



# Fall Webinar Series

In place of the Fall Technical Conference and Membership Meeting, MAP is hosting a **FREE** multi-part webinar series. These sixty to ninety minute webinars will cover a variety of topics which are all relevant to your business.

September 9  
1 - 2pm CDT

**J.D. POWER**

**Tech Experience Index Study** – Dave Sargent, VP of Quality

Today's vehicles are packed with advanced technologies, find out which one's they love. The TXI Study measures problems encountered and the user experience with advanced technologies in today's vehicles.

September 16  
1 - 2pm CDT

**IMR Inc.** Automotive Research.com

**Vehicle Service and Repair Trends & Consumer Perception and Service Expectations Amid the Pandemic** – Bill Thompson

IMR will discuss vehicle service and repair trends that have emerged from their Weekly Vehicle Maintenance Monitor and their Consumer Auto Maintenance tracking studies. Topics will include channel share shifts, delayed maintenance trends, vehicle maintainer perceptions about visiting repair shops for service, their safety expectations from shops and more.

September 30  
1 - 2pm CDT

**facebook**

**EXPERIENCE IS THE NEW BRAND**

The future of automotive service and repair engagement.  
CarNow / Facebook – Tim Cox and Trace Przybylowicz

October 14  
1 - 2pm CDT



**Diagnosing Modern Chassis Systems** – John Dixon  
DRiV / Garage Gurus

Understanding the important relationships between component integrity, alignment geometry, vehicle handling and tire wear. As well as proper inspection procedures for all suspension and steering system types.

October 28  
1 - 2:30pm CDT

**AUTEL**

**Accessing the FCA Secure Gateway** – George Lesniak

With cyber security being a growing concern for today's vehicles, auto makers have implemented new ways to protect vehicles onboard network. Accessing the vehicles network can be challenging and vary by manufacturer, this webinar address the challenges surrounding FCA Secure Gateway.

November 11  
1 - 2pm CST



**AMRA Membership Meeting**

December 9  
1 - 2pm CST



**California Bureau of Automotive Repair (BAR) Update** – Patrick Dorais, Chief - Bureau of Automotive Repair

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