



# ***2023 GM STC Course Catalog***



## The GM Center of Learning Mission

Our mission is to improve the performance of GM dealerships through the professional development of dealership personnel. We provide a comprehensive curriculum of job-relevant courses, effective instruction, learning measurement, and feedback systems.

The goals of GM training are to:

- Provide smart, concise tools and resources to help improve employee performance
- Offer all training under one Learning Management System (LMS): [www.centerlearning.com](http://www.centerlearning.com)
- Eliminate redundant training between divisions
- Improve the quality and scope of training
- Increase the amount of training available in the dealership
- Provide Sales and Service tools that positively impact the customer's experience

## Commonality, Productivity, and Efficiency

The GM training program continues to evolve by ensuring the *right content* reaches the *right people* at the *right time*. The program offers every dealership a consistent source for most training needs; it's designed to improve performance by focusing on quality – not quantity – and by offering knowledge that is smart, convenient, and easy to access. All dealers are encouraged to participate in training.

The GM training program offers:

- Significantly more training delivered directly to the dealers
- Just-In-Time (JIT) training for critical sales, service, and parts issues
- Blended delivery methods such as Web-Based Training (WBT), Virtual Classroom Training (VCT), Virtual & Performance Instructor-Led Training (V-ILT & P-ILT), Hands-On Training, GM TechTubes, Video On Demand (VOD), Performance Support Objects (PSO), Diagnostic Exercises (DE), and interactive Video (iVideo).
- One monthly charge for virtually all GM training
- Access to the Center of Learning website, which offers the following features:
  - Path to 100% STS link for service managers and service technicians
  - Course enrollment functions
  - Detailed course information
  - Training plan management
  - Online (real-time) training reports of dealership personnel training status
  - Learning paths to manage training needs and progress for nearly all dealer employees

For information regarding enrollment, specific charges and/or program information, please contact the Center of Learning Help Desk using the Live Chat feature on the Help page on [www.centerlearning.com](http://www.centerlearning.com).



## **GM Service Technical College (GM STC)**

The GM STC works in conjunction with GM's Center of Learning to eliminate redundant courses and unify service technical training curriculum. Through its blended media approaches and high quality instructional design, GM STC helps to develop the service technician's knowledge and skills while reducing time away from dealerships. GM's customers benefit by knowing that the service technician has the background and experience to repair the vehicle correctly the first time.

## **Caution**

This catalog from GM STC is intended for use by professional, qualified service technicians. Attempting repairs or service without the appropriate training, tools, and equipment could cause injury to you or others and potentially damage the vehicle or cause the vehicle to operate improperly. Proper vehicle service and repair are important to the safety of the service technician and to the safe, reliable operation of all motor vehicles.

Please be advised that all information in this catalog is the latest data available at the time of publication. GM STC reserves the right to make product or publication changes, at any time, without notice. New product information will be introduced as it becomes available in the media mix best suited to present the product. Be sure to check [www.centerlearning.com](http://www.centerlearning.com) for the latest information. This catalog, or any portion thereof, may not be reproduced without written consent of General Motors Service Operations, General Motors Company.



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## GM STC Service Technician Training

### Training Goals

GM STC helps service technicians achieve the highest level of customer satisfaction in dealer service by structuring their training around a standard performance-based curriculum. The curriculum provides a blended approach to training, dividing training between in-dealership and off-site locations. With the right mix of training methods, a growing number of technicians are able to demonstrate they are ready to “Fix it Right the First Time!”

Improved service quality leads to improved customer satisfaction and loyalty to the dealership and the product; improved customer satisfaction also helps the dealer achieve long-term profitability.

### Dealer Benefits

By actively participating in the GM STC training program, dealers experience the following benefits:

- More in-dealership training that requires service technicians to spend less time away from the dealership
- A training website ([www.centerlearning.com](http://www.centerlearning.com)) that allows versatile, on-demand training management with a convenient “Path to 100% STS” link, training histories, ASE certification status integration, and training reports, among other features
- Improved customer satisfaction and loyalty, based on more effective technician performance
- Access to skilled entry-level automotive service technicians who graduate with GM STC course credits from the GM Automotive Service Educational Program (GM ASEP), the Shifting Gears Automotive Technician Training program, and the GM Technician Career Training program
- Access to the GM Service Technical Automotive Readiness Training (GM START) program, which helps GM dealers recruit and retain service technicians by offering fundamental training in automotive technology

### Service Technician Benefits

By participating in the GM STC training program, service technicians experience the following benefits:

- Knowledge and skills to “Fix it Right the First Time!”
- Faster professional development through the elimination of training redundancy
- Focused training and career development provided by the “Path to 100% STS” link for required courses
- Access to a performance-based curriculum that requires sufficient competency
- Modular training to accommodate the technicians’ schedules



## Performance-Based Curriculum

The GM STC performance-based curriculum offers training courses across Chevrolet, Buick, GMC, and Cadillac brands. To receive credit for a course, service technicians must demonstrate competency in all applicable course components, which may include web-based; VOD; VCT; and GM Service Know-How Emerging Issues seminars.

If a service technician does not demonstrate sufficient competency, they will be required to review or retake the course component until competency is obtained.



- For web-based components, content-specific review is built into the training, with service technicians required to review until they obtain a score of 100% on test items
- For Virtual Classroom Training (VCT) components and GM Service Know-How Emerging Issues seminars, service technicians are required to retake the entire component until they obtain a score of 80% or better
- For Hands-On, service technicians are required to retake the entire component until they demonstrate sufficient competency
- For Virtual Instructor-Led Training (V-ILT), Self-Study, and Performance Instructor-Led Training (P-ILT) course components, only the component that was not successfully completed needs to be retaken. If a technician passes both the V-ILT and Self-Study, but fails to demonstrate sufficient competency in the P-ILT, they only need to retake the P-ILT.
- For GM Service Know-How Video On Demand and videos, service technicians are required to view the video and take the test via [www.centerlearning.com](http://www.centerlearning.com) until they obtain a score of 80% or better



The goal of the performance-based curriculum is to provide a path for service technicians to meet the requirements for GM's Dealer Divisional Service Training Standards (STS) (for example, become Division Certified) and GM Master Technician Certification (MTC). The curriculum is divided into 16 certification areas covering cars and light-duty trucks.

The 16 curriculum areas are:

- |   |   |
|---|---|
| 1. Emerging Issues                                  | 11. Manual Drivetrain and Axle  |
| 2. Fundamentals                                     | 12. Mechanical/Electrical Body Repair   |
| 3. Engine Repair                                    | 13. Hybrid/Electric Vehicles  |
| 4. Automatic Transmission/Transaxle                 | 14. Bi-Fuels  |
| 5. Steering and Suspension                          | 15. Body Structural Repair (I-CAR)*   |
| 6. Electrical/Electronics Systems                   | 16. Paint and Refinish*   |
| 7. Heating, Ventilation and Air Conditioning (HVAC) | Medium Duty: this category does not have a training path in the Center of Learning                  |
| 8. Brakes   | <i>*Training and certification is offered through GM-approved suppliers and not through GM STC.</i> |
| 9. Engine Performance                               |   |
| 10. Diesel Engine Performance                       |   |

The certification areas are made up of three types of courses:

1. Those required for the dealership to meet Dealer Divisional STS and for the service technician to become GM STC Division Certified.
2. Those required for the service technician to achieve GM Master Technician Certification (MTC).
3. Those that provide supplemental content to enhance the service technician's knowledge and skills but are not part of GM MTC or the Dealer Divisional STS.

## Dealer Divisional STS Courses

Service technicians need STS courses to service the models that their dealerships sell. These courses are listed on each STS/MTC table with a solid diamond (◆).

## GM Master Technician Certification Courses

GM MTC courses are represented in each STS/MTC table with a solid dot (●). Service technicians are encouraged to take certification courses in order, from the top of the STS/MTC table to the bottom. This order best prepares the service technician for each successive course. The final activity for completing GM MTC is taking a Certification Event.

## Supplemental Courses

Supplemental courses provide additional content to enhance the service technician's knowledge and skills but are not part of the MTC or Dealer Divisional STS requirements. Some of these courses may become an STS requirement in the future. Note that not all certification areas have supplemental courses. These courses are listed on each STS/MTC table with four small diamonds (❖) where applicable.



# 2

# Training Overview



## Blended Learning Media Mix Overview and Course Components

Center of Learning training is available at the dealership through a variety of media. GM STC courses have evolved from traditional instructor-led to blended learning with more flexible delivery methods while emphasizing performance-based outcomes. This approach better supports service technician training by offering the appropriate media mix for the needed training in the 21st century.

The media mix includes, but is not exclusive to, web-based, Virtual Classroom Training (VCT), VOD, Performance Support Objects (PSO), Diagnostic Exercises (DE), GM TechTubes, and Boot Camps. This media mix allows service technicians to improve their product knowledge and advance their repair and diagnostic skills while spending less time away from the dealership.

Courses can also be accessed via a tablet; just look for this symbol.



GM STC offers two modes of training:

- Asynchronous training, also known as self-paced training, doesn't require learners and instructor/s to be online or in person at the same time for instruction.
- Synchronous training requires both learners and instructor/s to be present at the same time for instruction.

DELIVERY MEDIA	LOCATION		OBJECTIVES							TIMING	MODE
	In-Dealer	Training Center	Raise Awareness	Teach Function & Theory	Teach Processes & Procedures	Practice Skills	Test Knowledge & Skills	Reinforce Learning	Update Emerging Issues		
Video/Video On Demand	◆		◆					◆	◆	Asynchronous	Individual
Web-Based Training	◆			◆						Asynchronous	Individual
Virtual Classroom Training (VCT)	◆			◆	◆			◆	◆	Synchronous	Group
Diagnostic Exercises	◆				◆	◆	◆			Asynchronous	Individual
GM TechTube	◆		◆		◆					Asynchronous	Individual
Boot Camps		◆		◆	◆	◆	◆	◆		Synchronous	Group
Hands On		◆				◆	◆	◆		Synchronous	Group
Interactive Video	◆			◆						Asynchronous	Individual
Virtual Instructor-Led Training	◆				◆		◆	◆		Synchronous	Group
Self-Study	◆						◆	◆		Asynchronous	Individual
Performance Instructor-Led Training		◆			◆	◆	◆	◆		Synchronous	Group



GM STC also offers a number of Accessibility options to help accommodate those that may need them. Review each type of training below to understand the different options available. If additional assistance is needed that is not accommodated by the information below, please reach out to the Help Desk and/or Training Center (depending on the type of training that accommodations are needed for) in a timely manner before the class session, so proper accommodations can be made.

## Web Based



### Web-Based Training

Web-based course components are self-paced training. Instruction is delivered over the Internet and is just-in-time, specific, job-focused, and practical. Web-based appeals to a broad range of learning styles and is multi-sensory, meaning that instruction is presented through voice-over narration, text, graphics, and animation. Service technicians have the option to turn off the voice-over narration and display the narration script instead. Web-based training allows service technicians to review sections of the course as many times as needed to get comfortable with the content. Although an estimated training time is indicated for each web-based course component, service technicians learn at a pace best suited to their individual needs. Course progress is automatically bookmarked, allowing service technicians to log in and resume a course on any Internet-ready computer at their convenience.

Each course is divided into a number of modules which are then sub-divided into lessons. When a service technician completes a lesson or a module, he may continue on through the course or exit then return to the point at which he stopped at a later time. Enhancements have been made to the testing methodology for web-based modules. Upon starting a modularized course, the technician will not see any difference until he completes the first module. Upon completion of the module, the technician will be presented with a module test to complete. This is done to ensure that all learning objectives are tested immediately after the content is presented to the technician. Technicians no longer have to take and pass a course test at the end of the training, thus saving additional time. The module test must be passed at 100 percent in order to receive credit.

