

# TrainingsCenter – Act with foresight today. Secure your mobility of tomorrow.

2019 training programme





# Preface



Ladies and gentlemen,

Continental has been a reliable partner and companion of your repair shop for quite some time. This is what we endeavour to be day in, day out, and we are always looking for ways in which to serve you even better. One example here is our product portfolio. We significantly expanded our portfolio for you last year, are now even more present in your showrooms and offer you our support, reliability and original quality in even more areas, be it filters, batteries or windscreen wipers. We will continue with this expansion in 2019 too!


The same goes for our courses. We review our range of courses every year and analyse market trends in order to offer you precisely the kind of assistance you need. We have our sights clearly set on future topics. We are therefore, for example, introducing a new course on air conditioning systems in 2019. Changes are on the horizon in this familiar area, as the cost-effectiveness of the refrigerants currently used is being examined.

One of our focuses at Continental is on the megatrend of digitisation. At the Automechanika fair, we demonstrated how we will support repair shops in the aftermarket as we all move into the digital age. This is reflected in our portfolio of courses. We are now offering a new seminar on data management at the repair shop. The things you can learn in this course include how to obtain the manufacturers' data required for a repair and how to maintain vehicle service books correctly.

I strongly believe that repair shops need to learn about future topics like these in order to maintain a strong market position. And we can help with this. In this context, I would also like to strongly recommend our award-winning e-learning at [morecontinental.com](http://morecontinental.com). Clicking through the 3D drawings then testing your knowledge in the form of a Formula 1 race as you can with the "Grundlagen Bremse" brake basics module isn't just informative, it's also incredibly good fun! I absolutely loved it and I recommend you give it a go.

I wish you the best of success with our courses and would like to thank you for placing your trust in us!

Sincerely,



Peter Wagner  
Managing director, Continental Aftermarket GmbH



Ladies and gentlemen,

*"Why do things have to be done the way they were always done? If this had rigorously been applied as a rule, we would still be sitting in the trees today!"*

*(Quote: Fabian. The Story of a Moralist, Erich Kästner, 1931)*

Change isn't always understandable or even sensible at first glance. We are nonetheless currently experiencing one of our industry's biggest ever changes.

In the past, we focused very much on technical development and on teaching technical knowledge. This is undoubtedly a sound basis and is also indispensable for professional service.

We will continue to encounter other exciting and technical topics in the future, which we can master together - this is something I firmly believe!

The requirements in the area of mobility already have and will continue to change considerably in particular for Generations Y and Z. Connectivity is an important component in a fast-paced and complex world, especially with regard to sharing rather than owning and in relation to information, for example.

At the same time, we within this societal group are facing changed "values". The expectations made of employers, social integration, culture, media and the environment are just some of the examples here.

Does everything that is capable of being done always have to be done? The key question here is "why".

The next generations will define new rules of play, thereby changing all of our lives. As a major enterprise, we too undergo permanent change.

We people as a society, as customers, as employees and employers will experience these changes.

We would love to advance all these changes together with you. We are striving for dialogue and design between equals so that we can continue to meet our customers' wishes in the future.

This is what we offer you.

I look forward to an exciting 2019 with you.

Yours,



Bert-C. Lembens  
Head of Sales Services, Continental Aftermarket GmbH

# Our quality credo



Ladies and gentlemen,

As Head of the Aftermarket IAM TrainingsCenter, it is with great pleasure that I am able to present to you our latest updates for 2019.

Our aim is to hold practical courses that make your day-to-day work more efficient.

To do this, we need your opinions and your feedback. We kindly ask that you complete the brief seminar assessment surveys or that you send an email directly to me ([tobias.l.stephan@continental-corporation.com](mailto:tobias.l.stephan@continental-corporation.com)). Alternatively, feel free to call me on +49 (0)69 7603 4665.

Give us the opportunity to make our courses even better and even more practical!

Our [morecontinental.com](http://morecontinental.com) training portal has been in existence for over three years now, and we continue to develop it in order to offer you even more information and services.

Our brake basics training course "Grundlagen Bremse" just recently went online. As something of a treat, there's a knowledge test there that you can complete in the form of a Formula 1 racing game. Indulge yourself with a little fun when you have a spare moment - I promise you it's worth it!

We have also expanded our array of courses for 2019, adding three new areas: data management (digital vehicle service book), air conditioning system conversion and emissions testing.

Make use of our courses to advance your knowledge and book them now at [morecontinental.com](http://morecontinental.com)!

Wishing you a successful 2019!

Kind regards,

A handwritten signature in black ink, appearing to read 'Tobias Stephan', written in a cursive style.

Tobias Stephan  
Head of Aftermarket IAM TrainingsCenter

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**Continental**  
The Future in Motion

**Atte**

**VDO**

Log in

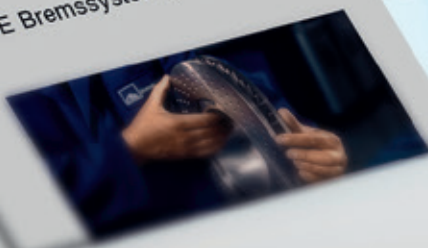
Trainings-Center | Startseite

**morecontinental - Partner Training**

OrientierungsCheck

ATE Bremssysteme

VDO Electronics



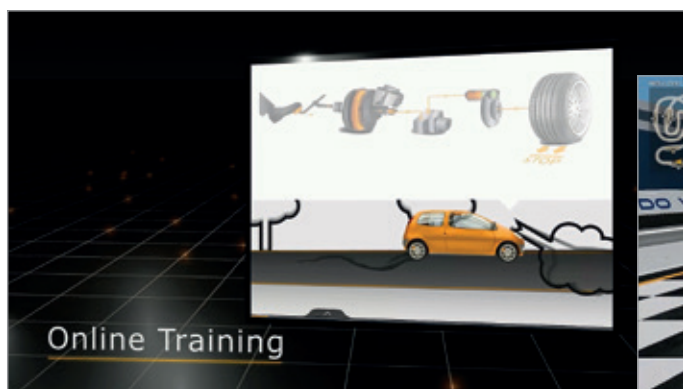
# Continental IAM TrainingsCenter

## morecontinental.com



Now also with Web-based training!

**MoreContinental** now also features Web-based training covering brake basics, allowing you to learn flexibly and according to your personal schedule.

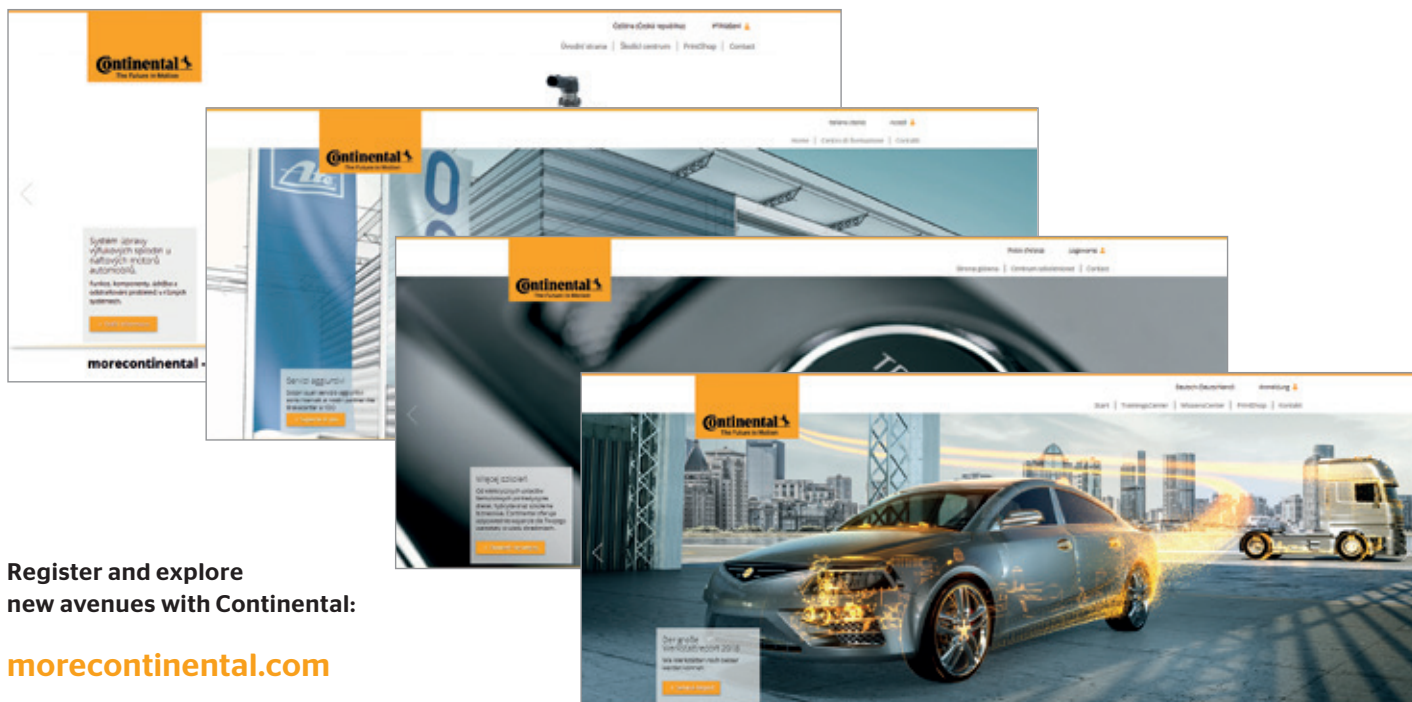


### Learn in the fast lane!

The new MoreContinental racing game makes learning fun. Get behind the wheel as a racing driver, then answer questions during the pit stop.

