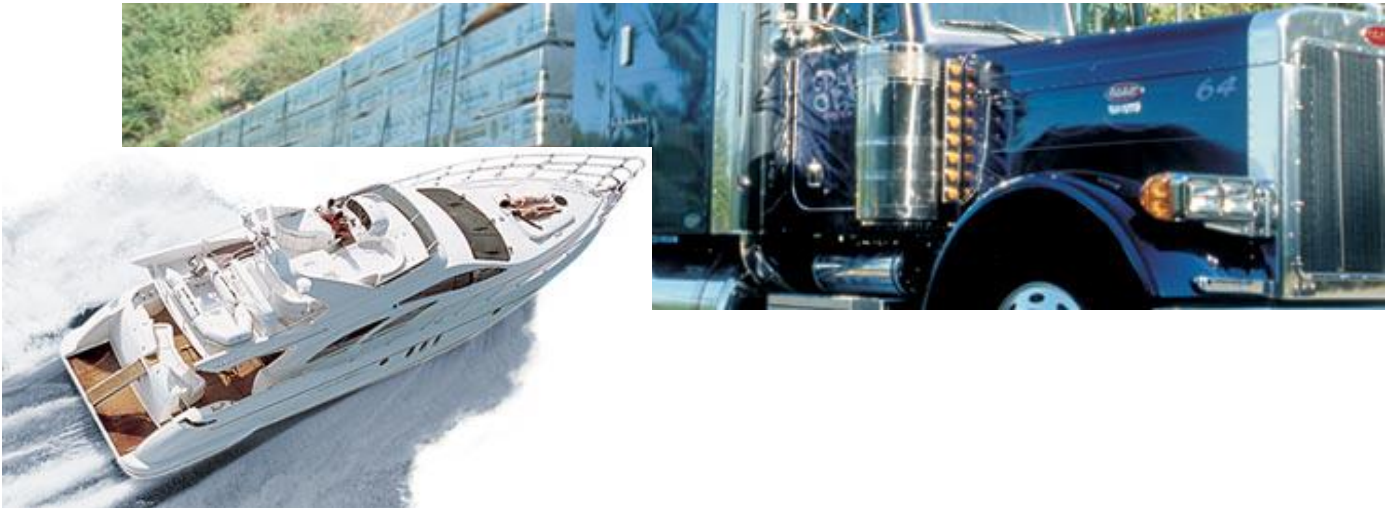




Training Catalog

2024 (January-December)

TEPS / AMD / ISD



Enrollment Information

Introduction

Enclosed in this catalog you will find the Milton CAT TEPS/AMD/ISD Training Class Schedules and Enrollment Form.

Dealer Service Training Requirements

Dealer Service Managers are responsible for ensuring that the training requirements of their technicians are being met at all times. Minimum training requirements are as follows:

- **Full Service Dealers must have two service technicians certified for each authorized engine model and one service technician per shift.**

Training Class Enrollment Procedures

An enrollment form is provided in the back of this catalog. This form **must** be used for enrollments - **one form per student, per class**. Copy this form, enter all requested information and follow directions for submitting to Milton CAT. Feel free to make additional copies as needed. **Verbal enrollments will not be accepted.**

Classes fill up quickly! Class size is limited to provide individualized attention. Early enrollments are encouraged to ensure placement. Due to high demand, classes are limited to two enrollments per dealership until demand is met, additional enrollments will be waitlisted. Enrollment Forms may be **fax or emailed** to:

Milton CAT
Attn: Heather Anderson
Training Administrator
101 Quarry Drive
Milford, MA 01757

Email: training_administrator@miltoncat.com (enrollments or cancellations)
Telephone: (508) 482-5751

Confirmations

Confirmations will be sent out by an electronic generated email to the **contact name on the Enrollment Form**. The contact will be notified four weeks prior to the first day of class to confirm attendance. Please reply back stating that the student(s) enrolled in the class will attend. **Only students with confirmed reservations will be admitted to class - no exceptions!**