GM STC's Web Based Training provides on-screen text with the option of audio narration. A course script is available within the course settings themselves in the upper right-hand corner. Most often the script box will match the on screen text but if the narration is different in any way, the script box will match the spoken word.



### Interactive Video

Interactive Video is a media solution that leverages the engaging production qualities of traditional video and adds in the user-involvement technology of HTML5 and web-based training. This maximizes interactivity and enables the technician to absorb the learning content at his own pace.

Interactive video courses end with a W (for web-based) in the course number; for example, Battery Electric Vehicle Introduction (18430.05W2).





## Virtual Classroom Training (VCT)

This live, Internet-based training requires no special software although a headset equipped with a microphone is required to participate in the training. Virtual Classroom Training (VCT) provides live access for “on the spot” question-and-answer opportunities. Participants must complete the prerequisite course(s) prior to enrolling in any of these courses. After completing the prerequisite course, participants may enroll in any VCT course up to thirty minutes prior to the course start time.

Courses are delivered in a modular format with a duration of approximately two hours for each session. Post-test questions are displayed at the end of each session. Technicians are allowed 20 minutes to complete the post-test, after which it will be closed.

Once the course component is completed, testing is accomplished via the post-test administered over the system. Service technicians’ answers are then tabulated, and their training records and Learning Paths are updated accordingly within 48 hours.

VCT Technician Guides are available to all participants and can be downloaded on the course details page within the Center of Learning. These comprehensive Guides cover the topics discussed in the course. If a video exists as part of a VCT course, the transcript of the video’s audio will be included in the course’s Technician Guide. Take note that some variation will occur during the live event that the Guide may not cover. The VCT platform also allows users to enlarge the viewing window with a Full Screen setting.

VCT courses end with a D in the course number; for example, Engines: New and Updates for RPOs LT4 and L0A (16440.19D).



## Performance Support Object (PSO)

PSOs contain key points derived from selected web-based, online instructor-led, and Instructor-Led courses that reinforce training content and focus on how to perform certain job-related tasks.

Notification of a PSO will be emailed directly to the participant approximately two weeks after a course completion. PSOs can also be found on the Center of Learning, within the Resources tab.



## Video On Demand (VOD)

Video On Demand course components offer service technicians the ability to view previously recorded content at any time. All Service Know-How Seminars are available for viewing on [www.centerlearning.com](http://www.centerlearning.com).

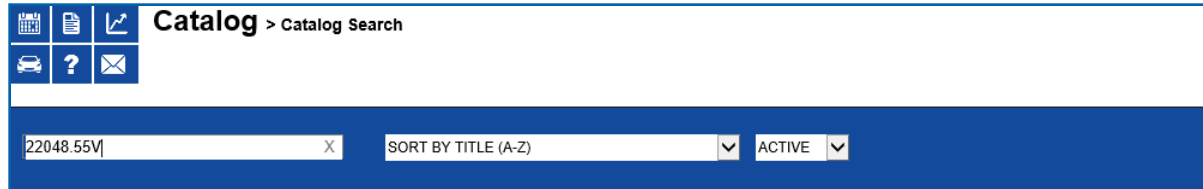


# Training Overview


# 2

With this VOD capability, service technicians can review video course material as needed. VOD content may be viewed in several ways:

1. From the Catalog page, type the course number or name in the search box



2. From the home page, select a Learning Path, find it, and then select Launch.



All testing for GM Service Know-How videos is accomplished through [www.centerlearning.com](http://www.centerlearning.com). Service technicians receive credit for the video components by successfully completing appropriate post-tests available.

VOD content has a transcript that can be downloaded which contains the exact text of the audio in the video. These transcripts are located within the Technician Guides for each course. These Guides are found on the course details page on the Center of Learning.

VOD courses end with a V in the course number; for example, 8L90 Automatic Transmission Unit Repair (17041.70V).

## Diagnostic Exercises (DE)



DEs replace Simulations and are tablet-, PC-, and laptop-ready. They offer a more intuitive interface and functionality, and help coach you through the training.

Diagnostic Exercises enable you to safely practice multiple procedures in a virtual environment and act as a knowledge bridge between traditional web-based and hands-on exercises.

Each DE is divided into a number of modules. When service technicians complete a module, they may continue to the next module immediately or stop and return to the start of the next module at a later time. Once service technicians complete all modules within a simulation, they receive credit for the simulation component in their training records.

DE courses are in web-based format and end with a W in the course number and Diagnostic Exercise in the course title; for example, GM Chassis Control Systems Diagnostic Exercise (13044.20W3).





**Hands-On**


## Hands-On Instructor-Led Training OR Virtual and Performance Instructor-Led Training

### *Hands On*

Service technicians attending training participate in an instructor-facilitated performance-based class. The tasks in each course component are designed to simulate real situations encountered in a dealership environment.

A course component is dedicated to performance-based instruction. The service technician must successfully demonstrate the ability to solve pre-planned problems. Once the facilitator completes the assessment, the service technician's training record and Learning Path are updated.

The course component process:

1. Service technicians work in teams to perform pre-planned performance-based tasks with assistance and guidance from the facilitator, when needed.
2. The facilitator conducts a review at the end of each round of exercises before proceeding.

**Note:** If a service technician does not demonstrate competency, a recommended remediation training plan is provided.

The instructor does not lecture but serves as another valuable resource available to the service technician. This format allows service technicians time to practice and refine diagnostic and repair skills. Prior to attending any course component, a service technician is required to complete all prerequisite courses and components listed in their Learning Path.

Each training center has its own physical accommodations for ease of access. When attending a Hands-On ILT course, the instructor will provide a Technician Guide to all participants. These Guides are comprehensive and cover the topics discussed in the course. Take note that some variation will occur during the live event that the Guide may not cover.

In addition, technicians that wish to bring a translator/interpreter are more than welcome to. Their interpreter/translator will not count against the available seats in the class, but they are required to wear the proper Personal Protective Equipment (PPE) along with the technician they are assisting. Be sure to reach out to the Training Center admin so proper accommodations can be made.

Hands-On training courses end with an H in the course number; for example, Noise, Vibration and Harshness (13042.14H).

### ***Virtual and Performance Instructor-Led Training***

An alternative to taking traditional hands-on instructor-led training, is the Virtual and Performance Instructor-Led Training (V/P-ILT). Each V/P-ILT is a series of three course components, that, once completed, provide credit for the hands-on requirement for the course. This means technicians can take the V/P-ILT course series instead of taking the traditional hands-on course to earn STS credit in their learning paths.

The three components that make up a V/P-ILT are Virtual Instructor-Led Training (V-ILT), a self-study worksheet with an associated posttest, and a Performance Instructor-Led Training (P-ILT) component. The V-ILT, Self-Study worksheet and posttest are completed without



traveling to a GM training center. The P-ILT hands-on component is streamlined in order to reduce your time away from the dealer. The V-ILT component provides an open forum, instructor-led discussion. The self-study allows technicians to research and learn on their own, at their own pace. Finally the P-ILT is a streamlined, performance based course that focuses on validating skills.

To enroll, find the V-ILT in your learning path, or search for the course directly using the Catalog in Center of Learning. V-ILT course numbers end in a “D”. Once enrolled use the My VCTs button on the homepage to launch the course when it is time to start. Since V-ILTs use the VCT system, accommodations for technicians who need them are very similar to those offered by VCT courses. The Technician Guide can be found on the course details page on the Center of Learning, which will contain a transcript of any videos that are played during the course. One of the major differences between V-ILTs and VCTs is that V-ILTs are much more intimate and interactive. Live discussion is required as a portion of the course, so if accommodations are needed for these segments, reach out to the Help Desk within a timely manner before the class session so they can be made.

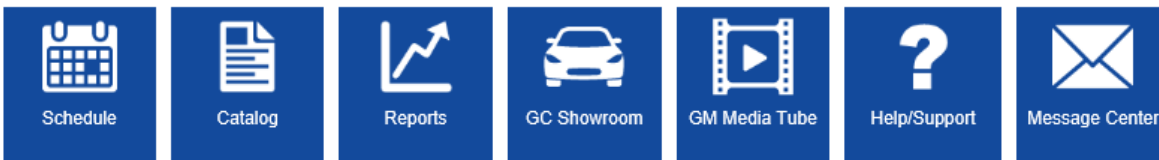
The V-ILT instructor will provide the self-study for the course series and the posttest will be on the Center of Learning with a course number that ends in “P”. Finally, once that is completed, enroll in the P-ILT. P-ILTs are in-person sessions that have accommodations identical to Hands-On ILTs. Technician Guides will be provided to those that attend and if needed interpreters/translators can attend as well, as long as they were the correct PPE. Be sure to reach out to the Training Center admin so proper accommodations can be made.

The P-ILT course numbers end in “H”. Once the three components are completed you will receive your hands-on credit.

## GM TechTube

GM TechTubes are a whole new library of short, informative videos to supplement technicians’ technical and non-technical knowledge.

Simply click on the GM Media Tube box located on the Center of Learning home page for access to over 100 branded videos in categories ranging from Auto Body and Paint to Brakes, from Electrical/Electronics to Tools and Equipment.



These brief instructional videos, each from one to nine minutes long, are quick and convenient to view and drive you deeper into topics of instructional interest and value. A representative list of videos include:

- Manually Accessing Center Console
- Understanding and Measuring Amperage
- Driver’s Side Airbag Removal



# 2

# Training Overview

GM TechTube videos are not part of any job role Learning Path, there are no tests to take, and no transcripts. They can also be accessed via mobile devices using the Android and iPhone platforms.

## Understanding Course Component Flow & Function

GM STC blended training delivers courses in multiple components; these different components provide the service technician with the skills necessary to “Fix it Right the First Time!”

Multiple component courses may use combinations of the following media:

Web-based training addresses the knowledge portion of the class. The material is designed to teach the service technician theory of operation and function of the systems and components and introduce diagnostic procedures.

VCT reinforces the knowledge provided in the WBT and introduces the service technician to diagnostic skills necessary to repair the vehicle.

Hands-On allows the service technician to practice diagnostic skills in a setting similar to the work environment.

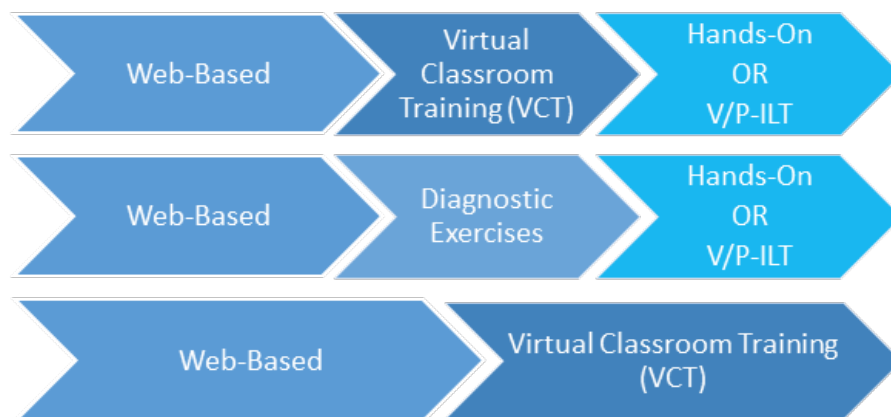
Virtual and Performance ILT series allow technicians to complete part of the hands-on course within their dealership using the VCT system. This small group, interactive session is followed by in-dealership Self-Study that the technician completes along with a Center of Learning assessment. Finally, the technician attends a Performance Instructor-Led Training at a GM Training Center where diagnostic procedures are focused on. This series is a new way technicians can complete their hands-on requirements, reducing the amount of the time they are out of the dealership.