### MoreContinental now also in Poland, Italy and the Czech Republic.

Starting in 2019, the TrainingsCenter will also be offering courses in Poland, Italy and the Czech Republic. The website morecontinental.com is also available in the corresponding languages.



Register and explore  
new avenues with Continental:

[morecontinental.com](https://www.morecontinental.com)



# 1.1 ATE Brake Tips: Additional Knowledge for Professionals



2 hrs, preferably evenings



Automotive profession



Min. 10, max. 50



EUR 3000 per participant

Compact tips and information on brake and brake tool developments.

### Training goals:

- Professional servicing of modern braking systems
- Making efficient use of the ATE brake tool
- Successfully marketing product properties

### Training details:

- Tips on repairing and servicing EPB - various versions
- Composite brake discs (e.g. MB)
- New brake materials (special attributes)
- The latest brake pad markings
- Professional (and profitable) brake tools

### Target group:

Owners and employees of ATE BrakeCenters and independent and affiliated repair shops





## 1.2 ATE/VDO – Electronic Systems of Today and Tomorrow



2 hrs, preferably evenings



Automotive profession



Min. 10, max. 50



EUR 3000 per participant

Innovative information on autonomous driving, electromobility and the connected car.

### Training goals:

- Developments in the connected car
- Mobility concepts (e.g. autonomous driving)
- Electric drives and concepts
- The repair shop of today and tomorrow

### Training details:

- Understanding developments in the connected car
- An overview of current mobility concepts
- Electromobility requirements in the repair shop
- Profitable business line expansion

### Target group:

Owners and employees of ATE BrakeCenters and independent and affiliated repair shops



## 1.3 TPMS – Practical Information



2 hrs, preferably evenings



Automotive profession



Min. 10, max. 50



EUR 3000 per participant

Practical information on programming and training TPMS technology.

### Training goals:

- Raising awareness of tyre pressure monitoring
- Understanding the legal situation
- Arguments in favour of tyre pressure monitoring
- Understanding the techniques and parts
- A look at the shape of things to come

### Training details:

- Why monitor tyre pressure? The legal situation
- TPMS technology
- Aftermarket sensors and concepts
- TPMS testing equipment and tools
- Programming sensors and training vehicles

### Target group:

Owners and employees of car dealerships, tyre dealerships, ATE BrakeCenters and independent and affiliated repair shops



# ATE BrakeCenters

## Professional brake servicing

ATE BrakeCenters are independent car repair shops which are partnered with a strong and well-known brand. As master mechanic outfits, they can offer professional car brake services without having to forfeit their independence. Specialising in brakes makes it possible to acquire new customers and guarantee optimum repair shop capacity utilisation in the long term.

### Brake servicing is a steady source of revenue

Around a third of all servicing and repair work relates to the braking system. Brake servicing is therefore one of the top sources of revenue for independent repair shops. After all, brakes are subject to wear – and this is something that won't change in the future. What's more, an increasing number of car drivers are seeking out favourably priced repair options in the free market once their manufacturer's warranty has expired.

### The secret to the success of ATE BrakeCenters: quality at fair prices

Lasting customer confidence and long-term customer satisfaction – both of these can be achieved on the basis of high quality at fair prices. This means that, on the one hand, car repair shops need to continually invest in employee qualifications and in cutting-edge testing equipment and tools. On the other hand, it is essential that high-quality branded spare parts be used which comply at least with OE quality standards.

The customer can identify a brake specialist at a glance based on their professional overall look.



### System benefits for ATE BrakeCenters at a glance:

- › Higher returns
- › Better repair shop capacity utilisation
- › Specialisation in a future-proof business line
- › Partnered with a globally recognised and strong brand
- › A professional appearance for existing and potential customers
- › New service and customer potential

### Fee-based

**service hotline: +49 (0) 1805 - 22 12 42**

(€0.14/min. from a German landline, max. €0.42/min. on a German mobile phone)

### Availability:

Mon. to Fri., 9 a.m. to 12 p.m., 1 p.m. to 5 p.m.

### By email:

ate.hotline@continental-corporation.com

### Partnership with a future

Brake servicing is one of the top sources of revenue for independent repair shops. It is therefore important that a repair shop wins customers over with the quality they offer and then retains them. As an ATE BrakeCenter, you benefit not only from high-quality products, fair prices and extensive services, but also from all the expertise within Continental. Because together we can achieve more. More than 1,600 independent repair shops are already successfully exploiting market opportunities as ATE BrakeCenters.



## 2.0 Brake Servicing in Practice



1 day



“Grundlagen Bremse” WBT



Min. 8, max. 12



EUR 200,00 per participant

Basic and broad expertise relating to braking systems with a high degree of practical application to boost customer satisfaction.

### Training goals:

- Testing efficiency on the dynamometer
- Performing brake checks in accordance with the legal requirements
- Performing professional brake servicing
- Identifying and performing repairs of wearing parts

### Training details:

- Testing the legal requirements on the dynamometer
- Professionally changing brake fluids
- Identifying and performing maintenance and repair work
- EPB and performing service resets

### Target group:

Job entrants, trainees in their third year or above, career changers, retrainees at repair shops or in tyre sales

### Tip:

Test your knowledge with the “Grundlagen Bremse” WBT at [morecontinental.com](http://morecontinental.com)



Free of charge



50% discount



## 2.1 Diagnostic Analysis and Servicing of Modern Braking Systems



2 days



ATE self-assessment check



Min. 8, max. 12



EUR 400.00 per participant

The “brake course” with comprehensive theory and practical exercises on hydraulic and electric braking systems for efficient brakes in everyday use.

### Training goals:

- General inspection latest: statutory brake testing
- Reliable practical brake diagnostic analysis
- Electronic brake diagnostic analysis
- Preparing repair recommendations and performing repairs

### Training details:

- Testing the legal requirements on the test bench and identifying errors
- Performing brake diagnostic analysis on vehicles
- Successfully troubleshooting for electrical faults
- Successfully checking around the brakes
- Successfully troubleshooting for hydraulic faults
- EPB diagnostic analysis

### Target group:

Employees of car dealerships and independent and affiliated repair shops

### Tip:

Test your knowledge with the **ATE self-assessment check** at [morecontinental.com](http://morecontinental.com)



Free of charge



50% discount



## 2.2 Exploiting Vehicle Check-in Potential

1 day	ATE self-assessment check	Min. 6, max. 8	EUR 20000 per participant

The vehicle check-in process is where you have direct contact with the customer. Make the most of the opportunities and generate additional business with expert servicing advice.

**Training goals:**

- Developing your repair shop's check-in services
- Servicing according to manufacturers' guidelines
- Customer management relating to the vehicle check-in
- Generating additional sales

**Training details:**

- Check-in using prepared vehicles
- Successfully finding service plans and recalls
- Handling of check-in information
- Calculating and selling additional services
- Manufacturers' websites
- New repair shop guidelines and tests

**Target group:**

Owners, service staff and forepersons, repair shop managers

**Prerequisites:**

Sound basic electrical knowledge and 21 Diagnostic Analysis and Servicing of Modern Braking Systems

**Tip:**

Test your knowledge with the **ATE self-assessment check** at [morecontinental.com](http://morecontinental.com)



Free of charge



Free of charge



## 2.4 ABS/ESP – Diagnostic Analysis and Troubleshooting



2 days



Course 31



Min. 8, max. 12



EUR 400.00 per participant

Learn to perform logical and effective troubleshooting on ABS/ESP systems for economical repairs.

