

# DIRECTIONS



**AUTOMOTIVE  
MAINTENANCE AND  
REPAIR ASSOCIATION**

December 30, 2011  
Volume 16, Issue 12



## Welcome New Members!

Since Nov. 30, 2011

**California Torque Products, Inc.**  
Chino, CA

**Referred by:** Jim Mueller  
(Team Torque)

**Contact:** Denny Atkinson  
**Phone:** (626) 320-1030

**J. Sargeant Reynolds CC**  
Richmond, VA

**Referred by:** Glen Nicholson  
(TBC Retail Group)

**Contact:** Roger Beck  
**Phone:** (804) 523-5942

**AMRA/MAP Membership Profile**  
(as of December 30, 2011)

Member Companies ..... 93  
Serv. Provider Locations ..... 9,160  
Member Service Bays ..... 54,960  
MAP Qualified Assoc. .... 50,000+

## Upcoming Events



### **AMRA/MAP Technical Committee Meeting**

January 25-26, 2012 in Orlando, FL  
Orlando Airport Hotel

### **AMRA/MAP Technical Committee Meeting**

April 2012 in Chicago area

### **AMRA/MAP Spring Membership Meeting**

May 2012 in Chicago area

## Tech Meeting Set for January in Orlando

The next AMRA/MAP Technical Committee meeting will be held Wednesday-Thursday, **January 25-26, 2012**, at the **Orlando Airport** hotel in Orlando, FL (formerly known as the Crowne Plaza).

A **Letter of Invitation, Meeting Notice and Registration Form** are attached with this Directions newsletter. Please review the Meeting Notice for more details, including how to get the \$99 per night (plus tax) room rate at the hotel. **Reservations must be made by January 10.**



A **Draft Agenda** for the meeting is also included. Topics for the meeting are still being formulated (if you have suggestions for topics, please contact **Tim Tierney** at [tim@motorist.org](mailto:tim@motorist.org)), but several have been finalized.

**Edward R. Eaton**, Chief Engineer for Amalgatech, will open the meeting Wednesday morning with a presentation on **Coolant Technologies and Water Pump Failures**. Eaton also serves as Vice Chair of ASTM D15 on Engine Coolants and Related Fluids. **Mark Ridgeway** (Gates Corporation) and several other panelists will lead a discussion following the presentation.

After a lunch break, **Jim Mueller** (Team Torque) will present **Wheel Torquing Procedures**. He will be joined by **Nate Lee** (Snap-On), **Kevin Rohlwing** (Tire Industry Association), **Denny Atkinson** (California Torque Products), **Pete Fleming** (JS Products) and others for a panel discussion following the presentation.

After each presentation, the attendees will discuss how this could affect the existing MAP **Uniform Inspection & Communication Standards (UICS)** and whether any updates to the UICS are necessary.

The **Enhanced UICS Formatting Task Force** will make a report of its progress on Thursday. This sub-committee is developing the criteria for converting the UICS into an electronic format that can be accessed by member companies through a secure network.

The Task Force first met at the Tech Committee meeting in August to review and recommend changes to the structure and content of the UICS using sample data and materials developed by AMRA/MAP staff and sub-committee members. The group has met by conference

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*The Motorist Assurance Program is a consumer outreach program of the Automotive Maintenance & Repair Association*

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Send Questions or Comments to: <mailto:map@motorist.org>

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call over the past few months and will present its recommendations at this meeting.

The UICS have remained the same since they were developed in the early 1990s, but technology has led to many changes in the automobile and the lines between systems have become blurred or non-existent. In order to simplify the use of these documents, a change to an electronic format has been deemed necessary.

A **Networking Reception and Dinner** will be held on Wednesday evening (January 25) at **Tony Roma's** in Orlando. Transportation will be provided to the restaurant from the hotel.



AMRA/MAP holds three Technical Committee meetings per calendar year, with gatherings in January, April and September. For more information, contact **Ben Trittipoe** at [ben@motorist.org](mailto:ben@motorist.org).

## 2012-13 UICS Set for Release

AMRA/MAP has finalized the 2012-13 version of the **Uniform Inspection & Communication Standards (UICS)** and they will be available to AMRA members by the end of January 2012.

A change in the 2012-13 version of the UICS is the standards covering the six automotive systems -- **Brakes, Drive-Train & Transmission, Electrical, Engine Performance & Maintenance, Heating, Ventilation & Air Conditioning, and Steering & Suspension** -- will be compiled in one manual instead of the usual six separate manuals. This will allow for less repetition of general information and terminology. The **Routine Inspection Reference Guide**, which combines the maintenance recommendations across all systems, will still be produced as a separate manual.

The UICSs will be posted in the **Members** section of the AMRA website at [www.amra.org](http://www.amra.org) in PDF format by the end of January 2012. Current members will be contacted to determine if they wish to access the UICSs in this manner, or have

the standards sent on a CD for easy access.

## MAP Training Booklet Available

MAP has created a new training module for use by MAP Participating Facilities in implementing and

## Tell a Colleague!

If you are aware of another automotive professional who would be interested in receiving this newsletter, tell him/her to send an e-mail request to [map@motorist.org](mailto:map@motorist.org) with **SUBSCRIBE** in the subject line. His/her e-mail address will not be used for any other purpose, nor will it be given to anyone else.



maintaining the UICS.

A manual titled **The MAP Process – Become MAP Qualified** will be made available as part of the materials sent to all new Service Provider members of AMRA when the new UICSs are published in early 2012. This manual, which includes a companion PowerPoint presentation that can be accessed on CD, will assist service advisors and technicians at MAP Participating Facilities in understanding and correctly implementing the MAP Standards of Service.

When the review of the manual/PowerPoint is complete, employees will have the opportunity to take the MAP Assessment test. The test is available at the end of the PowerPoint presentation, or employees can go to the AMRA website at [www.amra.org/education\\_training.htm](http://www.amra.org/education_training.htm) to access an online test. At least one employee at each facility is required to pass the MAP Assessment for a shop to become an official MAP Participating Facility.



Current members also can request a copy of the PowerPoint to retrain existing employees and introduce new ones to MAP.

MAP requires all of its participating shops to adhere to a strict set of fact-based vehicle inspection and communication standards. It also establishes criteria not only for recommending replacement of worn parts and other products, but also how the recommendations are communicated to the vehicle owner.

MAP offers tips for choosing and working with qualified repair providers as well as a list of participating MAP shops in your area at [www.motorist.org](http://www.motorist.org).

Service provider companies looking to become a member of AMRA and participate in MAP can contact **Ben Trittipoe** at [ben@motorist.org](mailto:ben@motorist.org) or **703-538-3557**.