Diagnostic Exercises facilitate the practice of skills, educate, and update knowledge.

Video On Demand has an easy-to-use “Search Videos” function which allows users to review specific content. This search capability allows technicians to locate a specific topic at any time.

In each component of the blended training, successful completion of a final test is required for course component credit.

Typical examples of blended learning course components:



Videos augment the basic course components and should be taken at the appropriate time in the Learning Path based on prerequisites.



## Credit for Course Components (known as Cross Credits)

The LMS enables technicians who have successfully completed a previous version of a course to conveniently get credit for a new version of the same course in their training history without having to repeat the entire course again.

Here is how it works: Technicians who have completed a current version of a course can access the new version and take just the module(s) with new content. Once complete, the technician will get credit for the new course and will then be able to review all of the modules as a refresher, if needed.

**Note:** This applies to select courses on an as-needed basis.

## Testing

Most courses allow for two test attempts. Technicians should review the materials carefully before taking the test; if the test attempts are exceeded, technicians will be locked out indefinitely until GM STC resets the tests on a periodic basis. Unless otherwise noted under respective course components, testing for the listed course components is as follows:

Video On Demand: Testing for content on VOD is available by going to the Course Details page in [www.centerlearning.com](http://www.centerlearning.com). When the course is live and ready for viewing, service technicians should click “Launch”. When they are done viewing the course, they must click on the “Take Test” link that appears in the Video On Demand player at the completion of the video.

22048.55V Preventing Unintended Airbag Deployment	★★★★★	Launch Test Out	VOD
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## Web-Based Placement Assessment

The Placement Assessment process is provided by GM as a means for experienced technicians entering a GM dealership for the first time to quickly receive course credit for their knowledge, skills, and experience. Placement Assessments measure knowledge and/or skills in a given certification area and are designed to allow experienced service technicians the opportunity to test out of course components. They will not be reset if test attempts are exceeded; technicians will need to take the course to receive credit.

Successful completion of a Placement Assessment gives service technicians credit for the web-based and VCT course components and also allows them an opportunity to place out of the component (where applicable). Tests are aligned to a single component.

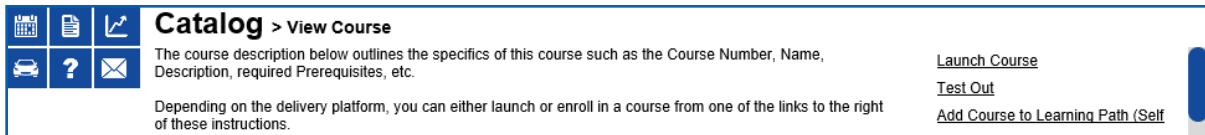


# 2

# Training Overview

To take a Web-Based Placement Assessment:

1. Log onto [www.centerlearning.com](http://www.centerlearning.com).
2. Select the Learning Path, and find the course you wish to take the Placement Assessment for and select its name to get to the “View Course” page.
3. On this page select the “Test Out” link.



**Catalog > View Course**

The course description below outlines the specifics of this course such as the Course Number, Name, Description, required Prerequisites, etc.

Depending on the delivery platform, you can either launch or enroll in a course from one of the links to the right of these instructions.

[Launch Course](#)  
[Test Out](#)  
[Add Course to Learning Path \(Self](#)

Important Notes:

- A new Job Aid is available to help dealers determine what placement assessments a technician would need to complete in order to unlock the hands-on checklist and for the service manager to provide hands-on course completion manually. To find this Job Aid, log into the Center of Learning website ([www.centerlearning.com](http://www.centerlearning.com)) and select the Help button.
- Placement Assessments are timed. The allotted time is shown at the beginning of each assessment. If a service technician exits a test, the timer will stop and the current question will be closed and will not be repeated, so it's important to finish a question before exiting. When the service technician is ready, he/she can continue the assessment with the next question.
- Service technicians have up to two weeks to complete a given Placement Assessment; however, it is recommended that the assessments be completed in one session. Generally, assessments take less than one hour to complete.
- Placement Assessments and the Paint Placement Assessments can be taken twice.
- If the service technician fails (e.g., receives a score less than 80%) the technician will not receive credit for the Placement Assessment. However, if the technician receives a score of 80% or above, the technician will receive Placement Assessment credit along with credit for the component associated with the Placement Assessment passed. If the technician does not pass the Placement Assessment, the technician is responsible for completing the associated component to receive credit.
- Upon successful completion of a Placement Assessment, the service technician's learning path, training record, and the dealership's STS report are updated to reflect credit for the corresponding course components.

## Service Area Placement Assessments (SAPAs)

Intended for those who are new to a GM dealership and also have ASE accreditation, technicians can now take service area placement assessments to earn credit for multiple GM STC courses at once.

These service area placement assessments contain questions pertaining to multiple courses



within a service area and will provide credit for each of those courses based on how the technician scores. In order to take a service area placement assessment, the technician must have the corresponding ASE certification. After completing the service area placement assessment, the system will provide the technician with their results, indicating which courses they will receive credit for and which ones they didn't pass. Same as with the individual placement assessments, technicians only have two attempts at each service area placement assessment.

To find service area placement assessments, navigate to the Center of Learning Catalog and search for "SAPA" or the course number if you know it. You can also select the Testing tab on the main menu, and then select Service Technical, and then Service Area Placement Assessment.

The screenshot shows a web interface for a catalog search. At the top, there are navigation icons and the text 'Catalog > Catalog Search' with a '[Publish Link]' button. Below this is a search bar containing 'SAPA' and a dropdown menu set to 'SORT BY TITLE (A-Z)'. To the right of the search bar is a filter dropdown set to 'ACTIVE'. Below the search bar, there is a 'Reset All' link and a table of results. The table has two columns: 'Areas' and 'Delivery Type'. The 'Areas' column contains a plus sign and the text 'Delivery Type'. The 'Delivery Type' column contains the text 'HVAC Service Area Placement Assessment' with a link '[Edit]'. Below the title, there is a course number '11044.05P' and a description: 'This is not a course. This is a Service Area Placement Assessment (SAPA) intended for experienced technicians who have recently joined a GM dealership. You must have either completed the prerequisites or be ASE accredited in the HVAC service area. This placement assessment is comprised of questions pertaining to the'. At the bottom right of the table, there is a star rating of five stars and the text 'Record(s) 1 to 1 of 1'.

## The Performance Checklist

If a technician receives a score of 80% or greater on a series of Placement Assessments that culminate in a Hands-on course component, a link to the Hands-on Performance Checklist will appear on the test results page. Technicians may download and complete the checklist with their manager.

If both the technician and the manager agree that the technician is able to perform at least 80% of the tasks on the checklist, the manager can grant the technician credit for the Hands-on class through Center of Learning.

In order for the technician to access a performance checklist they must have passed all the placement assessments that led up to that particular performance checklist either through individual placement assessments, the service area placement assessment, or a combination of the two. If the technician took any of the courses traditionally (meaning they opted not to test out of one via a placement assessment) they lose access to receiving the performance checklist and will need to attend the hands-on course in order to receive credit.

If the service technician successfully completes all Placement Assessments that have a hands-on component, a link to the Hands-On Performance Checklist appears at the end of the Assessment. The checklist can then be downloaded simply by clicking the link. (Adobe Acrobat Reader 5.0 or higher is required to download the checklist.)

Each Hands-On Performance Checklist contains various tasks related to the hands-on component. The service technician must be able to correctly perform at least 80% of the tasks listed on the checklist to receive Hands-On component credit.



# 2

# Training Overview

If the service technician can perform at least 80% of the tasks on the Performance Checklist, they should notify their service manager. The service manager can then assign hands-on credit in [www.centerlearning.com](http://www.centerlearning.com).

Performance Checklist for Noise, Vibration and Harshness		
Course Component # 13042.12H		
<p>This Performance Checklist is to be completed by both the technician and the Service Manager. The purpose of the checklist is to enable both the Service Manager and the technician to accurately assess the technician's knowledge, skills and performance ability to determine if the technician possesses the necessary skills to bypass the Hands-on component of this course. Accurate assessment of the technician is vital to their ability to successfully complete the Certification Assessment for the area. Attending the Hands-on component of this course may increase the technician's ability to pass the Certification Assessment.</p> <p>Please circle the appropriate response that corresponds to the technician's ability to perform the listed task.</p> <p>Yes = Technician has performed this task successfully. No = Technician cannot successfully perform this task.</p>		
Rating System		
Perform a system diagnostic check related to a vibration fault	Yes	No
Verify a customer concern	Yes	No
Make quick checks	Yes	No
Use an electronic vibration analyzer (EVA) diagnostic tool to isolate the source of vehicle vibration	Yes	No
Perform a system diagnostic check	Yes	No
Perform a road test to diagnose concerns related to a vibration fault	Yes	No
Perform a slow acceleration test	Yes	No
Perform a neutral coast-down test	Yes	No
Perform a downshift test	Yes	No
Perform a neutral run-up test	Yes	No
Perform a brake torque test	Yes	No
Perform a steering input test	Yes	No
Perform a standing start acceleration test	Yes	No
Identify causes of driveline component vibrations	Yes	No
Measure rear axle pinion flange runout	Yes	No
Measure propeller shaft balance	Yes	No
Measure propeller shaft runout	Yes	No
Measure propeller shaft joint working angles	Yes	No
Calculate propeller shaft rotation	Yes	No

The service manager must ensure the service technician can perform at least 80% of the tasks contained within the Checklist. Failure to assess the service technician's skills accurately may result in his/her not qualifying for GM Master Technician Certification.

Note: If the service technician cannot perform at least 80% of the tasks contained within the Checklist, they should enroll in the Hands-On course component.

- To assign Hands-On credit for the course, refer to the Placement Assessments and Hands-on Checklist Job Aid in the Help section of the Center of Learning. It walks through the steps necessary to provide credit.
- The Placement Assessments and Hands-on Checklist Job Aid also provides the placement assessment paths to each of the hands-on checklists.
- Only service technicians who take and pass all Placement Assessments with Hands-On components can use Hands-On Performance Checklists to obtain Hands-On course credit.



## GM Master Technician Certification (MTC) Assessment

To attain MTC, the technician must be 100% STS in both Silver and Gold and complete all MTC components. GM MTC Assessment is a performance-based event in which each service technician must demonstrate knowledge and diagnostic skills. During the GM MTC event, each service technician is required to solve real vehicle faults by applying the accumulated learning from all courses in the Certification Area. The GM MTC Assessment Program covers 13 of the 15 service categories (it excludes Fundamentals and Emerging Issues. MTC assessments are administered at training locations across the country.

The GM MTC Assessment contains a comprehension component and a practical evaluation to assess the service technician's knowledge and diagnostic skills. Each Assessment consists of timed exercises that have been developed based upon the critical elements of the courses across the Certification Area and real life concerns.

To achieve GM Master Technician Certification, a service technician must successfully pass the GM STC Certification Event and be ASE certified in that area.

GM STC recognizes a one-year certification with an annual renewal on Master Technician Certifications. The MTC program allows service technicians to retain their certification if they are at 100% on their STS training requirements.

Once a service technician successfully completes a MTC assessment, that service technician will remain Master Technician Certified as long as they continue to meet their STS requirements for the area(s) in which they are certified. The service technician must maintain their ASE Certification for that category as well.

The Service Technician Assessment Process is as follows:

Each exercise is designed to assess each service technician's ability to diagnose and apply skills with a simulated real-life customer concern using cross-divisional vehicles.