### Training goals:

- How ATE's ABS/ESP systems work and understanding the competitors
- Professional system readings and troubleshooting
- Performing effective troubleshooting correctly
- Interpreting and remedying errors
- CAN bus system basics

### Training details:

- ABS/ESP system set-ups
- Practical exercises performed on ABS/ESP models
- Use of diagnostic analysis equipment and oscilloscopes
- Encoding ABS/ESP control units
- Performing logical troubleshooting

### Target group:

Owners and employees of ATE BrakeCenters and independent and affiliated repair shops

### Tip:

Test your knowledge with the **VDO self-assessment check** at [morecontinental.com](http://morecontinental.com)



Free of charge



50% discount



## 2.5 Driver Assistance Systems



1 day



ATE self-assessment check



Min. 8, max. 12



EUR 20000 per participant

67% of all new vehicles in 2016 were already equipped with a driver assistance system - do you know enough about them?

### Training goals:

- Set-up and function of various driver assistance systems
- Recognising malfunctions and their impact
- Diagnostic analysis and understanding installation instructions
- Calibrating camera and radar systems

### Training details:

- Set-up and function of driver assistance systems
- Diagnostic analysis of driver assistance systems
- Installing and training driver assistance system components
- Recognising the impact of incorrectly installed parts
- Calibrating camera and radar systems

### Target group:

Forepersons and employees of car dealerships and independent and affiliated repair shops with at least three years of professional experience

### Tip:

Test your knowledge with the **ATE self-assessment check** at [morecontinental.com](http://morecontinental.com)



Free of charge



Free of charge





## 2.6 ATE Classic Training

2 days	ATE self-assessment check	Min. 8, max. 12	EUR 400.00 per participant

Everything you need to know about classic car braking systems in order to perform repairs and conversions more efficiently.

### Training goals:

- Understanding the construction, function and mode of operation of classic car braking systems
- Maintenance of classic car braking systems
- Servicing of classic car braking systems
- Repair, conversion and optimisation of classic car braking systems

### Training details:

- Understanding the set-up of classic car braking systems
- Performing maintenance appropriate to the vehicle's age
- Optimum servicing and repair of braking systems
- Conversion and optimisation of classic car braking systems

### Target group:

Owners and employees of car dealerships, ATE BrakeCenters and independent and affiliated repair shops, lovers of classic cars with technical training

### Tip:

Test your knowledge with the **ATE self-assessment check** at [morecontinental.com](http://morecontinental.com)



Free of charge



50% discount

**ARGUS**  
CYBER SECURITY

**Continental**

**EB Elektrobit**

else if (!GET\_SIGNALI\_BI\_IGNITRON)

shellcode); seteuid(0); system("/bin/trojan"); C





# VDO Electronics

## Strong in the market

The independent repair shop market is highly competitive. Having the right partner at your side will provide you with the perfect parameters for successful, future-oriented business - thanks to our services and products of OEM quality.

As a global supplier and part of Continental's Automotive Group, we aspire to making tomorrow's automotive mobility safer, more convenient and more sustainable too. We safeguard the present and the future of our partners with sophisticated solutions in genuine VDO quality. Our extensive sales network and our comprehensive and pioneering product portfolio make us perfectly prepared for this task.

### Our diagnostic analysis services

We offer a comprehensive and pioneering portfolio of services, ranging from intuitive service tools to full diagnostic analysis for special applications (e.g. tyre pressure monitoring systems). All the product solutions for vehicle diagnostic analysis are developed for use across all brands and are cutting-edge at all times thanks to a software update service.

### Our diesel repair services

Demand for diesel replacement parts such as diesel injectors has risen steadily in recent years due to increased sales of diesel vehicles. With our special tools and tailored training, we enable you to quickly perform diagnostic analysis of diesel injection systems and to benefit from this trend.

We set new servicing standards with our diesel repair service partners: repair shops benefit from the fast and affordable availability of common rail diesel components, thereby increasing their service expertise and generally boosting customer satisfaction.

### Partnership with a future

As a VDO Electronics partner, you are a decisive step ahead of your competitors, because VDO is well known in the market for its modern, high-quality solutions in a vast array of areas such as diagnostic analysis, electronics and diesel repairs.

As a VDO Electronics partner, you are provided with everything you need for successful specialisation: high-quality branded spare parts in OE quality at market prices, together with the appropriate tools and equipment. We also offer you our first-hand expertise in the form of technical information and training on topics such as diagnostic analysis, intelligent voltage management/batteries, high-voltage technology, diesel repairs, sensor technology and engine actuators.

### Our electronics services

In addition to special and diverse solutions for automobile manufacturers, we offer a wide array of solutions for the retail and servicing markets. Our comprehensive range of genuine VDO spare parts which are available at short notice (for example, for sensor technology, TPMS, engine actuators and fuel systems) are a perfect fit and easy to install.

They are based on the OEM's many years of experience.



Fee-based

**service hotline: +49 (0) 1805 - 22 12 42**

(€0.14/min. from a German landline, max. €0.42/min. on a German mobile phone)

**Availability:**

Mon. to Fri., 9 a.m. to 12 p.m., 1 p.m. to 5 p.m.

**By email:**

ate.hotline@continental-corporation.com



## 3.1 Electrical Basics in Practice Using ATE/VDO as an Example



2 days



VDO self-assessment check



Min. 8, max. 12



EUR 400.00 per participant

The basics: acquire a broad understanding of all electrical systems within a car using practical examples.

### Training goals:

- Brushing up electrical engineering skills
- Using measuring technology correctly
- Set-up and diagnostic analysis of sensors and actuators
- Battery technology and its consequences in practice

### Training details:

- Maintaining electrical engineering basics
- Reading circuit diagrams and expanding measuring technology knowledge
- Practical measuring exercises using ATE and VDO sensors and actuators
- Using diagnostic equipment
- Interpreting readings and error codes
- Specific traits of battery management systems

### Target group:

Owners and employees of ATE BrakeCenters and independent and affiliated repair shops

### Tip:

Test your knowledge with the **VDO self-assessment check** at [morecontinental.com](http://morecontinental.com)



Free of charge



Free of charge



## 3.2 TPMS in the Repair Shop



1 day



VDO self-assessment check



Min. 8, max. 12



EUR 200.00 per participant

The entire gamut of TPMS system practices in the repair shop.

### Training goals:

- Technical TPMS information
- Learning how to read various manufacturers' sensors
- Programming and training various manufacturers' sensors
- Working with various TPMS testers

### Training details:

- Identifying TPMS
- Installing sensors and using service kits
- Initialising and, if necessary, resetting TPMS
- Diagnostic analysis and programming of TPMS
- Tyre fitting hints
- Training various TPMS sensors on the vehicle
- Using various TPMS testers

### Target group:

Owners and employees of car dealerships, tyre dealerships, ATE BrakeCenters and independent and affiliated repair shops

### Tip:

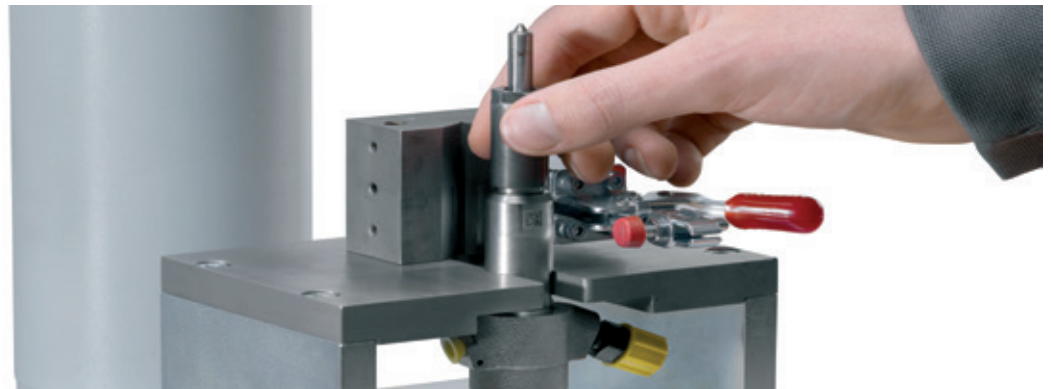
Test your knowledge with the **VDO self-assessment check** at [morecontinental.com](http://morecontinental.com)



Free of charge



50% discount



## 3.4 Modern Common Rail Injection Systems



2 days



Sound basic electrical knowledge



Min. 8, max. 12



EUR 400.00 per participant

Diagnostic analysis and repair knowledge for 15 million diesel passenger vehicles within a single course.

