything you need for the perfect getaway.

Performance where you need it most

Sure, you’re constantly on the go, but sometimes road conditions just don’t want to cooperate. With Traction Mode Select you can adjust performance based on road and surface conditions with the simple turn of a dial — whether you have the available all-wheel drive or the standard front-wheel drive.

**NORMAL**

Your setting for everyday driving. When equipped with the available AWD, Normal mode will switch Traverse to FWD to help improve fuel efficiency.*

**4X4 / SNOW**

4x4 mode (AWD) and Snow mode (FWD) help offer better control when snow and ice make road conditions slippery.

*EPA-estimated 18 city/27 hwy/21 combined mpg, 3.6L FWD

**OFF-ROAD**

Available on AWD models, Off-Road mode sends more torque to the rear wheels for improved driving on snow, grass, gravel or loose dirt.

**TOW/HAUL**

When equipped with the available trailering package, Tow/Haul mode keeps Traverse in a lower gear, offering more torque for when you need to pull a trailer.

**INTELLIGENT STOP/START**

Traverse is the first Chevrolet vehicle to offer a smarter and even more seamless version of this proven, fuel-saving technology.

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**9-SPEED TRANSMISSION**

Paired with the 3.6L V6 or 2.0L turbo engine, the 9-speed automatic transmission offers smoother shifting and improved fuel economy.*

**TWIN CLUTCH AWD**

Traverse High Country offers an advanced twin-clutch all-wheel drive that improves driver control by directing torque to the wheel with best traction in poor road conditions.
Watching out for your most precious cargo

Protection is good, but prevention is better. Offering up to 14 advanced safety technologies, Traverse uses cameras, ultrasonic sensors and radar to watch out for potential hazards to help you avoid collisions before they happen.

**REAR CAMERA MIRROR**

Check to make sure there’s nothing behind you but a clear view. This available rearview mirror technology projects a wide-angle view of the area behind the vehicle onto the rearview mirror. The mirror surface doubles as a video screen and provides the driver with a wider, less obstructed field of view of the area behind the vehicle.

Safety features are no substitute for the driver’s responsibility to operate the vehicle in a safe manner. The driver should remain attentive to traffic, surroundings and road conditions at all times. Read the vehicle’s owner’s manual for important feature limitations and information.

Take a look on the bright side

Available on Premier and High Country, D-optic headlamps offer a crisp and smooth beam that looks more like daylight along with a distinct and striking design, making these headlamps easy on the eyes in more ways than one.

**INTELLIBEAM® HEADLAMPS**

This available technology automatically switches on the high beams when driving conditions become too dark, and switches back to low beams when it detects an approaching vehicle.

The perfect place for some we time

**SMART SLIDE® SEATING**

The enhanced Smart Slide® second-row seat on the passenger side of the vehicle can be slid and angled forward, allowing passengers easy access to the third-row seats – even when an empty forward-facing child seat using the LATCH system is in place.

Want to know more?

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Aftermarket professionals employed at independent repair facilities, do-it-yourselfers who purchase ACDelco parts online or over the counter, as well as customers who have an eligible part installed when their vehicle is being serviced. See official rules for full eligibility details.

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*NO PURCHASE NECESSARY TO ENTER TO WIN. A PURCHASE WILL NOT INCREASE YOUR CHANCES OF WINNING. Open only to legal residents of the UNITED STATES including the DISTRICT OF COLUMBIA (D.C.) who are 18 years of age and older. Some residency restrictions apply. Void where prohibited. The sweepstakes BEGINS ON JULY 1, 2017 AND ENDS ON SEPTEMBER 30, 2017. For entry information and official rules with complete eligibility, prize description and other details, visit acdelcorideracerewards.com. ©2017 General Motors. All rights reserved. The marks appearing in this ad are the trademarks or service marks of GM, its subsidiaries, affiliates or licensors.
Mellow Moldings
GM builds ease and convenience into door molding kits

Repairers face the same tough, detail-intensive chores when it comes to replacing door molding assemblies. First, you have to locate all the parts for the assembly and make sure you scoop up all the necessary pieces. Next, you have to remove the damaged components, prep the repair area, apply the finish and finally reinstall the moldings.

That’s a lot of troublesome steps for what amounts to be a small job.

GM has come to the rescue with assembly kits that arrive with all the little details built right in. For example, Front and Rear Side Door Moldings arrive in service primer for easy preparation. There are no areas where the backing or inner panels interfere with providing a flawless finish coat. In many cases, there’s no need to tape off or block off critical areas for painting. All necessary installation fasteners are included, eliminating ordering problems and helping to reduce costly work stoppages that can occur when techs need to go searching for these parts.

Installation is simple as well. Check out these removal/installation steps for door moldings on the all-new 2018 GMC Terrain.

Removal Procedure
Front Side Door Lower Molding Retainer (x16)

1. Apply two layers of masking tape around the top edge of the front side door lower molding to prevent any paint surface damage.
2. Starting at the front top corner using a suitable flat-bladed plastic tool, release the front side door lower molding retainers.

Installation Procedure
Rear Side Door Lower Molding Retainer (x 16)

1. Apply two layers of masking tape around the top edge of the rear side door lower molding to prevent any paint surface damage.
2. Starting at the front top corner using a suitable flat-bladed plastic tool, release the rear side door lower molding retainers.
3. Replace the rear side door lower molding retainers as needed.
4. Using a 50/50 mixture of isopropyl alcohol, clean drinkable water, and a clean towel, remove the leftover adhesive residue from the masking tape. To replace, simply line the W-Clip fasteners to the corresponding holes in the door panel and, starting at one upper corner, work your way around the molding until all fasteners are seated in place.