To successfully complete a Certification Event, the service technician must obtain a total score of 80% or better across the performance-based exercises. During the assessment, a certifier who has received extensive training in conducting performance-based assessments evaluates the service technician's skills. A service technician who receives GM MTC status receives the following items:

- Letter
- Certificate of Achievement\*
- Patch\*\*

\*Only the first certificate will be mailed. Additional Certificates are available for download online.

\*\*Additional GM patches are available for purchase through the Center of Learning Help Desk at (888) 748-2687.

If a service technician does not satisfy all of the assessment requirements, a letter indicating the areas for improvement is provided to the service technician.



The service technician's Learning Path and the STS/MTC tables define the courses in an area that must be completed before the service technician may enroll for the Certification Event. Service technicians can enroll for a Certification Event in the same manner they would for a course component. During the enrollment process, the service technician is given the option to download both a GM MTC Preparation Guide, which provides additional information about the assessments, and a Certification Event Performance Checklist.

MECHANICAL	
Course	ASE Requirement
Electrical/Electronics	A6
Engine Repair	A1
Heating, Ventilation, and Air Conditioning	A7
Brakes	A5
Steering and Suspension	A4
Manual Drivetrain and Axle	A3
Automatic Transmission/Transaxle	A2
Engine Performance	A8 and L1
or	or
Diesel Engine Performance	A9

## GM Master Technician Certification Preparation Guide

The GM MTC Preparation Guide is a reference tool for service technicians preparing to take a Master Technician Certification Event. It helps service technicians by explaining how to prepare for the assessment, what happens on the assessment day, and what happens following the assessment. It is included as an attachment to every certification catalog entry in the Center of Learning.

## GM Master Technician Certification Performance Checklist

The Certification Performance Checklist lists the knowledge, skills, and performance criteria in which the service technician should be proficient prior to a Certification Event. The service technician and the service manager may utilize the Certification Event Performance Checklist to evaluate the service technician's performance. This checklist determines if the service technician is ready to participate in the Certification Event or should attend the instructor-led course component prior to the assessment. The service technician can also use the checklist to prepare for the assessment.



## GM World Class Technician (WCT)

A technician can achieve GM World Class Technician status in the Mechanical area. It's achieved when a technician successfully completes all related training and the appropriate Master Technician Certifications.

Service technicians can achieve WCT status in the Mechanical area when they successfully achieve eight of nine MTCs with their accompanying ASE Certifications. They have a choice of completing either Engine Performance or Diesel Engine Performance along with seven mechanical-related certifications.

Technicians who receive World Class Technician status receive a gift package that includes the following:

- Letter of Recognition signed by the Director, Dealer Service and Warranty Operations
- WCT statue (new design in 2021)
- WCT patch
- WCT toolbox medallion (introduced in 2017, new design in 2021)
- Downloadable certificate from the Center of Learning



## Cadillac-Branded Patches

Cadillac franchised Dealers have the opportunity to select Cadillac-branded Master Technician Certification (MTC) and World Class Technician (WCT) patches for their technicians. Cadillac Certified Service in partnership with the Cadillac Dealer Council, implemented this new, creative solution to help Cadillac Dealers recognize their highest achieving technicians. To further elevate the role of our Cadillac technicians, Cadillac franchised dealers can edit existing and new technician profiles to indicate their dealer's patch preference.

**Note:** These Cadillac patches will not match the existing MTC or WCT patches. Cadillac Dealers can order additional patches their technicians' are qualified for at an extra cost.

The decision to switch to Cadillac branded patches is a dealer decision, NOT an individual technician decision. To change your preferences from GM branded to Cadillac branded patches, first coordinate with your Service Manager to approve that your dealer is making the switch.

For the step-by-step instruction on how to update your patch preference, refer to the Cadillac-branded Patches Job Aid on the Center of Learning through the Help/Support button.



## Performance Assurance

The GM STC program has an evaluation system in place to measure the effectiveness of the performance-based curriculum and the delivery media. GM STC evaluates the performance of the training program at four levels:

### 1. Participant Satisfaction

As service technicians complete a course component, they may also complete an evaluation form. GM STC uses this feedback to measure the service technicians' attitude or feelings toward the following:

- Relevance and value of the component
- Effectiveness of the delivery method
- Course design
- Overall instructor skills, where applicable

The Performance Assurance group compiles and reviews this information. It is then provided on a monthly basis to the Curriculum team, GM STC instructors, and internal Subject Matter Experts (SME) to continuously update and improve the courseware.

### 2. Participant Learning

When service technicians complete a course component, a post test is provided to measure their knowledge and skills. This type of evaluation tracks the service technician's progress through the training program.

Post tests vary based on the delivery method. The WBT, Virtual Classroom Training (VCT), and VOD post tests consist of various types of questions. The Hands-On course component and diagnostic exercise requires service technicians to demonstrate both skills and knowledge.

### 3. Participant Transfer of Skills to the Job

The best measurement of the overall training program's effectiveness is an evaluation of whether the service technician has transferred what was learned and demonstrated in class to the dealership. A select number of technicians are contacted approximately two months after completing the training. This allows the Performance Assurance team to validate that the course skills transfer to the job and add value.

Performance data is investigated to review relationships between training and skills transfer. These investigations examine warranty data and first-time repair information; they involve ongoing and recurring data acquisition and analysis and are integrated into the overall program evaluation process.

### 4. Business Impact Due to Skills Transfer

The impact of training on business is under active investigation. Critical areas, such as customer satisfaction and call center activity, are analyzed to determine how training is contributing to performance improvement in these areas.

## Other Feedback Mechanisms

GM's Customer Care and Aftersales division provides Dealer Satisfaction Survey results to GM STC to gauge service managers' opinions of GM STC training products. The survey results provide valuable input for short-term and long-term improvement initiatives, ensuring continuous improvement to the GM STC program.





## ASE Accreditation

Becoming an ASE Accredited Training Provider is a highly regarded accomplishment in the service technical training area, as it recognizes those organizations who provide outstanding technical training to service technicians. GM STC initially achieved this status in the automotive training industry by being awarded accreditation for its Service Technical Training curriculum in 2001.

Becoming accredited is a voluntary ASE certification program for training entities that provide continuing education to working automotive service technicians. The ASE Education Foundation administers the program and the National Institute for Automotive Service Excellence (ASE) grants the certification.

The accreditation program certifies training providers for working service technicians. ASE Education Foundation evaluates the training providers' process of developing and delivering training and then recommends accreditation, when appropriate, as an ASE Certified Training Provider.

There are many benefits to receiving training from a ASE Certified Training Provider including:

- The recognition that the training provider and its processes have been reviewed against industry established and endorsed standards.
- The accreditation process serves as a tool for program improvement.



## Dual Nature of the Curriculum

GM STC curriculum is designed to meet two requirements:

1. Train service technicians to service dealer-specific products
2. Certify GM service technicians to a common standard

This dual nature of the GM STC curriculum is represented on the Dealer Divisional Service Training Standards (STS) and GM Master Technician Certification (MTC) requirement tables: solid diamonds (◆) indicate the courses that apply by Division to the dealer requirements and solid dots (●) show the courses that apply to the GM MTC program.

Any course in the GM STC program is available to an active GM service technician provided prerequisites have been met. Two learning paths are displayed for each Certification Area. The first path lists the course components needed to fulfill the STS requirements in that area. The second path lists the course components needed to fulfill the MTC requirements in that area. Those course components that have Enroll listed in the 3rd “Action” column are the courses that need to be completed.

On the STS Report (available to dealer service managers), empty cells to the right of the service technician's name in a Certification Area indicate that the course is required for the dealership. In many cases, the STS and MTC requirements are the same. Please refer to the STS Report, Learning Path, and the Technician Training Gap Report for a complete list of training needs. When a service technician successfully completes a course that is listed on both the Learning Path and the STS Report, credit is given for both.



## Learning Paths for GM Master Technician Certification

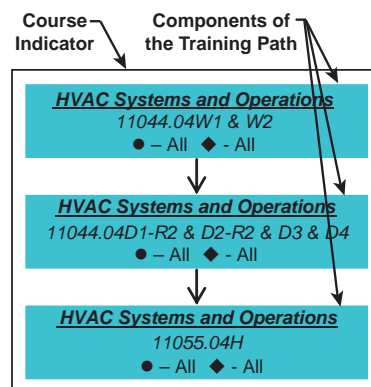
Every GM service technician can choose a Learning Path that includes the requirements for the GM MTC. This Learning Path assists the service technician in identifying the courses to take for a specific Certification Area. A service technician's Learning Path will carry over from year to year; however, it should be checked at the beginning of each year for changed requirements.

**Course credit is awarded to the service technician's Learning Path through several mechanisms:**

- In 2000, the GM STC curriculum recognized and credited the knowledge and skills that service technicians had acquired in previous GM Service Technology Group/Service Operations courses. Past training records were used to credit service technicians with GM STC courses.
- In 2001, the web-based Placement Assessment and Hands-On Performance Checklist became available for service technicians to test out of course components and receive credit on their Learning Path.
- Successful completion of a course component is also credited to the service technician's Learning Path.

## Identifying Courses and Components on the Learning Path

It is important to note on the Learning Path that a course may consist of two, three, or four component delivery media. For example, the HVAC Systems and Operations course (11044.04) is actually delivered as three different components, each using a different medium: Web-Based Training (W), Virtual Classroom Training (D1 and D2 for parts 1 and 2), and Hands-On training (H). This is shown on the Learning Path as three separate numbers, each with the same 7-digit core course number and a suffix letter/number to denote the delivery medium and, if appropriate, the release number.





## Dealer Divisional Service Training Standards (STS)

In response to dealer feedback, we changed how the dealer size is calculated and the impact on Service Training Standards (STS) for all dealers. GM STC worked with the Dealer Fixed Operations Advisory Board (DFOAB) to develop a methodology that aligns service training with overall technical training goals to deliver a truly exceptional service experience for our customers.

Individual dealer STS requirements are determined by a dealer's Repair Order (RO) count rather than VINs Sold. The RO data includes both warranty and customer pay. This data excludes claims that would normally happen before the sale (for example, Pre Delivery Inspection and transportation claims) and stand-alone internal ROs.

The benefits of this change include:

- STS training requirements align with the service work conducted in the dealership.
- Dealers will know three months before the end of the year what their dealer size and STS requirements will be the following year.
- Due to differences between VINs sold and ROs, dealer sizes may change to a different group. Therefore, a dealer's new size will determine the STS requirements for the following year.

A business rule prevents dealers from changing more than one size per year.

### Additional Information

- A change in groups cannot exceed more than one group per year.
  - Example: In 2022, Hometown Chevrolet was part of Group A. For 2023, Hometown Chevrolet should move into Group C based on their RO count. However, because of the one-step business rule, this dealership is placed into Group B for 2023.
- The dealer groups based on RO count will only be used for STS requirements.
- If RO count is not available, the dealer's STS requirements will default to VINs sold until sufficient RO count data is obtained.
- If dealers have a concern with their grouping, they should share these concerns with their District Manager–Aftersales (DMA).



## Time Line for Dealer Changes

DATE	DETAILS
September, current year	Dealers notified of pending changes via GlobalConnect message.
October, current year	District Manager-Aftersales (DMA) notifies dealers if their group will change for STS requirements.
January, new year	STS requirements based on Repair Order (RO) count become effective.

## Dealer Group Sizes

Dealer Group	RO Count
A	1 – 4,179
B	4,180 – 8,239
C	8,240 – 14,839
D	14,840 – 27,469
E	27,470+

## Minimum Number of Technicians Required

This chart identifies the minimum number of technicians required to meet STS.