Cancellations

If a student cannot attend the training session, substitutions may be made at any time. Please afford us the opportunity to prepare the proper paperwork and advise us in advance of any changes as soon as possible. If you must cancel your class reservation, please telephone Heather Anderson, Training Administrator, preferably fourteen (14) calendar days prior to the class starting date. We have a waiting list of enrollees who are anxious to attend our classes and your timely cancellation will allow for their placement. **Please refer to your class confirmation for additional information regarding cancellation policies and fees if applicable.**

In the unlikely event we have to reschedule a class, the contact name you provide on the Enrollment Form will be notified by email.

Clothing & Safety

All courses involve "hands-on" and classroom work. Students should wear clean, comfortable work clothing and be prepared to perform repairs and diagnostic exercises as required to support the course material. **Milton CAT adheres to policies and procedures for a safe working environment in our shop areas. Please bring your safety glasses, hearing protection and steel-toe work boots to each class.**

Course Materials & Prerequisites

Pre-class study material(s) and/or prerequisite courses and materials may be required prior to attending certain training classes. Please ensure students will fulfill prerequisite requirements prior to attending class. **Please consult course information list for applicable prerequisites. Students not meeting prerequisite requirements will not be admitted to class.**

Students will receive applicable literature, handouts, etc. as needed for the course being attended. On the last day of class, students will receive a certificate to recognize their attendance in the class and their successful completion of classwork.

Schedule Times

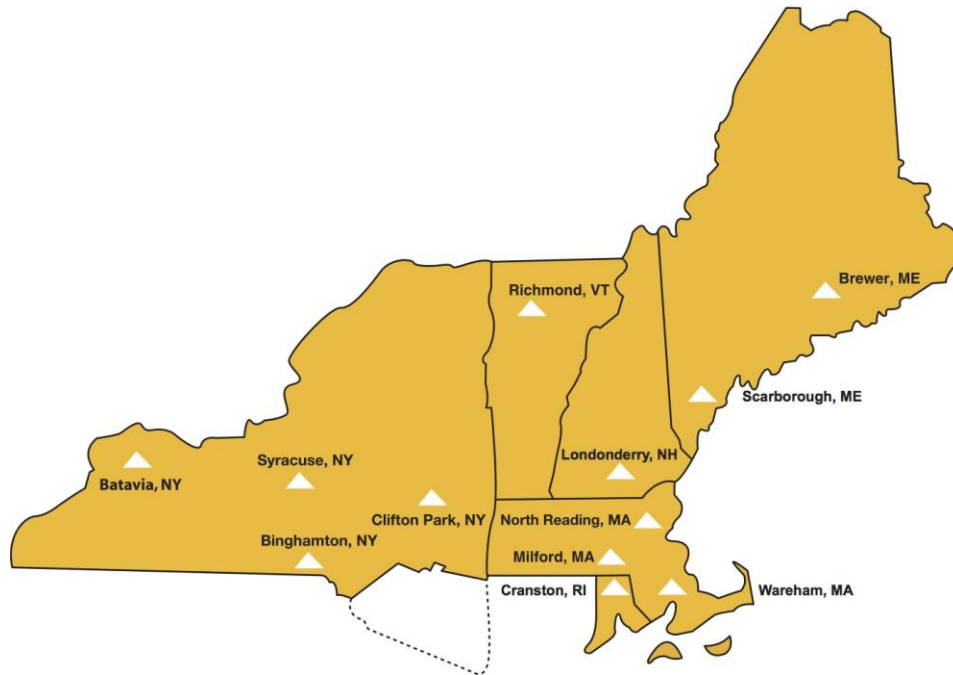
Class times typically are 8:00am to 4:30pm; however some classes begin and end at alternative times. **Please check the schedule and your confirmation for correct class starting and ending times.**

Classes start promptly at the times scheduled.

PLEASE BE ON TIME!

