
SESSION

Developing a Pathway for Training Your Service Staff In Electrified Vehicle Technology

DESCRIPTION

Electrified vehicle technology has totally changed the service industry in how it has impacted all aspects of the service business. Whether owner, manager, technician or, service advisor success in implementing electrified vehicle services is an eco system unlike those of traditional vehicles. Since experiences in traditional vehicle systems does not transfer to analyzing, diagnosing, or servicing electrified high voltage vehicle system a total staff solution is necessary. To transition a service staff into the electrified vehicle service space, the implementation of an *education pathway* has been proven to provide a successful, and profitable outcome. The pathway includes educating the service staff on metrics for servicing and diagnosing electrification by augmenting OEM service information and processes. Service staff are educated and trained on high voltage powertrain, battery pack, battery charging, regen braking, HVAC, power inversion/conversion systems. An essential element of this training is to co-educate managers and service advisors with technicians to ensure that information transition is seamless. This will ensure managers and advisors are fluent in communicating, identifying, and advising the vehicle owner in the required solutions.

It's time for your service center to embrace electrified vehicle technology that will include more services and grow the customer base. The takeaways for the session include:

- How Electrified Vehicle Systems Differ from Traditional systems
- Maintenance Services on Electrified Vehicles
- What is State-of-Health (SOH) Testing and How to implement it
- Why it is important to train all of your staff on electrification technology
- How to determine how geographic location determines how to structure maintenance and (SOH) services
- An example Pathway Education Map for your service center

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