	Service Category	A	B	C	D	E
1	Emerging Issues	2	2	2	2	2
2	Fundamentals	All	All	All	All	All
3	Engine Repair	2	2	2	2	3
4	Automatic Transmission/Transaxle	2	2	2	2	3
5	Steering and Suspension	2	2	2	3	4
6	Electrical/Electronics	2	2	4	5	6
7	Heating, Ventilation, and Air Conditioning (HVAC)	2	2	3	3	3
8	Brakes	2	2	3	3	4
9	Engine Performance	2	2	3	4	5
10	Manual Drivetrain and Axle	2	2	2	2	3
11	Diesel Engine Performance	2	2	2	2	2
12	Mechanical/Electrical Body Repair	2	2	2	2	2
13	Hybrid/Electric Vehicles (formerly Advanced Technology Vehicles)	2	2	3	3	3
14	Body Structural Repair (I-CAR)	1	1	1	1	1
15	Paint and Refinish	1	1	1	1	1
16	Medium Duty	1	1	1	1	1

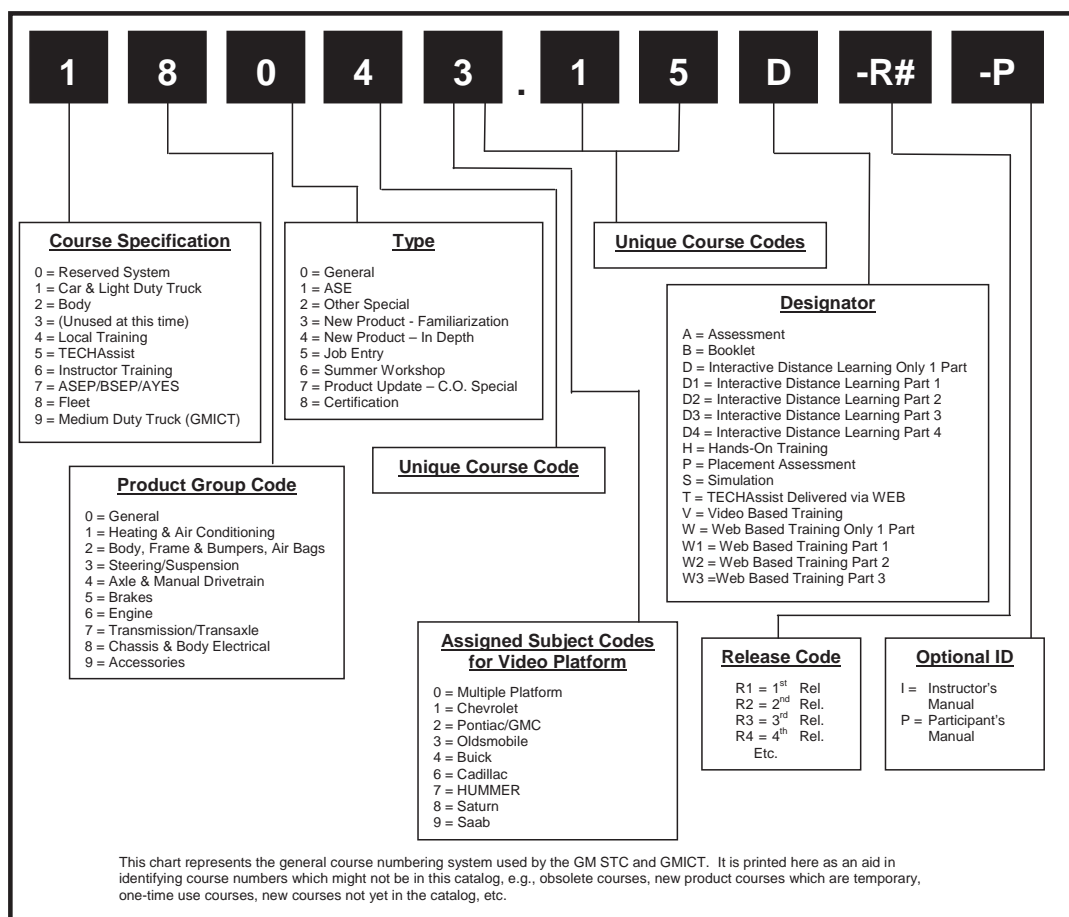


## The Recommended Course Sequence

Whether the service technician is trying to meet the STS requirements for training or to achieve MTC, the Learning Path provides the recommended sequence for taking course components in a Certification Area. The order for taking the course components is from the top to the bottom of the Learning Path. Please note that the course is in the recommended learning sequence, but the components are not in the correct completion order.

## Course Numbering System

GM STC training course numbers use the following system:





## Path to 100% STS

The Path to 100% STS button on the Center of Learning home page improves the ease of navigating the LMS and provides convenient access for enrolling and measuring progress toward achieving 100% STS.

TECHNICAL CERTIFICATION  
January 14, 2020

**PATH TO 100% STS**

## Capabilities and Benefits

Click on Path to 100% to view the STC Service Area, STS percentages, and Bronze, Silver, Gold and Master Technician Certification status for each STS category you've built a Learning Path for. To view the Learning Path, click on the STC Service Area category.

	STS	Bronze	Silver	Gold	MTC
<u>Fundamentals</u>	0%	N	NA	NA	N
<u>Fundamentals - Tech Apprentice (Display Only)</u>	0%	N	NA	NA	N
<u>Emerging Issues</u>	0%	NA	N	N	N
<u>Engine Performance</u>	0%	NA	N	N	N
<u>Diesel Engine Performance</u>	0%	NA	N	N	N
<u>Engine Repair</u>	0%	NA	N	N	N
<u>Electrical/Electronics</u>	0%	NA	N	N	N
<u>Manual Drivetrain &amp; Axle</u>	0%	NA	N	N	N
<u>Automatic Transaxle/Transmission</u>	0%	NA	N	N	N

## Reserve a Seat

Today, service technicians are required to complete each prerequisite prior to enrolling in VCT or hands-on courses. We've introduced the Reserve a Seat functionality for technical training in the Center of Learning. This function allows the proactive scheduling of training prior to completing prerequisites.

Benefits of this function include:

- Session selections based on preferred training center, desired completion date and participant's schedule
- A single click reserves a seat for your desired course as well as all associated prerequisites
- Visibility of all scheduled sessions and corresponding prerequisites
- You will receive email reminders identifying pending prerequisites



## Service Training Planner

The Service Training Planner builds on the Path to 100% button and gives Service Managers unprecedented ability to customize how they manage service training by helping them create a training plan for the year. For instance, Service Managers can train just for STS requirements or for Depth in one or more areas. They can even identify the specific technician to be trained for STS and Depth for each service area. And to help keep the training plan on track, the Center of Learning website auto generates reminder emails once per week until the Service Training Planner is complete.



## Service Manager Capabilities and Benefits

- Proactively create an annual customized training plan for your dealership
- Set STS goals, by service area, for your dealership technicians
- Identify which technicians you'd like trained for STS and which you'd like trained for Depth
- Easily identify which technician needs what training to help your dealer reach its STS goals
- Identify which technicians are your candidates for Master Technician Certification (MTC)

## ASE Certification Information

GM STC requires all new service technicians to provide ASE with their Person ID to allow certification status from the ASE website ([www.ASE.com](http://www.ASE.com)) to transfer into GM's training website ([www.centerlearning.com](http://www.centerlearning.com)). Follow directions below to verify that you've allowed your status to be released to GM.

To create an ASE profile, click on the "Create myASE Account" link on the after selecting myASE in the upper-right corner of the ASE portal home page ([www.ase.com](http://www.ase.com)); provide ASE with your Person ID (not 9-digit GMIN).



The Learner ID is displayed and found on your personal Profile page:

To allow your “Certified” status to be released to GM, you must:

1. Log on to [www.ASE.com](http://www.ASE.com) and your myASE account.
2. Check the box for “Release my ASE status to others” found by selecting your name in the upper left-hand corner and selecting User Profile. Select the Profile tab, select the Edit Profile button and check the “Release my ASE status to others” box and select Save.

3. Select the Company Assigned IDs tab.
4. Select the +Add Company-Assigned ID button. Select OEM - GM from the Company Name dropdown and enter your Person ID (found in your Center of Learning Profile page) into the ID field.
5. Select Save.




This process enables ASE to properly identify the service technician as GM affiliated and supply the appropriate ASE certification information to GM STC. Once this change is made, allow 1-2 weeks for your ASE certification status to be visible within the Center of Learning training website. If up-to-date ASE certification records are not showing in [www.centerlearning.com](http://www.centerlearning.com) four weeks after the most recent testing, the service technician should contact ASE at [www.ase.com](http://www.ase.com) and update ASE's records with their Person ID. Contact ASE Customer Service at (703) 669-6600 between 8 a.m. and 5 p.m. Eastern time, Monday through Friday, with questions.

## View Available Dealer Reports

Service Managers can view changes to STS requirements for 2023 and many other useful Dealer Reports. Select Reports from the home page of [www.centerlearning.com](http://www.centerlearning.com) and choose from:

- Dealer Reports
- Wholesale Reports
- Enrollment Reports



### Reports

To view a report, click on the corresponding link.