Milton CAT

Service Training Locations



Please contact the Receptionist at each of the Milton CAT training locations for directions!

Massachusetts: (See Next Page for Directions)

Milford	100 Quarry Drive	(508) 482-5751
Milford	101 Quarry Drive	(508) 482-5751
Milford	330 East Main Street	(508) 482-5751

Maine:

Brewer	79 Robertson Boulevard	(207) 989-1890
Scarborough	16 Pleasant Hill Road	(207) 883-9586

New Hampshire:

Londonderry	30 Industrial Drive	(603) 665-4510
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New York:

Batavia	4610 East Saile Drive	(585) 815-6200
Clifton Park	500 Commerce Drive	(518) 877-8000
Syracuse	7309 Eastman Road	(315) 703-7000
Binghamton	55 Industrial Park Drive	(607) 772-6500

Vermont:

Richmond	Route #2, One Cat Lane	(802) 434-4228
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Directions to Milton CAT in Milford, MA

From the North:

Travel Route 495 South to Exit 48. Bear **RIGHT** at the end of the exit. At the first set of Traffic Lights turn **RIGHT** onto Beaver Street (Note: Burger King on your Right). Beaver Street becomes Fortune Boulevard at next set of lights. **Follow directions below to the correct building for your class.**

From the South:

Travel Route 495 North to Exit 48. Turn **LEFT** at end of exit, pass **under route 495**. At the second set of traffic lights, turn **RIGHT** onto Beaver Street (Note: Burger King on your Right). Beaver Street becomes Fortune Boulevard at next set of lights. **Follow directions below to the correct building for your class.**

Milton CAT - 101 Quarry Drive, Classrooms (508) 482-5751

From **BEAVER STREET**, proceed up **FORTUNE BOULEVARD** to **traffic Lights** (Note: Target Mall on right). Turn **LEFT** onto **QUARRY DRIVE**. Drive downhill to 1st driveway on **RIGHT**, the entrance to Milton CAT Power Systems parking lot. Turn **LEFT** after entering the driveway and drive around the building to locate the **MAIN ENTRANCE**. Inside, look for directions to **Training Rooms** located on the **2nd floor**. An elevator in the main lobby provides handicap access to the 2nd floor.

Milton CAT - 100 Quarry Drive, Main Conference Room (508) 482-5751

From **BEAVER STREET**, proceed up **FORTUNE BOULEVARD** to **traffic Lights** (Note: Target Mall on right). Turn **LEFT** onto **QUARRY DRIVE**. Drive downhill and go past the 101 Power Systems entrance and turn **LEFT** into the next Milton CAT lot. Follow driveway toward the main building and locate a parking space in lot near **MAIN ENTRANCE**. Inside, look for directions to **Main Conference Room** located on the **2nd floor**. An elevator in the main lobby provides handicap access to the 2nd floor.

Milton CAT - 330 East Main Street, Conference Room (508) 482-5751

From **BEAVER STREET**, turn **LEFT** at **Traffic Lights** onto **EAST MAIN STREET**. Continue approximately ¼ mile – look for **Milton CAT sign** on right (Note: Toyota Dealership on right). Turn **RIGHT** at Milton CAT sign and follow signs and arrows toward **VISITORS ENTRANCE**. Once inside, look for directions to the **Conference Room** on the **1st floor**.

Hotel Accommodations, Milford Massachusetts

The Holiday Inn Express will extend to you the Milton CAT corporate rate while you are staying in Milford, Massachusetts. Inform the individual at the reservation desk you are affiliated with Milton CAT and she/he will be happy to accommodate you. All hotels are approximately one mile or less from Milton CAT. For hotel information at other locations please contact the Training Administrator at (508) 482-5751.