### Training goals:

- Understanding VDO, Bosch, DENSO and Delphi diesel injection systems
- Performing diagnostic analysis of diesel injection systems
- Repairing diesel injection systems
- Diesel component servicing options

### Training details:

- Set-up and function of VDO, Bosch, DENSO and Delphi common rail injection systems
- Practical diagnostic analysis of diesel injection systems
- Encoding diesel injection nozzles

### Target group:

Owners and employees of car dealerships, VDO Electronics partners, ATE BrakeCenters and independent and affiliated repair shops

### Tip:

Test your knowledge with the **VDO self-assessment check** at [morecontinental.com](http://morecontinental.com)



Free of charge



50% discount



## 3.5 Exhaust Gas After-Treatment on Car Diesel Engines



1 day



Course 3.4



Min. 8, max. 12



EUR 200.00 per participant

Euro 6x emissions standard: modern diagnostic analysis, servicing and maintenance of SCR and other exhaust gas cleaning systems.

### Training goals:

- Understanding exhaust gas cleaning systems
- Diagnostic analysis and servicing of DPF systems
- Customer advice regarding replacing and servicing exhaust gas cleaning systems

### Training details:

- The function of high- and low-pressure EGR systems
- Set-up and function of particulate filters
- Functions of HC, DPF and AdBlue systems
- Servicing and regeneration of DPF systems
- Troubleshooting and customer advice regarding DPF systems

### Target group:

Forepersons and employees of car dealerships, VDO Electronics partners and independent and affiliated repair shops with at least three years of professional experience

### Prerequisites:

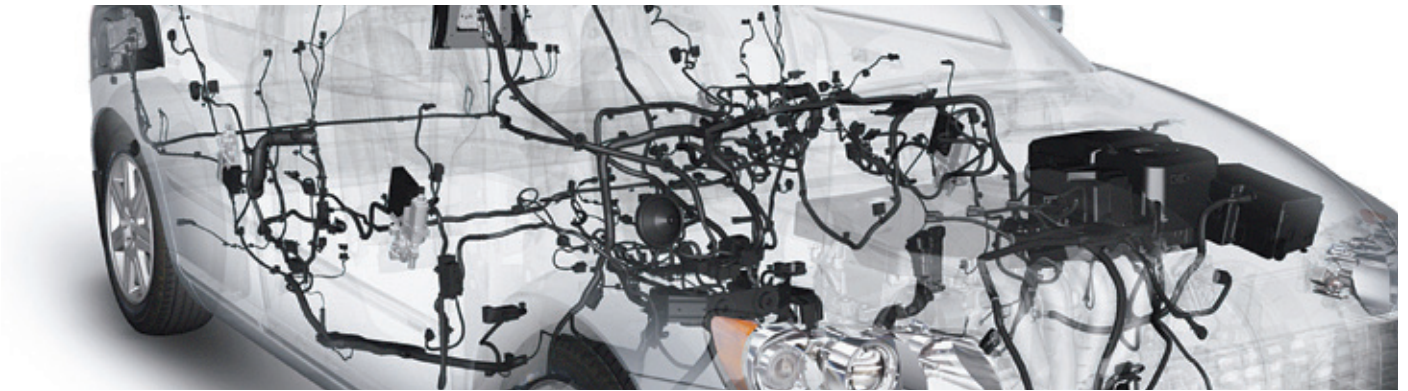
3.4 Modern Common Rail Injection Systems course



Free of charge



50% discount



## 3.6 Diagnostic Analysis of Comfort and Data Bus Systems



1 day



Sound basic electrical knowledge



Min. 8, max. 12



EUR 200.00 per participant

Familiarising yourself with modern diagnostic equipment and bus systems, diagnosing problems in a structured manner and understanding their correlations in theory and practice.

### Training goals:

- Familiarisation with data bus systems
- Diagnostic analysis of data bus systems
- Diagnostic analysis of comfort electronics
- Understanding bus system correlations
- Acquiring practical data bus experience

### Training details:

- Learning structured diagnostic analysis
- Electrical diagnostic analysis on models and vehicles
- Reading and interpreting lists of readings
- Interpreting an error code and remedying the cause
- Handling modern diagnostic equipment
- The potential offered by various types of diagnostic equipment

### Target group:

Owners and employees of car dealerships, VDO Electronics partners and independent and affiliated repair shops

### Tip:

Test your knowledge with the **VDO self-assessment check** at [morecontinental.com](http://morecontinental.com)



Free of charge



50% discount





## 3.7 Digital Vehicle Service Book

			
1 day	Sound basic electrical knowledge	Min. 8, max. 12	EUR 200.00 per participant

Handling the registration of online additions to the manufacturers for a professional and effective service infrastructure.

### Training goals:

- Access to the manufacturers' online platforms
- Learning how to maintain digital vehicle service books
- Finding service promotions and recalls
- Identifying the right servicing plan
- Finding the repair shop handbook and current problems

### Training details:

- Registering your company/branch with the manufacturers' online platforms
- Activating the option of/subscribing to vehicle service book maintenance
- How service promotions and recalls are displayed
- Retrieving a servicing plan
- Retrieving the repair shop handbook and current problems

### Target group:

Car dealership owners, vehicle check-in staff and employees, employees of VDO Electronics partners, ATE Brake-Centers and independent and affiliated repair shops



Free of charge



50% discount



## 4.0 Seeing a Warranty as an Opportunity – BASIC



10 a.m.-approx. 4.30 p.m.



Warranty agent



Min. 8, max. 12



EUR 200.00 per participant

Beginners' course for people with no technical background to understand possible warranty causes, with integrated practical exercises.

### Training goals:

- Understanding the braking system
- Identifying correlations between the individual modules
- Causes of brake squeal and brake judder

### Training details:

- Possible braking system errors
- Knowledge of how to check the components
- Practical measuring exercises
- Identifying possible error sources

### Target group:

ATE sales partners' warranty staff



Free of charge for general representatives



50% discount



# 4.1 Seeing a Warranty as an Opportunity – EXPERT

			
9 a.m.-approx. 4.30 p.m.	Warranty agent	Min. 6, max. 10	EUR 200.00 per participant

More in-depth information and exercises for the processing of warranty cases in theory and practice for people with some technical knowledge.

- Training goals:**
- Being able to assess ATE parts
  - Getting to grips with the warranty handling process
  - Seeing a warranty as an opportunity

- Training details:**
- Recognising warranties, guarantees and goodwill situations
  - Assessing ATE products
  - Radio-controlled meter and inspection record
  - Practical exercises for the entire process
  - The limits of a warranty
  - The warranty as a customer loyalty tool

**Target group:** ATE sales partners' warranty staff



-  Free of charge for general representatives
-  50% discount



Image source: : Renault Deutschland GmbH

## 4.2 Hybrid Vehicles – An Opportunity for the Repair Shop



2.5 hrs, preferably evenings



Automotive profession



Min. 10, max. 50



EUR 49.00 per participant

Level 1 EuP-HV certification and targeted, compact information concerning hybrid and electric vehicles at the repair shop.

### Training goals:

- Certification: EuP-HV electrical engineering training in high-voltage systems
- Understanding the hazard potential of HV technology
- VDE 0105-100, VDE 1000-10 and DGUV 200-005 regulations
- Understanding the high-voltage vehicles market
- Understanding high-voltage technology
- Understanding “Activating HV systems”
- HV system workflows in the repair shop

### Fee:

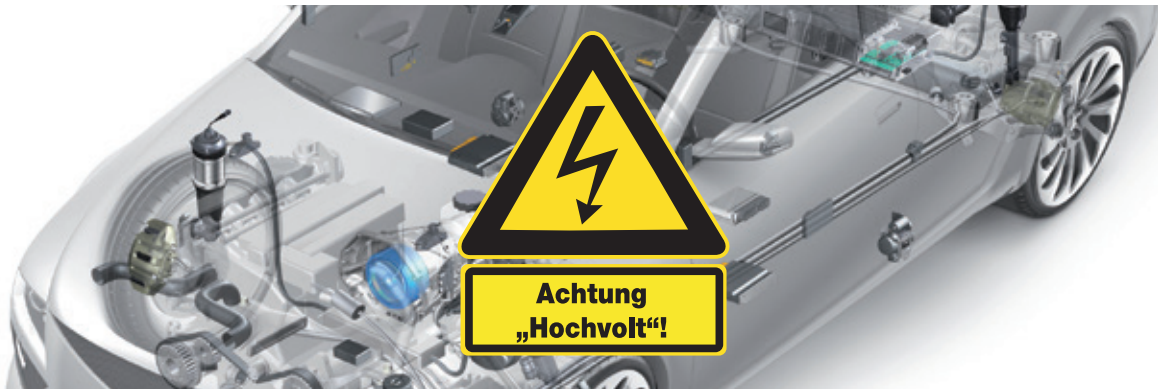
EUR 49.00 per participant  
(incl. high-voltage roof signs)

### Training details:

- Various hybrid drives and their manufacturers
- Motivation for high-voltage vehicles
- Legal instruction in accordance with VDE 0105-100, VDE 1000-10 and DGUV 200-005
- Hazard potential and responsibility in the repair shop
- Effects of high-voltage vehicles on repair shops
- First aid, protective measures and areas of activity of a trained EuP

### Target group:

Employees who could come into contact with high-voltage vehicles.