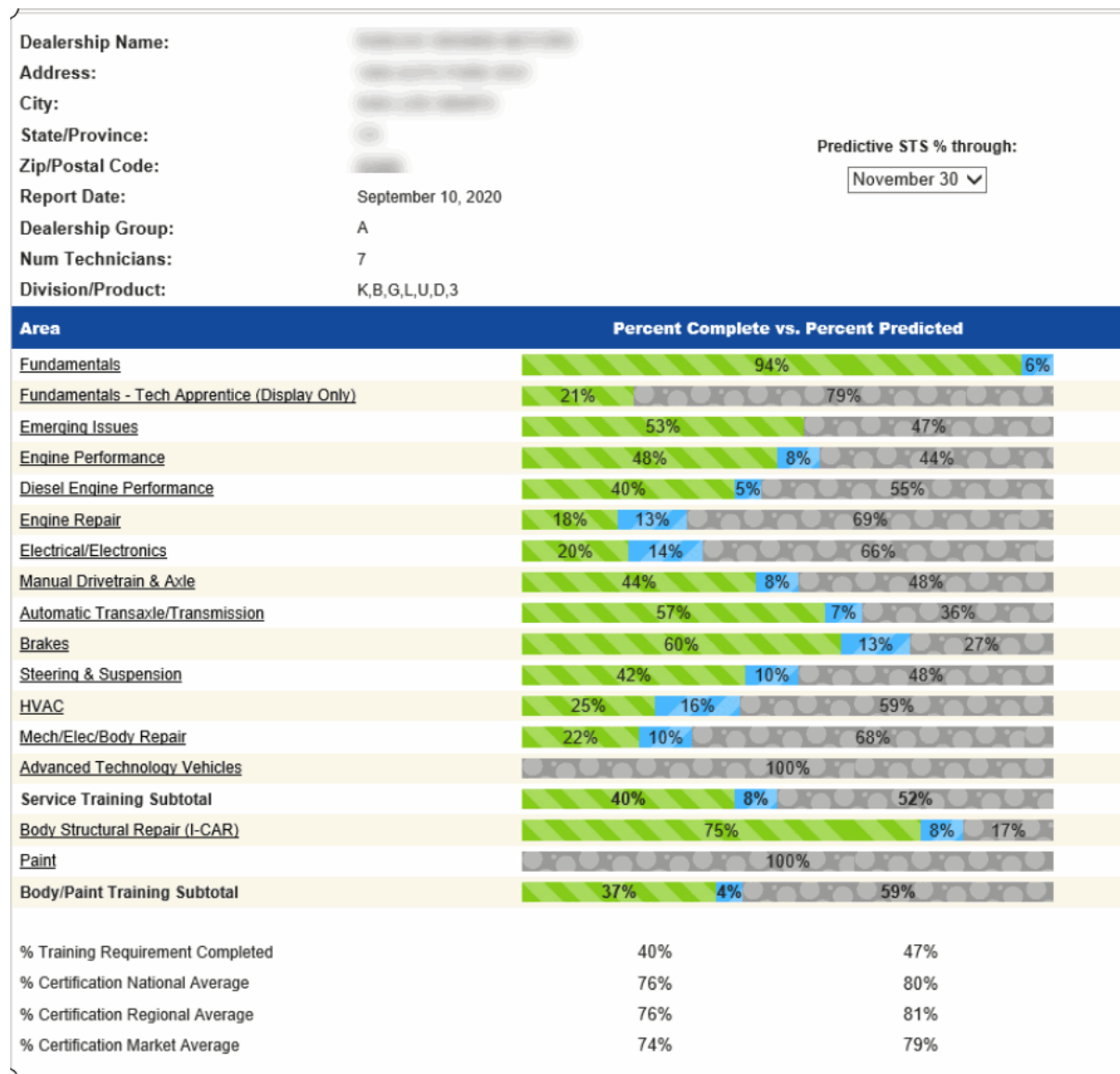
### Dealer Reports

REPORT NAME	DESCRIPTION
<a href="#">(GM) Dealer Certification Progress Report - 2019</a>	Shows breakdown of certification course completion by dealership - job position - employee (Non-Technical)
<a href="#">(GM) Service Training Standards (STS) Report - 2019</a>	GM STS shows percentage completed weekly by dealership
<a href="#">Course Completion Report</a>	Course completion summary and detail information
<a href="#">Dealer Enrollment Summary</a>	Shows the status of all training events within a dealership (per student, per course.)
<a href="#">Enrollment Report</a>	Enrollment information and waitlist totals per course session and enrollment information by student.
<a href="#">Enrollment Summary (LOC)</a>	Returns enrollment info by training center
<a href="#">Technician Training Gap Analysis Report</a>	Show gaps in training to both MTC and STS
<a href="#">Training Recommendations</a>	Recommends courses for top technicians to meet MTC or for dealer to meet STS. Also recommends all Non-Technical certification courses by position.



## Predictive STS

As an update to the Dealer STS Report, GM STC has introduced Predictive STS. Predictive STS allows Service Managers to use a drop down menu to select the last day of the current month, or a future month and see what their predicted STS percentages will be at those times. This prediction is calculated based on technicians' current enrollments in hands-on or VCT courses, and whether technicians have started VOD or WBT courses. The patterns that appear show current STS (green, forward slash pattern), predicted STS (blue, back slash pattern), and remaining percentage (gray, polka dot pattern). These three different patterns will always add up to 100%. Any categories that are trained for depth will show a percentage of over 100%.





A more detailed view can be explored by selecting the individual Learning Path. Once the Learning Path is selected, the view changes to show individual technicians assigned to that specific path, shows the courses they've completed and now includes an additional column that shows their Projected percentage for that Learning Path.

**Engine Repair**  
 Display Partial Courses? ☒ YES ☐ No

		Silver Courses				Gold Courses				Certifications				Projected			
		13042 14W Noise, Vibration and Harshness (NVH)	16043 53 Gas/Diesel Engine Mechanical Diagnosis and Measurement (W1, W2, W3, W4, D)	16050 12 Camshaft Posi. Actuator Systems & Active Fuel Mgmt Systems (D1-R2,D2-R3)	16440 21D Engines: New and Updates for RPOs L5P, LH7 and LGZ	16341 03V 2.4L Ecotec Engine Overhaul	18044 20 GM Global Electrical Systems (D1-R2,D2-R2)	ASEAUT01 ASE Certification (A1)	ASETRU02 ASE Certification (T2) (Engine Repair)	16043 52H-R2 Engine Mechanical Diagnosis and Measurement	16043 10H Ecotech Generation 2 Overhaul	18044 20H GM Global Electrical Systems	% Training Complete per Technician		Silver Certified	Gold Certified	16841 00A Certification Assessment
Dealership Name:																	
Address:																	
City:																	
State/Province:																	
Zip/Postal Code:																	
Report Date:	September 10, 2020																
Dealership Group:	A																
Num Technicians:	7																
Division/Product:	K,B,G,L,U,D,3																
	GM Master Tech Cert Course	•	•	•			•	•	•	•	•				•		
Minimum Mandatory Course Count	>>>>>	1	1	1	1	1	1	1	1	1	1						
												0%					
	C					C	1/2					18%					31%
												0%					
% Training Req Completed		18%															31%
No. Techs Certified																	0 0 0 0

# Any Combination of Technician Completions Satisfies STS Requirement  
 Bronze Certification = Completion of all courses in the Fundamentals category  
 Silver Certification = Bronze Certified plus completion of all in-dealer courses (i.e. WBT, VCT, VOD) in a given STS area  
 Gold Certification = Silver Certified plus completion of all Hands-On courses in a given STS area  
 \* denotes a sublet/shared relationship



## 2023 Dealer Divisional STS and MTC Requirements

STS requirements for each of the 15 service categories and Medium Duty are listed on the following pages.

Each category table indicates the course requirements for 2023 Dealer Divisional STS as indicated by (◆) and GM MTC as indicated by (●). Required courses are needed to meet the Dealer Divisional STS and for certification. Supplemental courses (❖) provide additional content to enhance the curriculum and improve the service technician's performance but are not part of the Dealer Divisional STS requirements or certification.

### Dealer Divisional Service Training Standards

Service technicians who successfully complete all of the STS requirements (◆) within each category for a Division will earn Divisional Certification (Buick, GMC, etc.) for that Division.

### GM Master Technician Certification

GM MTC, like ASE Certification, is common across all Divisions. Service technicians who successfully complete all GM MTC requirements (●) within each category will earn GM MTC across all Divisions for that category.

Since this certification is common, some courses required for GM MTC may not be found as part of the STS. Similarly, some courses required for the STS will not be part of the requirements for GM MTC.

### Legend

Refer to the legend below for references contained on the following Learning Path pages.

A = Assessment

B = Buick

C = Chevrolet

D = VCT

G = GMC

H = Hands-On

K = Cadillac

P = Placement Assessment or Posttest

V = VOD

W = WBT

### Service Category Requirements

The following pages define requirements and learning paths (excluding Emerging Issues) for each of the service categories. Note: please make note of those learning paths and courses that are required to achieve STS and maintain MTC/WCT status.



## Emerging Issues

These monthly GM Service Know-How Seminars provide service/technical information on current issues and GM certified repairs. In many cases, an Emerging Issues seminar may provide notification to technicians of a concern and the current attempts to address the related issues.

The GM Service Know-How Emerging Issues seminars feature guest Subject Matter Experts who discuss, and/or demonstrate, a service-related topic. Email questions from the technician audience may be addressed as well.



Topics that may be of interest to Service Consultants are identified by an “SC” icon in the lower right corner of the screen. By calling out these topics, Emerging Issues hopes to help Service Consultants identify customer concerns that may not require a trip to the service bay.

Emerging Issues is only available as a streaming video on GM’s [www.centerlearning.com](http://www.centerlearning.com).

Emerging Issues seminars, and a great deal of other technical video content, can be accessed by logging on to [www.gmglobalconnect.com](http://www.gmglobalconnect.com) and selecting the Center of Learning website.

## STS Requirements

The GM Service Technical College has made Emerging Issues a 2023 STS requirement for Chevrolet, GMC, Buick and Cadillac dealers. To satisfy this requirement, ALL dealerships are required to have at least one technician complete each of the twelve 2023 Emerging Issues courses, in addition to the twelve 2022 Emerging Issues courses in order to achieve 100% in the Emerging Issues category.

ALL dealerships will be required to have at least one technician complete each of the twelve 2023 and the twelve 2022 Emerging Issues courses in order to achieve 100% in the Emerging Issues category. Due to the great benefit to dealers, however, we recommend all technicians watch the latest video each month. This equips technicians with the information they need to achieve Fix It Right the First Time!

**Note:** Completion of current Emerging Issues contributes to the overall scoring of the revamped 2023 Mark Of Excellent (MOE) program. Refer to the Mark of Excellence tile in the App Center of GlobalConnect for details.

The intent of the program is to ensure that the technician takes the training this year in order to be STS complete the following year. To receive credit for completion, the technician must:

- View the seminar at [www.gmglobalconnect.com](http://www.gmglobalconnect.com) and select the Center of Learning website.
- Pass the test for this course.



## Fundamentals



## FUNDAMENTALS

GM Master Technician Certification Requirements (MTC = ●)  
GM Dealer Minimum Divisional Service Training Standards (STS = ◆)

Required Courses Needed by Division		Training Time (hrs)	Buick	Cadillac	Chevrolet	GMC
SCFGM.023W1	Dealer Safety: Creating a Better Workplace	0.3	◆	◆	◆	◆
18400.00W	High Voltage System Safety	0.5	◆◆	◆◆	◆◆	◆◆
FRPCS.023W1	Understanding the Importance of CyberSecurity	0.3	◆	◆	◆	◆
VMVCC.C18W	Documenting the Three Cs of a Job Card	0.3	◆	◆	◆	◆
F1PAH.023W1	Treating People Right: Creating a Better Workplace	0.3	◆	◆	◆	◆
10020.00W	Shop Safety	1.0	◆	◆	◆	◆
10050.10W	Lifting & Jacking Safety	1.0	◆	◆	◆	◆
FCFDE.021W1	On the Road to Diversity, Equity and Inclusion: Ideas for Leading the Change at Your Dealership	0.1	◆	◆	◆	◆
FCFDE.021W2	On the Road to Diversity, Equity and Inclusion: Why It Matters at the Dealership	0.1	◆	◆	◆	◆
FCFDE.021W4	On the Road to Diversity, Equity and Inclusion: Driving Inclusion: Unconscious Bias	0.1	◆	◆	◆	◆
FCFDE.021W8	On the Road to Diversity, Equity and Inclusion: Cultural Competency	0.2	◆	◆	◆	◆
SSM1P.017W3	Cadillac Moments: Principles of an Exceptional Experience - for Technician #	0.3		◆		
SSM1P.017W2	Cadillac Moments in the Service Lane: Best Practices #	0.3		◆		
10040.15W-R2	Techline Connect Functionality	0.5	◆◆	◆◆	◆◆	◆◆
10041.14W-R2	Service Information (SI) Overview	1.0	◆◆	◆◆	◆◆	◆◆
16048.31W-R2	Multiple Diagnostic Interface 2: Familiarization #	0.5	◆◆	◆◆	◆◆	◆◆
16048.30W1-R2	Global Diagnostic System (GDS) 2: Navigation #	1.0	◆◆	◆◆	◆◆	◆◆
16048.30W2-R2	Global Diagnostic System (GDS) 2: Stored Data #	1.0	◆◆	◆◆	◆◆	◆◆
10042.00W	Strategy Based Diagnosis #	1.0	◆◆	◆◆	◆◆	◆◆
10042.10V	Strategies for Efficient Diagnosis #	1.0	◆◆	◆◆	◆◆	◆◆
22048.55V	Preventing Unintended Airbag Deployment	0.1	◆	◆	◆	◆
18043.21W	Electrical/Electronics Stage 1	1.0	◆◆	◆◆	◆◆	◆◆
18043.22W	Electrical/Electronics Stage 2	1.0	◆◆	◆◆	◆◆	◆◆
18043.23W	Electrical/Electronics Stage 3	1.0	◆◆	◆◆	◆◆	◆◆
18043.24W	Electrical/Electronics Stage 4	1.0	◆◆	◆◆	◆◆	◆◆
18043.25W-R2	Electrical/Electronics Stage 5 #	1.0	◆◆	◆◆	◆◆	◆◆
18043.26W-R2	Electrical/Electronics Stage 6 #	1.0	◆◆	◆◆	◆◆	◆◆
18043.26W	Voltage Drop Testing #	0.3	◆◆	◆◆	◆◆	◆◆
18044.22W1	GM Global Electrical Systems: Circuit Operations #	1.0	◆◆	◆◆	◆◆	◆◆
18044.22W2	GM Global Electrical Systems 2 #	0.5	◆◆	◆◆	◆◆	◆◆
VMVFA.019W5	Handling Field Actions for Service Technicians #	0.3	◆	◆	◆	◆
16048.36W-R2	Databus Diagnostic Tool #	0.5	◆◆	◆◆	◆◆	◆◆
18400.30W-R2	Introduction to Hybrid & Electric Vehicles #	1.0	◆	◆	◆	◆



# 3

# Curriculum

# Not Required for the Body Structural Repair Area

Min. Number of Technicians Based on Annual GM Vehicle Repair Orders

To Meet Dealer Minimum Divisional Service Training Standards

Car and L/D Truck				
A	B	C	D	E
All	All	All	All	All

The smaller table above indicates the number of service technicians the dealership needs to have trained in all the course requirements to meet the STS as shown on the dealer STS Report at [www.centerlearning.com](http://www.centerlearning.com). However, dealers should train all service technicians who work in the Fundamentals area to the STS for Fundamentals. Service technicians who successfully complete Fundamentals earn Bronze certification.