Holiday Inn Express

50 Fortune Blvd

Milford, MA 01757

Hotel Front Desk: (508) 634-1054

Doubletree by Hilton

11 Beaver Street

Milford, MA 01757

Hotel Front Desk: (508) 478-7010

TEPS/AMD & ISD Training Schedule – 2024

Chronological Listing

March

20	CAT ET for TEPS	Syracuse NY
21	CAT ET for ISD	Syracuse NY

April

2	CAT ET for TEPS	Londonderry
3	CAT ET for ISD	Londonderry

November

19-21	AMD CAT ET, Troubleshooting & Marine Panel	Milford Ma
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December

17	ISD Tier 4	Syracuse NY
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Marketing/ESC Quote Tool and Warranty Update/Review

Objectives:

Understand where to obtain all current Marketing Programs, Extended Service Coverage (ESC) Programs, proper procedures to follow for the Administration of the Marketing Programs, combining the Extended Service Coverage Options available and understanding the Warranty Coverage on Sales administered. Increase customer loyalty in keeping the customer in the genuine network. Increase recovery, decrease will fitters, and do it yourself repairs to increase Profitability, ESC Sales and using the quote tool.

Course description:

Participants will learn the proper procedures for surfing the internet and locating all marketing programs available as well as identifying Precious Metals Kits in SIS Web. How to up sell a warranty repair with a marketing program to extend the existing coverage and retain the customer in the genuine network. Also, billing warranty for partially for the repair where applicable. They will learn to manage and maintain paperwork including support documentation to successfully administer and Quote ESC. Proper procedures for filing, processing and managing Overhauls, Component Coverage, Advantage Coverage and upgrades of existing coverage where applicable. Applications will be viewed on truck.cat.com, Catinsurance.cat.com, SIS Web and Warranty.Cat.Com.

Prerequisites:

Have an active CWS login and review Quote Plus information at:
<https://dealer.cat.com/ESC>

Skills taught:

- Understanding the warranty process
- What is covered under warranty
- How to up sell and combine a Precious Metals kit with covered failure
- How to determine applicable Marketing Programs available and difference between a Precious Metals kit and Overhaul Protection (OPC or OPT)
- How to sell Extended Service Coverage (ESC)
- Calculate the benefit of the Dealership for the ESC once sold
- Claim follow up, etc.
- How to identify and look up coverage and applicable programs
- How to determine dealer performance status (reporting)
- Getting around truck.cat.com and what may apply to your day to day needs

Length: 2 days (8:00 am – 4:30 pm)

Caterpillar Electronic Technician (CAT-ET) & FLASH Programming Review



Course Description:

The CAT-ET & FLASH Review course will cover and reinforce several diagnostic, service and maintenance procedures available within the program. Topics include setting up, performing, saving and sending data logs and snap shots, warranty reports, finding and using updated ECM FLASH files, and engine rerating procedure.

Skills Taught:

After completing this course, you will be able to: –Set up and run a Data Log, save it then send it to others – Set up the appropriate parameters for an accurate Snap Shot – Initiate, populate and submit a warranty report –Locate the most current ECM FLASH files and load into an ECM– Follow the proper procedure for rerating an engine.

Prerequisites:

- On the job experience with using CAT Electronic Technician within the last year. An active subscription to CAT ET & SIS for dealership loaded onto the laptop that is brought to class

Recommended Prerequisite:

- CAT online courses for 2nd Level Dealers TBA. Caterpillar Electronic Technician (CAT ET) Overview when available to dealers.

Cost: \$375.00 per day per person

Bring to Class: Laptops and comm adapters

Tier 4 for ISD

(Industrial Second Level Dealers)

Course Description:

The Milton CAT Customer Tier 4 class will provide technicians with the knowledge base and skills to diagnose, repair, maintain and assist operators of CAT Tier 4 Interim and Final engines. The class is a blend of classroom presentations and hands on troubleshooting using running engines. Participants will be provided with handouts and flash drives loaded with information they can use in class and on the job.