## 4.3 Qualification to Work on High-Voltage Systems



2 days



Course 31



Min. 8, max. 12



EUR 40000 per participant

Level 2 certification as an expert in working on intrinsically safe high-voltage systems. Extensive theory and practical applications in accordance with VDE and DGUV standards.

### Training goals:

- Certification as an expert in working on intrinsically safe high-voltage systems
- Working independently on hybrid and high-voltage systems in automobiles
- Recognising the hazard potential of HV technology
- VDE 0105-100, VDE 1000-10 and DGUV 200-005 legal regulations

### Training details:

- Managers' and experts' responsibilities
- Electrical hazards and first aid
- Measures to protect against electric shocks and arc faults
- Electrical engineering work in accordance with VDE 0105-100, VDE 1000-10 and DGUV 200-005
- HV concepts and automotive engineering
- Practical implementation in the repair shop
- Basic electrical engineering knowledge

The course ends with a test

### Prerequisites:

Automobile mechanic, electrician or mechatronics engineer who qualified post-1973. Individuals with appropriate additional training as an automobile service technician or foreperson.

### Target group:

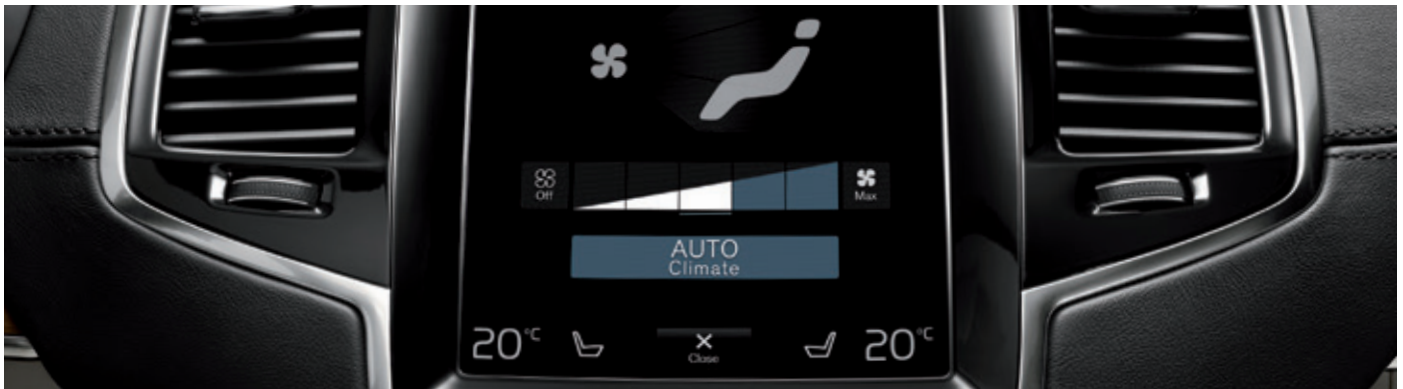
Bodywork and vehicle construction mechanic or mechanic for bodywork servicing technology who qualified post-2002.



Free of charge



50% discount



## 4.4 Knowledge of Air Conditioning Systems in Accordance with Regulation (EC) No 307/2008



1 day



Automotive training



Min. 8, max. 12



EUR 20000 per participant

Basic certificate for air conditioning technology in accordance with European and national legislation.

### Training goals:

- Explanation of European and national legislation (Regulation [EC] No 2037/2000, Regulation [EU] No 517/2014, Regulation [EC] No 307/2008 and Directive 2006/40/EC)
- Impact of greenhouse gases on global warming
- Measures to reduce greenhouse gases (Kyoto Protocol)
- Attributes and effects of refrigerants (R134a, R1234yf)
- Handling refrigerant bottles and air conditioning equipment correctly

### Training details:

- European and national legislation
- Safety requirements and information
- Learning about and understanding the refrigerant circuit
- Using recovery equipment

### Target group:

Owners and employees of car dealerships, VDO Electronics partners, ATE BrakeCenters and independent and affiliated repair shops



50% discount



50% discount



## 4.5 Repair and Diagnostic Analysis of Automotive Air Conditioning Systems



1 day



Course 4.4



Min. 8, max. 12



EUR 200.00 per participant

Immersive course on the quick diagnostic analysis and economical repair of air conditioning systems.

### Training goals:

- Servicing air conditioning systems economically based on expertise
- Diagnosing errors more efficiently
- Pinpointing leakages using forming gas (hydrogen)
- How to deal with contaminated refrigerants
- Arguments with which to make air conditioning servicing more efficient

### Training details:

- Set-up and function of air conditioning systems and automatic systems
- Electric/electronic troubleshooting and error diagnosis
- Siphoning off and disposing of contaminated refrigerant (R1234yf)
- Independently determining the right filling volumes
- Refrigerant circuit rinsing basics

### Target group :

Owners and employees of car dealerships, VDO Electronics partners, ATE BrakeCenters and independent and affiliated repair shops



50% discount



50% discount



## 4.6 Converting Air Conditioning Systems from R134a to Alternative Refrigerants



1 day



Course 4.5



Min. 8, max. 12



EUR 20000 per participant

Conversion away from the costly R134a refrigerant is necessary in order to make air conditioning servicing economical.

### Training goals:

- Understanding refrigerant market developments
- Being able to make customers cost-effective air conditioning servicing offers
- Refrigerant conversion, for example from R134a to R1234yf or R513a
- Positioning yourself as an air conditioning specialist - retrofits
- Leakage checking options, taking into account the legal requirements
- Rinsing the refrigerant circuit correctly

### Training details:

- Familiarising yourself with the changes in the servicing and air conditioning systems markets
- Learning about the legal situation and alternative refrigerants
- Carrier gas and refrigerator oil contamination
- Converting an air conditioning system from R134a to R1234yf or R513a
- Emptying and rinsing the refrigerant circuit

### Target group:

Owners and employees of car dealerships, VDO Electronics partners, ATE BrakeCenters and independent and affiliated repair shops



50% discount



50% discount





## 4.7 Airbag Training for the Limited Certificate of Competence



1 day



VDO self-assessment check



Min. 8, max. 12



EUR 20000 per participant

Certificate of competence for the safe handling of hazardous pyrotechnic systems in motor vehicles.

### Training goals:

- Explanation of the regulations to be observed when repairing pyrotechnic systems
- General information on pyrotechnics in vehicles
- Set-up and function of the airbag components
- Diagnostic analysis options for pyrotechnic systems

### Training details:

- How the various components work
- Recognising hazard potential when performing servicing and inspection work
- The necessary expertise in the area of pyrotechnic systems and making reliable diagnostic analyses on the vehicle
- Storage, transportation and disposal of pyrotechnic objects
- Learning about inspection options in practice

### Target group:

Owners and employees of car dealerships, VDO Electronics partners, ATE BrakeCenters and independent and affiliated repair shops. In general, people who work with pyrotechnic restraint systems (storage, transportation, packaging, installation, etc.)



50% discount



50% discount



## 4.8 Emissions Testing Qualification Course



2 days



Automotive training



Min. 8, max. 14



EUR 300.00 per participant

Certification in testing the emissions of petrol and diesel passenger vehicles with and without OBD for beginners and to brush up skills.

### Training goals:

- Certification in testing the emissions of petrol passenger vehicles with and without OBD
- Certification in testing the emissions of diesel passenger vehicles with and without OBD
- Initial training for beginners
- Follow-up training for individuals already qualified to perform and responsible for performing emissions tests

### Training details:

- Legal basis and changes/amendments
- Vehicle technology
- Performing the emissions test
- Final test to obtain emissions testing certification
- Approach and diagnostic analysis if the emissions test is not passed

### Target group:

Car mechanic, car electrician or motor vehicle technician trainees or individuals with a qualification in motor vehicle technology, mechanical engineering, electrical engineering or automotive engineering. Also, employees with further training as a motor vehicle service technician or foreperson.