**Note:** Without 100% of service technicians trained in Fundamentals, the dealership will never reach 100% STS.

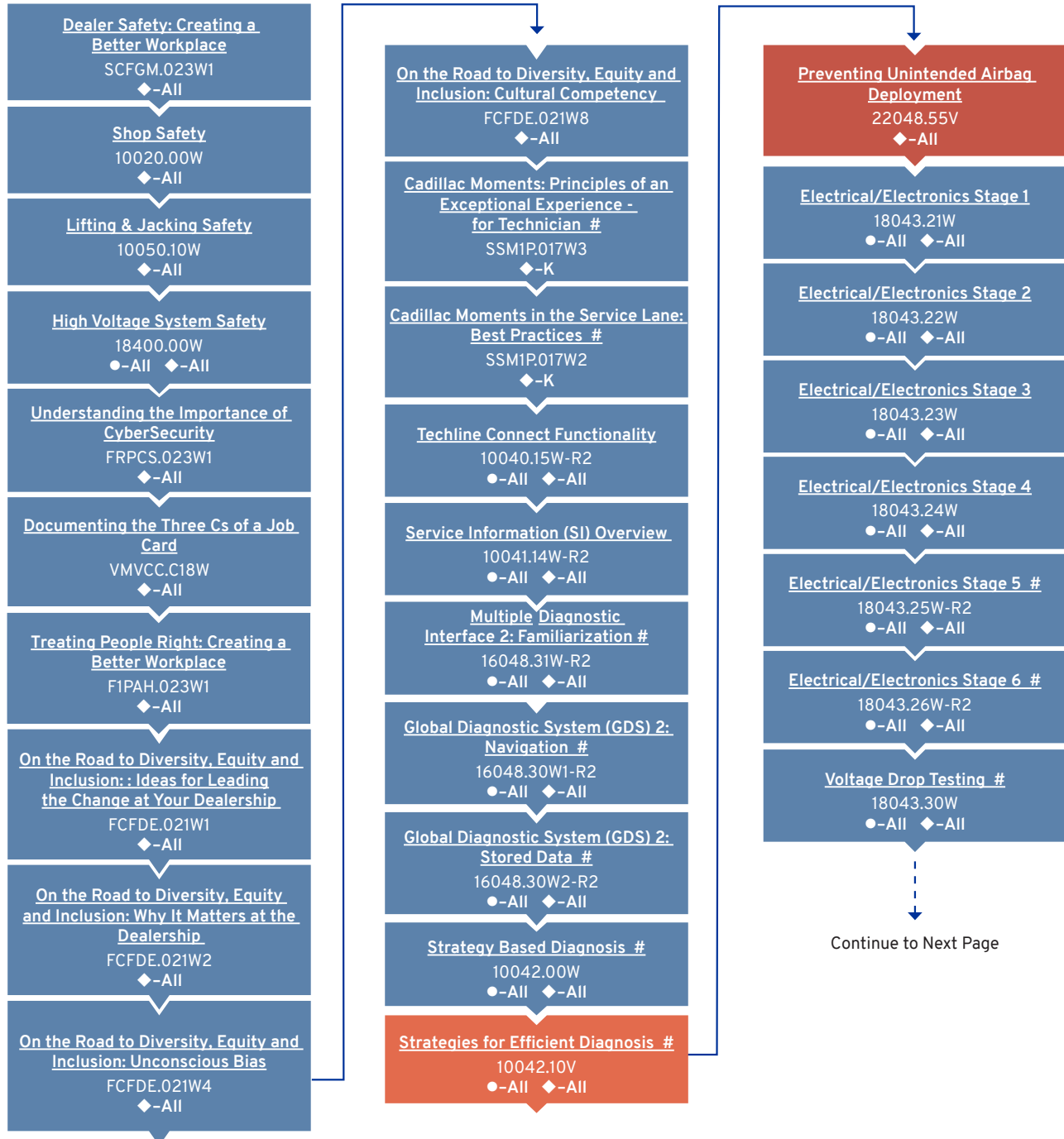




## FUNDAMENTALS

GM Master Technician Certification Requirements (MTC = ●)  
GM Dealer Minimum Divisional Service Training Standards (STS = ◆)

**Note:** Although ASE Certification is not a prerequisite to begin this training program, it is, however, a requirement before GM Master Technician Certification can be granted.



B = Buick, K = Cadillac, C = Chevrolet, G = GMC, All = All Divisions

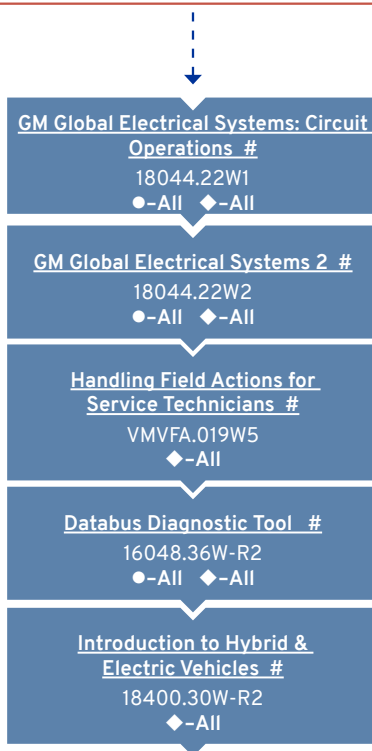




## FUNDAMENTALS

GM Master Technician Certification Requirements (MTC = ●)  
GM Dealer Minimum Divisional Service Training Standards (STS = ◆)

**Note:** Although ASE Certification is not a prerequisite to begin this training program, it is, however, a requirement before GM Master Technician Certification can be granted.





## Engine Repair



### ENGINE REPAIR

GM Master Technician Certification Requirements (MTC = ●)  
GM Dealer Minimum Divisional Service Training Standards (STS = ◆)

Required Courses Needed by Division		Training Time (hrs)	Buick	Cadillac	Chevrolet	GMC
ASE Engine Repair #A1		1.0	◆●	◆●	◆●	◆●
16043.53W1-R2	Gas/Diesel Engine Mechanical Diag & Meas 1: Diagnosis	1.0	◆●	◆●	◆●	◆●
16043.53W2-R2	Gas/Diesel Engine Mechanical Diag & Meas 2: Disassembly	1.0	◆●	◆●	◆●	◆●
16043.53W3-R2	Gas/Diesel Engine Mechanical Diag & Meas 3: Inspection 1	1.0	◆●	◆●	◆●	◆●
16043.53W4-R2	Gas/Diesel Engine Mechanical Diag & Meas 4: Inspection 2	1.0	◆●	◆●	◆●	◆●
16043.53W5	Gas/Diesel Engine Mechanical Diag & Meas 5: Assembly 1	1.0	◆●	◆●	◆●	◆●
16043.53W6	Gas/Diesel Engine Mechanical Diag & Meas 6: Assembly 2	1.0	◆●	◆●	◆●	◆●
16043.53W7	Gas/Diesel Engine Mechanical Diag & Meas 7: Unique Gasoline Procedures	1.0	◆●	◆●	◆●	◆●
16043.53W8-R2	Gas/Diesel Engine Mechanical Diag & Meas 8: Unique Diesel Procedures	1.0	◆●	◆●	◆●	◆●
16043.53D	Gas/Diesel Engine Mechanical Diag & Meas	2.0	◆●	◆●	◆●	◆●
18044.22D1	GM Global Electrical Systems	1.5	◆●	◆●	◆●	◆●
18044.22D2	GM Global Electrical Systems	2.0	◆●	◆●	◆●	◆●
16050.12D1-R2	Camshaft Position Actuator & AFM	2.0	◆●	◆●	◆●	◆●
16050.12D2-R3	Camshaft Position Actuator & AFM	2.0	◆●	◆●	◆●	◆●
13042.14W1	Noise, Vibration & Harshness: Introduction	2.0	◆●	◆●	◆●	◆●
13042.14W2	Noise, Vibration & Harshness: Diagnosis	2.0	◆●	◆●	◆●	◆●
16341.07W	LT5 Engine Overhaul (iVideo) (Corvette Dealers Only)	1.0			◆	
16440.26D	Engines: New and Updates for RPOs LT6 and LZ0	2.0			◆	◆
18044.01D +	GM Global Electrical Systems V-ILT and	2.0	◆●	◆●	◆●	◆●
18044.01E +	GM Global Electrical Systems Self-Study and	1.0	◆●	◆●	◆●	◆●
18044.01H	GM Global Electrical Systems P-ILT	8.0	◆●	◆●	◆●	◆●
16043.00D +	Gas / Diesel Engine Mechanical Diagnosis & Measurement V-ILT and	2.0	◆●	◆●	◆●	◆●
16043.00E +	Gas / Diesel Engine Mechanical Diagnosis & Measurement Self-Study and	1.0	◆●	◆●	◆●	◆●
16043.00H	Gas / Diesel Engine Mechanical Diagnosis & Measurement P-ILT	16.0	◆●	◆●	◆●	◆●
16841.00A	GM MTC Assess. Engine Repair	8.0	●	●	●	●



# 3

# Curriculum

Min. Number of Technicians Based on Annual GM Vehicle Repair Orders  
To Meet Dealer Minimum Divisional Service Training Standards

Car and L/D Truck				
A	B	C	D	E
2	2	2	2	3

The smaller table above indicates the number of service technicians the dealership needs to have trained in all the course requirements to meet the STS as shown on the dealer STS Report at [www.centerlearning.com](http://www.centerlearning.com). However, dealers should train all service technicians who work in the Engine Repair area to the STS for Engine Repair. This means that the dealer STS Report may show a percentage greater than 100% in Engine Repair.