Minimal effort with maximum results—that’s how you can cut cycle time and help build revenue. GM just provided a critical piece to the repair equation. Contact your Genuine GM Parts dealer for more information.
Beat the Heat

Help avoid potential repair damage with MIG Brazing

Forget, for a moment, about all-aluminum vehicles. And carbon-fiber intense models. And any other futuristic materials being discussed in technical circles.

In the automotive industry, the future is now. A big part of that future are hybrid construction vehicles — those made from a mixture of aluminum, Ultra High Strength Steel (UHSS), Ultra Advanced High Strength Steel (UAHSS) and traditional steel. When repairing these vehicles, high heat can be the enemy, specifically searing welding heat that may damage sensitive materials and wreak havoc on critical safety and vehicle response systems.

That’s why you’re hearing about MIG brazing.

Compared to conventional Metal Inert Gas (MIG) and Metal Active Gas (MAG) welding, MIG brazing is a type of arc welding that enables welders to join metal parts at a relatively low temperature. The lower temperature can help reduce the risk of burn-through, distortion and stress in the base metal.

Basic benefit

Lower heat input is the primary benefit of MIG brazing, which utilizes lower amperage and voltage settings. Less heat builds up in the base metal, which minimizes the corrosion of zinc near the weld. MIG brazing is useful in instances where the base metal may be weakened by the application of heat.

Be warned

MIG brazing weld strength may not match that of comparable steel welds. Therefore, MIG brazing should only be used to replace factory MIG brazing or when directed to in the General Motors collision repair procedures.

Still have questions? Reach out to your welding vendor. GM also can lend a helping hand. A future web-based training class from GM will provide more critical instructions on when and how to use this valuable bonding procedure that continues to grow in importance.

Other advantages

MIG brazing creates joints with less distortion and a smaller heat-affected zone than other types of welding at higher temperatures, and may be better for joining high-strength alloy steel and coated sheets.

MIG brazing also features other benefits:

- Relatively low heat input
- Less spatter in the arc
- Low zinc burn-off
- Good gap bridging
- Soft bead for easier finishing
- Less distortion in the base metal
- Lower risk of burn-through

MIG brazing is useful in instances where the base metal may be weakened by the application of heat.
Repair instructions for the 2017 Chevy Bolt include key accident prevention steps

With all the attention paid to front-end hits and the collateral damage to the engine and electronic systems, it can be easy to overlook the fact that the same level of detail must be paid to damage in the rear section of the vehicle. There too repairers must pay special attention to wiring, SRS units and any place they may encounter high voltage.

Fortunately, OEM repair instructions typically highlight these potential trouble spots and explain how they must be addressed before and after the repair. Your shop must make sure always to reference the associated safety instructions.

Use the following GM repair instructions on body rear panel replacement on the Chevy Bolt to bone up on your sectioning and replacement skills. Note that required safety documentation to be accessed is marked with italics.

**Body Rear End Panel Replacement**

*Danger:* Always perform the High Voltage Disabling procedure prior to servicing any High Voltage component or connection. Personal Protection Equipment (PPE) and proper procedures must be followed.

The High Voltage Disabling procedure will perform the following tasks:

- Identify how to disable high voltage.
- Identify how to test for the presence of high voltage.
- Identify condition under which high voltage is always present and personal protection equipment (PPE) and proper procedures must be followed.

Failure to follow the procedures exactly as written may result in serious injury or death.

**Removal Procedure**

*Warning:* Refer to Approved Equipment for Collision Repair Warning.

*Warning:* Refer to Collision Sectioning Warning.

*Warning:* Refer to Glass and Sheet Metal Handling Warning.

1. For MIG-Brazing parameter and Spotwelding Parameter see Structure Identification.
2. Disable the SIR system. SIR Disabling and Enabling.
3. Inspect the high voltage system. High Voltage System Inspection.
4. Disconnect the battery negative cable. Battery Negative Cable Disconnection and Connection.
5. Remove all related panels and components.
6. Visually inspect the damage. Repair as much of the damage as possible.
7. Remove the sealers and anti-corrosion materials from the repair area as necessary.
8. Drill all factory welds of the rear end panel(1).
9. Remove the damaged rear end panel.

Continued on next page.
Installation Procedure

1. Align the rear end panel.
2. Verify the fit of the rear end panel.
3. Spot weld the rear end panel (2) accordingly with 68 spot welds.
4. Install rear end panel (3) with 42 plug welds.
5. Apply the sealers and anti-corrosion materials to the repair area as necessary.
6. Paint the repaired area.
7. Install all related panels and components.
8. Connect the battery negative cable. Battery Negative Cable Disconnection and Connection.
9. If disabled, enable the high voltage system. High Voltage Enabling.
10. Enable the SIR System. SIR Disabling and Enabling.

Showcase Schedule

Guarantee your spot at industry trade shows and other automotive expos, where you get a leg up on the competition with the most current training methods, information on trending products and services, and intel on the latest OEM technology.

NACE Automechanika Chicago
McCormick Place
Exhibition: July 26 – 28, 2017
Training: July 27 – 29, 2017
For 2017, NACE (the International Autobody Congress & Exposition) joins Automechanika Chicago, the largest U.S. trade show dedicated to high-end technical and management-related training for automotive collision and service repair shops, for a single event. Set mid-summer in the middle of America, this one-site-does-all event hopes to draw in repairers from across the country for a first hand, hands-on experience with cutting edge education and repair products. nace-automechanika.us.messefrankfurt.com

SEMA Show
Las Vegas Convention Center
Las Vegas, NV 89109
October 31 – November 3, 2017
Advertising itself as the premier automotive specialty products trade event in the world, SEMA brings together some of the service industry’s sharpest minds and hottest products to one place. Attendees get access to educational seminars, product demonstrations, networking opportunities, special events, and more to help make the upcoming new year their best year ever. www.semashow.com/the-sema-show