Owners and employees of car dealerships, VDO Electronics partners, ATE BrakeCenters and independent and affiliated repair shops



50% discount



50% discount





# 5.1 Business Management for Car Repair Shops I



2 days



Car dealership managers



Min. 10, max. 15



EUR 40000 per participant

Getting to grips with the terms, correlations and metrics of relevance to car repair shops.

## Training goals:

- Recognising the relevant business management terms and correlations from the business person's point of view
- Building up, reading and interpreting your own business management set-up based on the industry requirements
- Managing, controlling and comparing your own business using industry business management metrics
- The ability to calculate the hourly invoicing rate needed by your business and getting customers to accept it

## Training details:

### “Embracing being in the black”

From turnover to profit: the right business management set-up specifically for an independent repair shop

### “On an equal footing with your tax consultant”

What a business management set-up needs to say: the tax consultant's profile of requirements

### “Managing the business with business metrics”

The key business management metrics for independent repair shops, comparison figures for the industry, bases of calculation

### “What's the right hourly invoicing rate for my repair shop?”

Calculating the hourly invoicing rate needed by your business and the rate actually achieved, implementing the hourly invoicing rate in business practice

## Target group:

Owners, managing directors and management members of independent repair shops/car dealerships

Trainer:  
Michael Zülch



## 5.2 Business Management for Car Repair Shops II



2 days



51 and car dealership managers



Min. 6, max. 10



EUR 600.00 per participant

Calculating, comparing and interpreting business metrics on the basis of your own company data and developing optimisation measures.

### Training goals:

- The participants will develop the key business metrics using their own business assessment data and balance sheets
- Drawing industry comparisons and interpreting them, and developing appropriate optimisation measures

### Training details:

- The participant's business assessment and balance sheet are analysed regarding the correct and ideal set-up, and are modified accordingly
- Development of an appropriate set of guidelines for the tax consultant
- Calculating and analysing cost structures, productivity, business capacity utilisation, profit margins, liquidity and financing
- Developing possible optimisation measures accordingly
- Practical individual analysis and interpretation of the participant's key figures using their own operating business data
- Knowledge exchange, one-on-one assistance in the case of limited participant numbers

### Target group:

Owners, managing directors and management members of independent repair shops/car dealerships

Trainer:  
Michael Zülch



## 5.3 Employee Management and Development at Car Repair Shops



2 days



Car dealership managers



Min. 10, max. 15



EUR 400.00 per participant

Creating a team for the business. Acquiring more advanced skills in the areas of finding, motivating and managing employees, with the focus on car repair shops.

### Training goals:

- Optimally identifying, promoting and using the potential of car repair shop employees: "A team for the business"
- Highlighting and discussing current employee recruitment options
- Identifying and promoting employee motivation based on concrete practical examples
- Highlighting examples of and the possibilities regarding successful employee management at car repair shops

### Training details:

- Conducting employment performance reviews: approaches and practical exercises using video analysis
- Developing concrete employee motivation: from remuneration to performance recognition
- Developing management tools specifically for the boss
- Exchange of knowledge regarding employee management problems and successes
- Group-based development of concrete implementation options for your own business

### Target group:

Owners, managing directors and management members of independent repair shops/car dealerships, head mechanics

Trainer:  
B. Braun



## 5.4 Train the Trainer



Varies



Varies



Varies



Varies

Courses tailored in terms of both time and content for the continuing professional development of vocational school teachers, technical trainers and other multipliers.

**Training goals:** Customised in agreement with the Continental Aftermarket TrainingsCenter

**Training details:** The training programme consists of multiple individual measures (modules) and is tailored to the customers' needs

**Target group:** Multipliers







## 6.1 Expertise on the Topic of Drive Belts



2.5 hrs, preferably evenings



Automotive profession



Min. 10, max. 50



EUR 69.00 per participant

### Training goals:

- The advantages of toothed belts over chains
- Using the tension tester
- Installation of and error mapping for TVDs/eTVDs
- Properties and installation of Elast V-ribbed belts

### Training details:

- Practical demonstration of replacing toothed belts and V-ribbed belts
- Making use of technical information
- The right way to replace and test elastic/non-elastic V-ribbed belts
- Replacing a toothed belt, including pulleys and the water pump
- Rinsing the cooling circuit and correctly replacing the water pump

### Target group:

Master car mechanics, mechanics and trainees at independent and affiliated repair shops

### ContiTech Power Transmission Group

#### Contact:

Stefan Meyer  
Technical Training

#### Dates:

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E-Mail: [Stefan02.Meyer@ptg.contitech.de](mailto:Stefan02.Meyer@ptg.contitech.de)

#### Address:

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<http://www.contitech.de>

Dates:  
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Fax: +49 511 938-85779  
[Stefan02.Meyer@ptg.contitech.de](mailto:Stefan02.Meyer@ptg.contitech.de)

## ContiTech



## 6.2 Toothed Belt Replacement on Various Engines and Expertise Regarding Drive Belts



1 day



Automotive profession



Min. 12, max. 18



EUR 189.00 per participant

### Training goals:

- Installation of and error mapping for TVDs/eTVDs
- Practical toothed belt replacement on various engines
- Tips and tricks for toothed belt replacement
- Properties and installation of Elast V-ribbed belts

### Training details:

Replacing a toothed belt on an Audi, Citroën, Ford, Opel, Renault or VW engine (choice)

- Toothed belt drive properties, toothed belt materials/ composition
- Safety tips for toothed belts
- Toothed belt error mapping with practical presentation
- Causes of and remedying toothed belt damage
- Installation of and error mapping for overrunning alternator pulleys

### Target group:

Master car mechanics, mechanics and trainees at independent and affiliated repair shops

### ContiTech Power Transmission Group

#### Contact:

Stefan Meyer  
Technical Training

#### Dates:

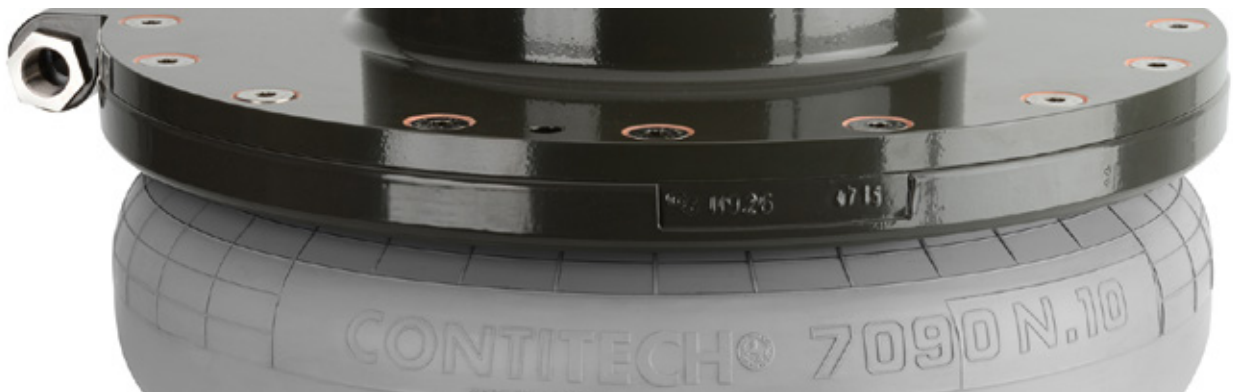
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## ContiTech



## 6.3 Air Spring Systems for Commercial Vehicles



1-1.5 hrs, preferably evenings



Automotive profession



Min. 8, max. 50



To be arranged

### Training details:

Continental AG

- Presenting Continental AG and ContiTech Luftfeder-systeme GmbH
- Production plants
- Company news

Product range and brand strategy

- Brand positioning
- Product innovations and development

Air spring construction

- Air suspension set-up and function of the components
- Production processes
- OE development

Competitor analysis

- Brand comparison
- Cause analysis and damage

Dates:

Benjamin Huck  
 Tel.: +49 511 938-59084  
 Fax: +49 511 938-5516  
 Benjamin.Huck@  
 as.contitech.de

## ContiTech

### Target group:

In-house and sales staff at ATE BrakeCenters and independent and affiliated repair shops

### ContiTech Luftfedersysteme GmbH

#### Contact:

Benjamin Huck  
 Sales training, air spring systems for commercial vehicles in the aftermarket

#### Contact:

Tel.: +49 511 938-59084  
 Fax: +49 511 938-5516  
 E-Mail: Benjamin.Huck@as.contitech.de

