



Intro To Automotive Tire Service Level 100 Training Course

Intro to ATS – Level 100 is designed for non-technicians (counter and sales staff)

Intro to Automotive Tire Service (ATS) is a 100-level training course designed for non-technicians in the passenger and light truck tire industry who need orientation to the service procedures for all types of automotive tire and wheel assemblies.

By staying focused on what steps and guidelines are necessary for passenger and light truck tire service without going into the step-by-step detail, students will better understand how decisions made at the point of sale impact the service process.

Intro to ATS creates the link between sales and service because the recommendations made to the customer at the counter are consistent with the shop's best practices and industry guidelines, including vehicle lifting, mount/demount, RIST, and puncture repair demonstrations.

Intro to ATS also includes a sales module that addresses the basic principles for selling tires and includes helpful tips to improve the overall customer service experience. Intro to Automotive Tire Service (ATS) is a one-day training course.

Following is a list of the 5 modules that make up the Intro to ATS – Level 100 Program:

Module 1 – Passenger and Light Truck Tires

Tire construction, tread designs/ components, sizing, speed rating, load/inflation, DOT code, UTQG, replacement guidelines, plus-sizing, 2-tire replacement, tire rotation patterns, tire repair guidelines, tire repair procedures.

Module 2 – Passenger and Light Truck Rims, Wheels & Hubs

Wheel design and components, bolt circle, bolt holes, wheel offset, wheel/rim measurements, 16.5/16- inch, lug nut design, torque & clamping force, RIST installation procedure.

Module 3 – Passenger and Light Truck Tire Service

Vehicle lifting, assembly removal, demounting/mounting, inflation safety, balance.

Module 4 – TPMS

TPMS identification, direct/in-direct identification, sensor service, relearn procedures.

Module 5 – Sales

Customer service, greet the customer, analyze the need, make recommendations, ask for the order.

FOR MORE INFORMATION, PRICING OR TO BOOK YOUR SPOT CONTACT:

ONTARIO TIRE DEALERS ASSOCIATION

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