Class topics include:

- Systems operation of air, fuel, electronic, regeneration (regen) and selective catalytic reduction (SCR) systems
- Diagnosing and troubleshooting regen and SCR systems
- Diesel Exhaust Fluid (DEF)
- CAT Electronic Technician (CAT ET) and SIS web navigation as it relates to Tier 4
- Operator Interface, Warning, Derate, and Inducement Strategy
- Engine maintenance and operation concerns

Prerequisites: Participants should be proficient in basic CAT ET and SIS operations. Enrollment preference will be given to candidates who have attended the CAT ET for 2nd Level Dealer course.

Cost: \$750.00 per person

Class length: 16 hours (2 days)

Milton CAT (TEPS, AMD & ISD) Training Enrollment Form

(PLEASE PRINT)

Course Title:

Course Date(s):

Class Location:

Student Name(s):

Manager's Name:

Company Name & Dealer Code:

Milton CAT MGR:

Customer Account #:

Purchase Order# *(for invoicing)*

Company Address:

E-mail Address:

Company Phone #:

Mobile Phone #:

By signing below, I agree the enrollee is qualified and adequately prepared to attend this class.

Managers Signature _____ **Date** _____

Enrollment Confirmations will be sent via email to the student and student contact(s) listed on the enrollment form

Email completed form to training_administrator@miltoncat.com

CAT Dealer Performance Center TEPS, AMD & ISD Dealers

The SLDs (Second Level Dealers) can access the CAT Dealer Performance Center (DPC). The specific content has been also enabled for the following SLDs:

- AMDs (Authorized Marine Dealers)
- ISDs (Industrial Service Distributors)
- TEPS (Truck Engine Parts & Service)

The valid link for the SLDs is the following one:

<https://catdpc.docebosaas.com/dealers>

SLD Catalogs

- CAT® Truck Engine Product Support (TEPS) Dealer Learning Library
- CAT® Authorized Marine Dealer Learning Library
- CAT® Industrial Service Dealer Learning Library
- CAT® Authorized Sales and Service Centers Learning Library

Truck Engine Product Support (TEPS) Technician
95 courses | 262h 12m
Learning Plan

CAT® Industrial Service Dealer Learning Library
This catalog contains all content intended for Second Level Dealer.

Advanced Industrial Service Dealer (ISD) Technician
65 courses | 304h 12m
Learning Plan

Foundational Industrial Service Dealer (ISD) Technician
63 courses | 128h 59m
Learning Plan

Marine AMD Expert Level
20 courses | 202h 10m
Learning Plan

Marine AMD Advanced Level
70 courses | 178h 05m
Learning Plan

Marine AMD Foundational Level
67 courses | 41h 27m
Learning Plan

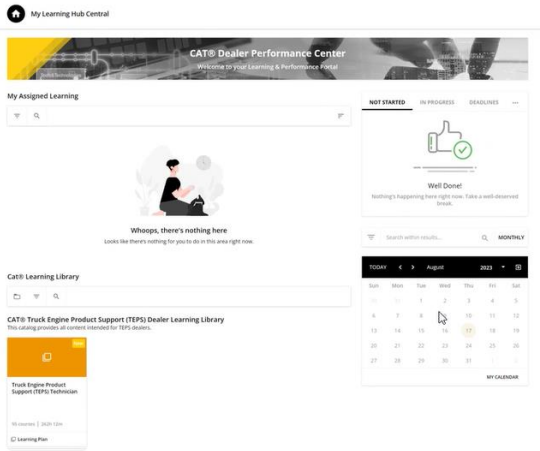
CAT® Authorized Sales and Service Centers Learning Library
This catalog is for ASSCs (Authorized Sales and Service Centers)




Probing Questions and Active Listening Strategies
EN | 10m 00s
E-Learning

Delivering Consultative Rental Solutions - Skill Focus: CLOSE
EN | 30m 00s
E-Learning

Delivering Consultative Rental Solutions - Skill Focus: CONSULT
EN | 30m 00s
E-Learning

Default DPC pages for SLD users



-  My Learning Hub Central
-  My Activities
-  My Courses and Learning Plans
-  Course Catalog



DPC DEMO