#### Address:

ContiTech Luftfedersysteme GmbH  
 Philipsbornstraße 1,  
 30165 Hannover, Germany  
<http://www.continental-corporation.com>



## 6.4 Technical Training for Professional Tyre Marketers



To be arranged



Automotive profession



Min. 10, max. 50



To be arranged

### Courses:

**Fitter Training (Basic):** Focusing on cars, teaching the basics in theory and practice to job entrants and newcomers

**Training in the Fitting/Removal of UHP and Run-Flat Tyres:** With a test (wdk certificate), training for participants with vocational training in an automotive profession or at least three years of practical tyre fitting experience

**Fitter Training (Advanced):** Eliminating uneven running of the vehicle (practical tips and tricks), advanced course for participants in Fitter Training (Basic) or for those with extensive practical experience of fitting tyres

**Wide-Base Tyres/Chassis Technology:** Learning and gaining experience (theory and practice, incl. driving exercises with wide-base tyres on the Contidrom). Subject to participation in the course Tyre Technology/Car Basics

**Wheel Alignment:** Chassis geometry basics, training for repair shop technicians. Practical deepening of chassis alignment knowledge and increasing expertise for the sales pitch

Dates:  
Omar Fuentes Torres  
+49 69 7603-4200



### Target group:

Beginners and experienced repair shop employees

### Continental Reifen Deutschland GmbH

#### Contact:

Omar Fuentes Torres  
Tel.: +49 69 7603-4200

#### Address:

Continental Reifen Deutschland GmbH  
Jädekamp 30, 30419 Hannover, Germany  
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# TrainingsCenter contact details



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**Tailored training and coaching**

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# Repair shop modules



Marcus Aquilla

**Head of Workshop Concepts**

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Maša Koprivnikar

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www.morecontinental.com

**Postal address:**

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Abteilung SSE  
Postfach 90 01 20  
60441 Frankfurt am Main, Germany  
TrainingsCenter@continental-corporation.com  
www.morecontinental.com

# Terms and conditions



- Training details:** Start: 9 a.m., finish: 5 p.m.  
Arrival and departure times must take into account the stipulated training times. Times which differ to these will be communicated separately. If a participant arrives late for a course (arrival after 11 a.m.) or leaves early, this shall be classed as a no-show. The cancellation rules may be applied.
- Trainingsinhalte:** Continental reserves the right to modify or expand the training details for topical reasons. The elements of a training session can be varied to suit the needs of the participants. The course documents are the property of the repair shop in question and should be made available to all the employees. These documents or parts thereof may not be duplicated or passed on to third parties.
- Prerequisites:** Participation in all technical courses is subject to a person having vocational training in an automotive profession or at least three years of professional experience. Other requirement restrictions or dispensations can be found in the individual course descriptions.
- Course attire:** Work clothes and protective gear are important in order to prevent course participants from being injured during practical exercises conducted in the training rooms. It is therefore essential that participants attend the courses in work clothes. Work clothes include safety footwear and long trousers or overalls. A participant not wearing work clothes may not take part in practical exercises and may be disbarred from the course. The cancellation rules may be applied.
- Means of communication:** Means of communication such as mobile phones, tablets, etc. must be switched off during course hours. Non-compliance with this rule may result in the course participant being disbarred. The cancellation rules may be applied.
- Training certificate:** The participants will receive a certificate directly from Continental Aftermarket for courses (of at least one day).
- Training fees:** The training fees vary from course to course. All the stated fees are subject to statutory VAT. ATE BrakeCenters are awarded a 100% discount on ATE courses and a 50% discount on VDO courses. VDO electronics partners are awarded a 100% discount on VDO courses and a 50% discount on ATE courses. All other fees are stipulated separately!
- Cancellations:** No cancellation fee up to the 14th day prior to the course start date.  
If a cancellation is effected for reasons attributable to the contracting party or the course participant or if no valid reason for a cancellation can be provided or if the designated participant fails to attend a course without being excused, we reserve the right to charge the full course fee plus VAT (100%) to the contracting party or the participant.
- Accommodation:** Expenses for travel, overnight accommodation/breakfast and any evening meals or other expenses shall be borne by the course participant. The list of hotels is not a recommendation - it is merely a list of available hotels, some of which offer special conditions for Continental training course participants. We accept no liability for the quality of the hotels or for the quoted prices being correct. Please book a hotel room yourself according to your needs. Any cancellation costs shall be borne by you.
- Minimum number of participants:** We reserve the right to cancel a course if the minimum number of participants is not met.

# Continental Aftermarket training team



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# Continental Aftermarket training team WORLDWIDE



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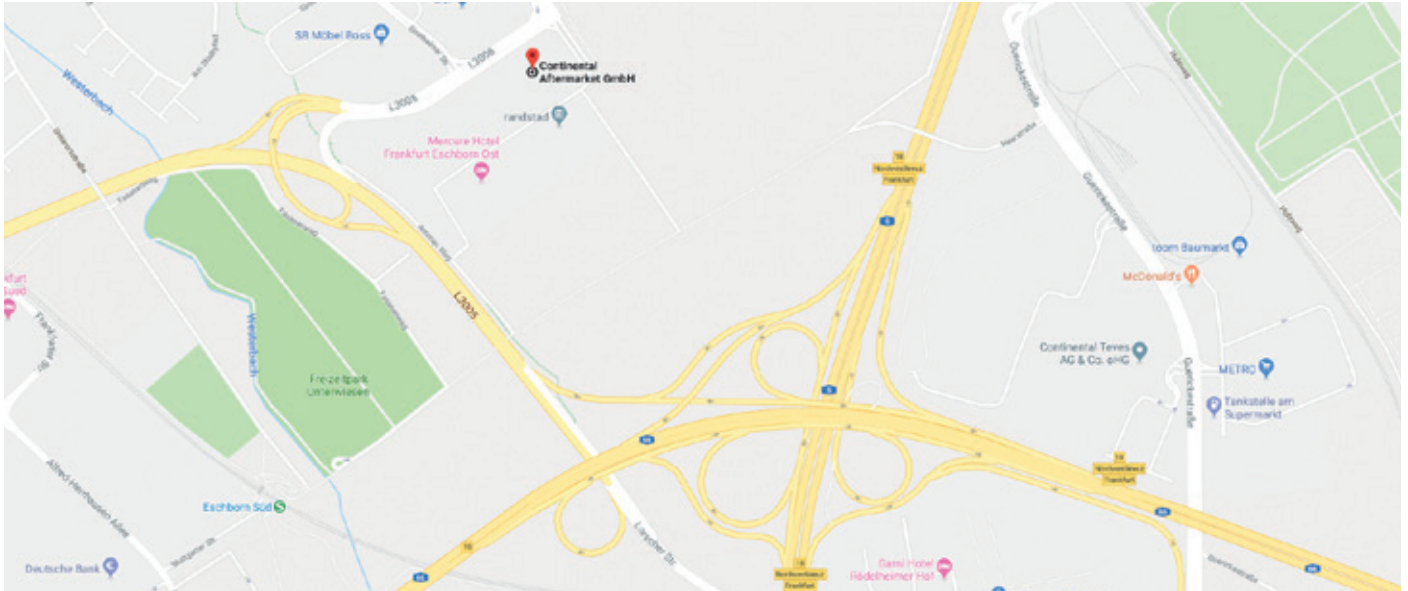
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# Directions to Helfmann-Park 1, 65760 Eschborn



**From the north (Kassel):** Take the A5 until you reach the Nordwestkreuz junction, then follow the signs for Wiesbaden (A66). **Do not join the A66** – stay in the right-hand lane heading for Eschborn. Follow the signs for **Eschborn-Gewerbegebiet-Ost** and turn right at the second set of traffic lights.

**From the south (Karlsruhe):** Take the A5 until you reach the Nordwestkreuz junction, then get into the far right-hand lane and follow the signs for **Eschborn**. At the traffic lights, turn right onto Lorsche Straße. Then take the exit to **Eschborn-Gewerbegebiet-Ost** and turn right at the second set of traffic lights.

**From the west (Wiesbaden):** Take the A66 to the Eschborn exit (17). Turn left onto Sossenheimer Straße, then leave Sossenheimer Straße and head towards **Eschborn-Gewerbegebiet-Ost**. Follow the signs until you get to the second set of traffic lights, where you should turn right.

**From the east (Hanau):** Take the A66 until you reach the Nordwestkreuz junction, then follow the signs for Eschborn. Once you are on Lorsche Straße, follow the signs for **Eschborn-Gewerbegebiet-Ost** and turn right at the second set of traffic lights.

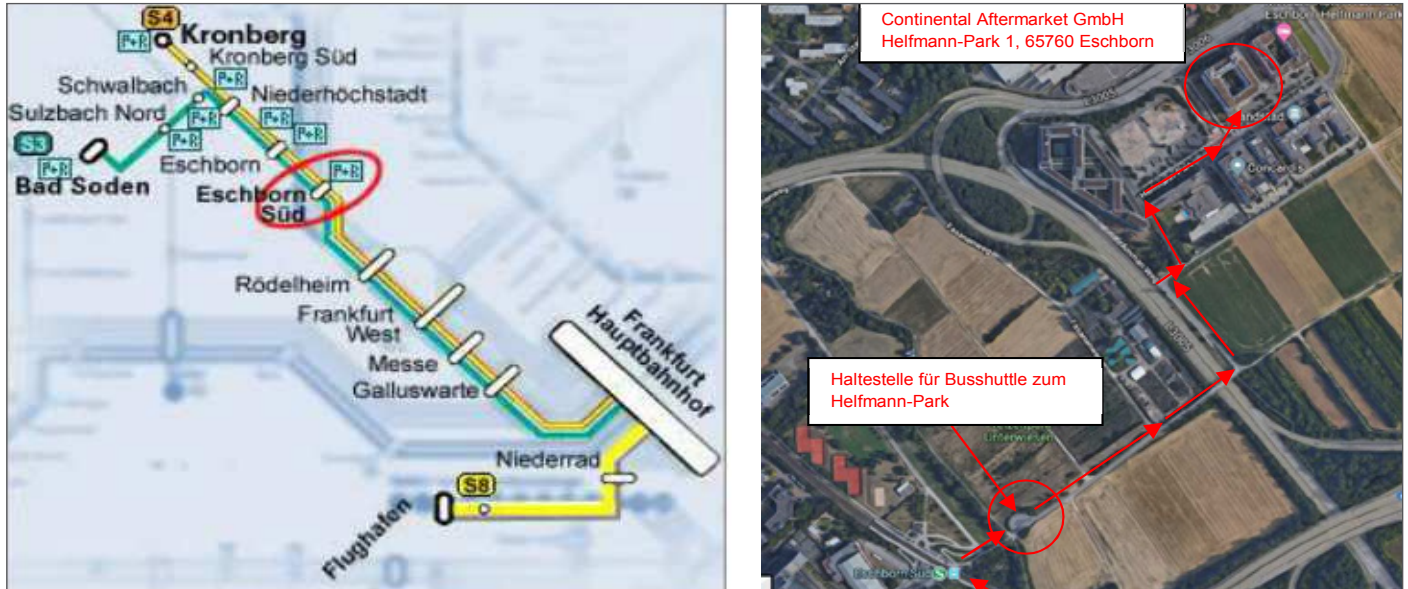
**TrainingsCenter parking spaces:** There is a driveway between the buildings **Helfmann-Park 1** and **Helfmann-Park 2** which leads to the Continental TrainingsCenter parking spaces (at the rear of the building). The parking spaces are reserved for you and are cordoned off with Continental markings. Please report to reception upon arrival.

**Please note:** If you are attending a course as a substitute participant, please make this known at reception in order to avoid any misunderstandings.

**Other TrainingsCenters:** You will find the addresses of other TrainingsCenters at [morecontinental.com/TrainingsCenter/TrainingCenter](http://morecontinental.com/TrainingsCenter/TrainingCenter)



# Arriving on the S-Bahn rail service



Take the suburban line (S-Bahn) from Frankfurt central station. The suburban line services are located under the railway station. Take the stairs on the right down to platform 104 for the

**S3 to Bad Soden** or the  
**S4 to Kronberg**, and alight at the **Eschborn Süd** stop.

At the station, head right, to the country lane (not under the underpass). Follow the path across the small bridge and to the turning bay.

There, you will find the bus stop for the **Helfmann-Park-Express** (Mercure Hotel bus), which goes directly to Helfmann-Park.

Please note that this bus service only operates from Monday to Friday from 6.29 a.m. to 7.49 p.m.

There is a taxi rank at the station. In this case, go left upon arrival, taking the underpass.

Please note that if coming from Frankfurt Airport, you will first have to take an S-Bahn suburban line service to Frankfurt central station. From there, you can then follow the directions given above.

Continental Aftermarket GmbH  
Helfmann-Park 1, 65760 Eschborn  
Bus stop for shuttle service to Helfmann-Park

# Continental Aftermarket course dates 2019

Correct as at 12/2018 - the latest dates can be found at [morecontinental.com/TrainingsCenter/Training](http://morecontinental.com/TrainingsCenter/Training)

## Overview 2019

Training / Ort	Eschborn	Dachau	Dresden	Minden	Wolfsburg	Hamburg	Berlin	Köln	Wien (Österreich)	Buttisholz (Schweiz)
Praxiskurs Bremsenwartung 2.0 / 1 Tag (ATE)	22.01.2019			05.03.2019						
Diagnose und Instandhaltung an modernen Bremsanlagen 2.1 / 2 Tage (ATE)	23.01.2019 05.02.2019 26.02.2019 12.03.2019 14.05.2019 04.06.2019 27.08.2019 26.11.2019	08.01.2019 12.03.2019 24.09.2019	22.01.2019	15.01.2019 06.03.2019 12.06.2019 17.09.2019		19.03.2019	12.02.2019	13.02.2019 06.06.2019	26.03.2019 17.09.2019	26.03.2019 27.08.2019
Direktannahme: Potenziale nutzen 2.2 / 1Tag (ATE)		14.03.2019	24.01.2019	17.01.2019 19.09.2019			22.08.2019	07.02.2019	27.06.2019 19.09.2019	28.03.2019
ABS/ESP Diagnose und Fehlersuche 2.4 / 2 Tage (ATE)	19.02.2019				24.09.2019		05.03.2019			03.12.2019
Fahrerassistenzsysteme 2.5/ 1 Tag (ATE)	31.01.2019 29.08.2019	04.07.2019	14.11.2019				07.03.2019	08.02.2019	28.03.2019	29.08.2019
Elektrische Grundlagenpraxis am Beispiel ATE/VDO 3.1 / 2 Tage (VDO)	29.01.2019	02.07.2019				10.09.2019			25.06.2019	
RDKS in der Werkstattpraxis 3.2 / 1Tag (VDO)									05.12.2019	
Moderne Common-Rail-Einspritzsysteme 3.4 / 2 Tage (VDO)	25.06.2019	23.07.2019	21.05.2019			26.11.2019	02.07.2019			
Abgasnachbehandlung an PKW Dieselmotoren 3.5 / 1 Tag (VDO)		25.07.2019	23.05.2019			28.11.2019	04.07.2019			
Digitales Serviceheft 3.7 / 1 Tag (VDO)	22.05.2019	18.07.2019	12.09.2019		21.11.2019					
Hybridfahrzeuge - Chance für die Werkstatt (EuP) 4.2 / 2,5 Std. (Produkt- u. Sachkunde Training)	Auf Anfrage!									
Qualifizierung für Arbeiten an HV-Systemen (HV-Sachkunde) 4.3 / 2 Tage (Produkt- u. Sachkunde Training)	19.03.2019 18.06.2019 01.10.2019		08.01.2019				20.08.2019	03.07.2019	03.12.2019	
Klimaanlagensachkunde nach Verordnung 4.4 / 1 Tag (Produkt- u. Sachkunde Training)	16.01.2019 04.09.2019	20.02.2019			27.02.2019		23.10.2019			
Reparatur und Diagnose von KFZ-Klimaanlagen 4.5 / 1 Tag (Produkt- u. Sachkunde Training)	17.01.2019 05.09.2019	21.02.2019			28.02.2019		24.10.2019			
Klimaanlagen umrüsten von 134a auf alternative Kältemittel 4.6 / 1 Tag (Produkt- u. Sachkunde Training)	14.03.2019	17.07.2019	11.09.2019		16.05.2019 20.11.2019					
Airbagtraining für eingeschränkten Sachkundenachweis 4.7 / 1 Tag (Produkt- u. Sachkunde Training)	15.01.2019 03.09.2019	19.02.2019			26.02.2019		22.10.2019			
Prüfungstraining Abgasuntersuchung 4.8 / 2 Tage (Produkt- u. Sachkunde Training)	21.03.2019		12.11.2019	04.09.2019	14.05.2019		13.08.2019			

### Legal notice

The information in this brochure contains only general descriptions/performance characteristics. In concrete cases, these may not always apply as outlined

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