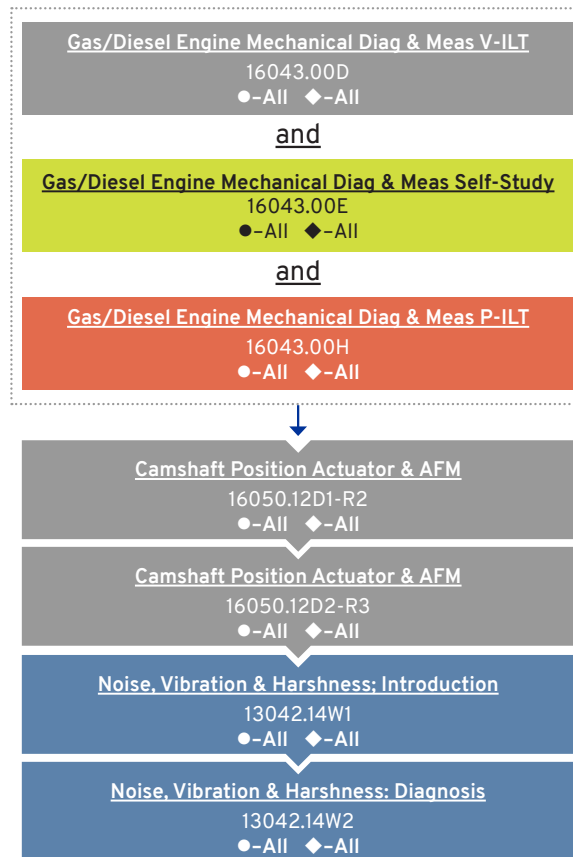
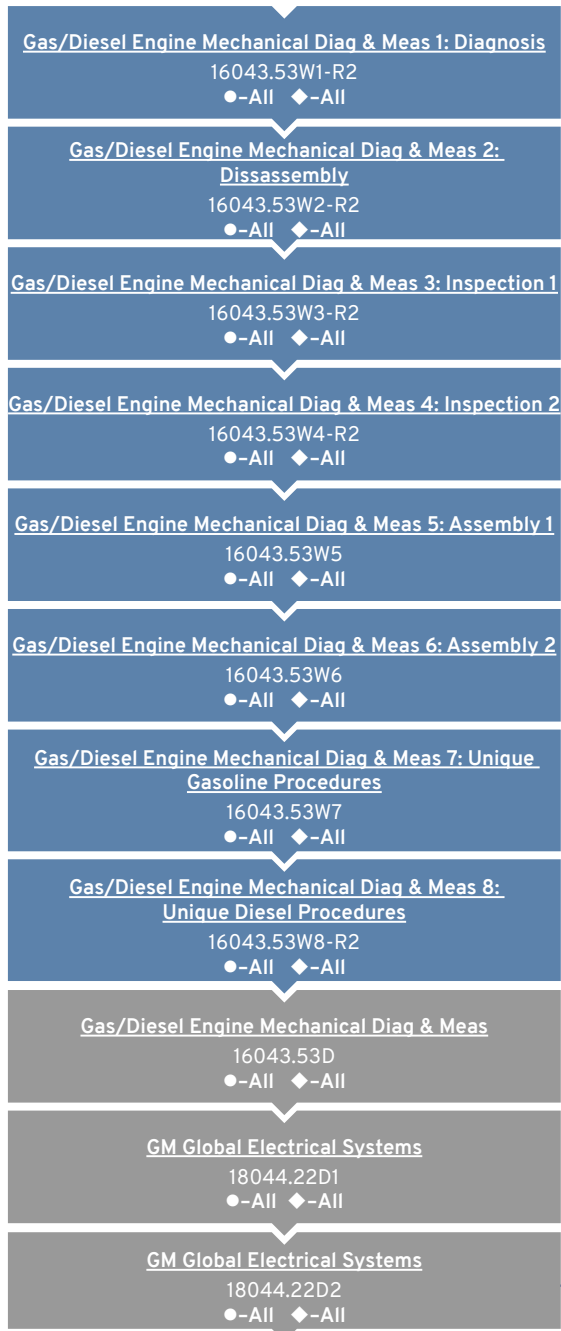


## ENGINE REPAIR

GM Master Technician Certification Requirements (MTC = ●)  
GM Dealer Minimum Divisional Service Training Standards (STS = ◆)

\* ASE Engine Repair #A1  
●-All ◆-All

**Note:** Although ASE Certification is not a prerequisite to begin this training program, it is, however, a requirement before GM Master Technician Certification can be granted.



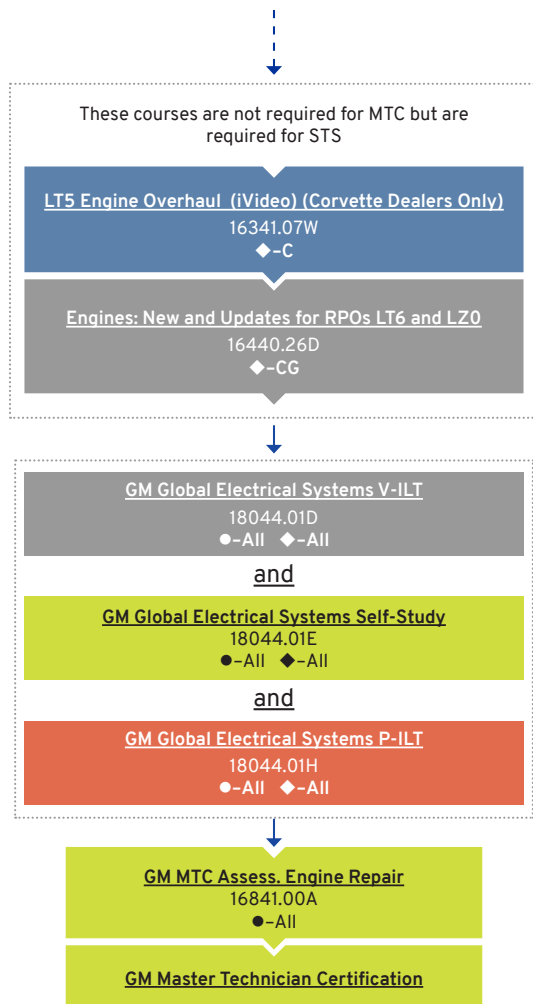
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## ENGINE REPAIR

GM Master Technician Certification Requirements (MTC = ●)  
GM Dealer Minimum Divisional Service Training Standards (STS = ◆)



B = Buick, K = Cadillac, C = Chevrolet, G = GMC, All = All Divisions



## Automatic Transmission/Transaxle



### AUTOMATIC TRANSMISSION/TRANSAXLE

GM Master Technician Certification Requirements (MTC = ●)  
GM Dealer Minimum Divisional Service Training Standards (STS = ◆)

Required Courses Needed by Division		Training Time (hrs)	Buick	Cadillac	Chevrolet	GMC
ASE Automatic Transmission #A2		1	◆◆	◆◆	◆◆	◆◆
18044.22D1	GM Global Electrical Systems	1.5	◆◆	◆◆	◆◆	◆◆
18044.22D2	GM Global Electrical Systems	2.0	◆◆	◆◆	◆◆	◆◆
18044.23V	Data Communication Diagnostics Overview	0.5	◆◆	◆◆	◆◆	◆◆
17041.59W1	Automatic Transmission: Principles of Operation	1.0	◆◆	◆◆	◆◆	◆◆
17041.59W2	Automatic Transmission: Mechanical Components	1.0	◆◆	◆◆	◆◆	◆◆
17041.59W3	Automatic Transmission: Hydraulic Operation	1.0	◆◆	◆◆	◆◆	◆◆
17041.59W4	Automatic Transmission: Inputs	0.8	◆◆	◆◆	◆◆	◆◆
17041.59W5	Automatic Transmission: Outputs	0.5	◆◆	◆◆	◆◆	◆◆
17041.59W6	Automatic Transmission: Powerflow	1.0	◆◆	◆◆	◆◆	◆◆
17041.59W7	Automatic Transmission: Diagnosis & Service	1.0	◆◆	◆◆	◆◆	◆◆
17041.59D1	Automatic Transmission Diagnosis & Service	2.0	◆◆	◆◆	◆◆	◆◆
17041.59D2	Automatic Transmission Diagnosis & Service	2.0	◆◆	◆◆	◆◆	◆◆
14043.27W1	4WD/AWD Systems Overview	1.0	◆◆	◆◆	◆◆	◆◆
13042.14W1	Noise, Vibration & Harshness	1.0	◆◆	◆◆	◆◆	◆◆
13042.14W2	Noise Vibration and Harshness: Diagnosis	1.0	◆◆	◆◆	◆◆	◆◆
17041.72W	8-Speed Automatic Transmission Overview	1.0	◆◆	◆◆	◆◆	◆◆
17041.73W	Automatic Transmission Characterization Programming	0.5	◆◆	◆◆	◆◆	◆◆
17041.74W	ETRS Operation and Service	0.8	◆◆	◆◆	◆◆	◆◆
17041.70V	8L90 Automatic Transmission Unit Repair	0.9	◆	◆	◆	◆
17041.77W	9-Speed Automatic Transmission Overview	1.0	◆	◆	◆	◆
17041.75W	9T50 Automatic Transmission Unit Repair (iVideo)	1.0		◆	◆	
17041.79W	10-Speed Automatic Transmission Overview	0.8		◆	◆	◆
17041.80W	10L90 Automatic Transmission Unit Repair (iVideo)	1.0		◆	◆	◆
17041.85V	10L1000 Hydra-Matic Transmission	0.5			◆	◆
17340.16V	Allison LCT1000 Unit Repair	1.0			◆	◆
17840.00A	GM MTC Assess. A.T.	8.0	●	●	●	●
18044.01D +	GM Global Electrical Systems V-ILT and	2.0	◆◆	◆◆	◆◆	◆◆
18044.01E +	GM Global Electrical Systems Self-Study and	1.0	◆◆	◆◆	◆◆	◆◆
18044.01H	GM Global Electrical Systems P-ILT	8.0	◆◆	◆◆	◆◆	◆◆
17041.01D +	Automatic Transmission Mechanical Service V-ILT and	2.0	◆◆	◆◆	◆◆	◆◆
17041.01E +	Automatic Transmission Mechanical Service Self-Study and	1.0	◆◆	◆◆	◆◆	◆◆
17041.01H	Automatic Transmission Mechanical Service P-ILT	8.0	◆◆	◆◆	◆◆	◆◆

#### Future Requirement Courses (future requirements for STS or GM MTC)

17008.10H	Automatic Transmission Fundamentals II: Powerflow & Diagnosis Boot Camp	32.0	◆	◆	◆	◆
17008.00H-R2	Automatic Transmission Mechanical Fundamentals Boot Camp except Auto Trans MTC or WCT	32.0	◆	◆	◆	◆





## AUTOMATIC TRANSMISSION/TRANSAXLE

GM Master Technician Certification Requirements (MTC = ●)  
GM Dealer Minimum Divisional Service Training Standards (STS = ◆)

Min. Number of Technicians Based on Annual GM Vehicle Repair Orders To Meet Dealer Minimum Divisional Service Training Standards	Car and L/D Truck				
	A	B	C	D	E
	2	2	2	2	3

The smaller table above indicates the number of service technicians the dealership needs to have trained in all the course requirements to meet the STS as shown on the dealer STS Report at [www.centerlearning.com](http://www.centerlearning.com). However, dealers should train all service technicians who work in the Automatic Transmission/Transaxle area to the STS for Automatic Transmission/Transaxle. This means that the dealer STS Report may show a percentage greater than 100% in Automatic Transmission/Transaxle.





## AUTOMATIC TRANSMISSION/TRANSAXLE

GM Master Technician Certification Requirements (MTC = ●)  
GM Dealer Minimum Divisional Service Training Standards (STS = ◆)

\* ASE Automatic Transmission  
#A2  
●-All ◆-All

**Note:** Although ASE Certification is not a prerequisite to begin this training program, it is, however, a requirement before GM Master Technician Certification can be granted.



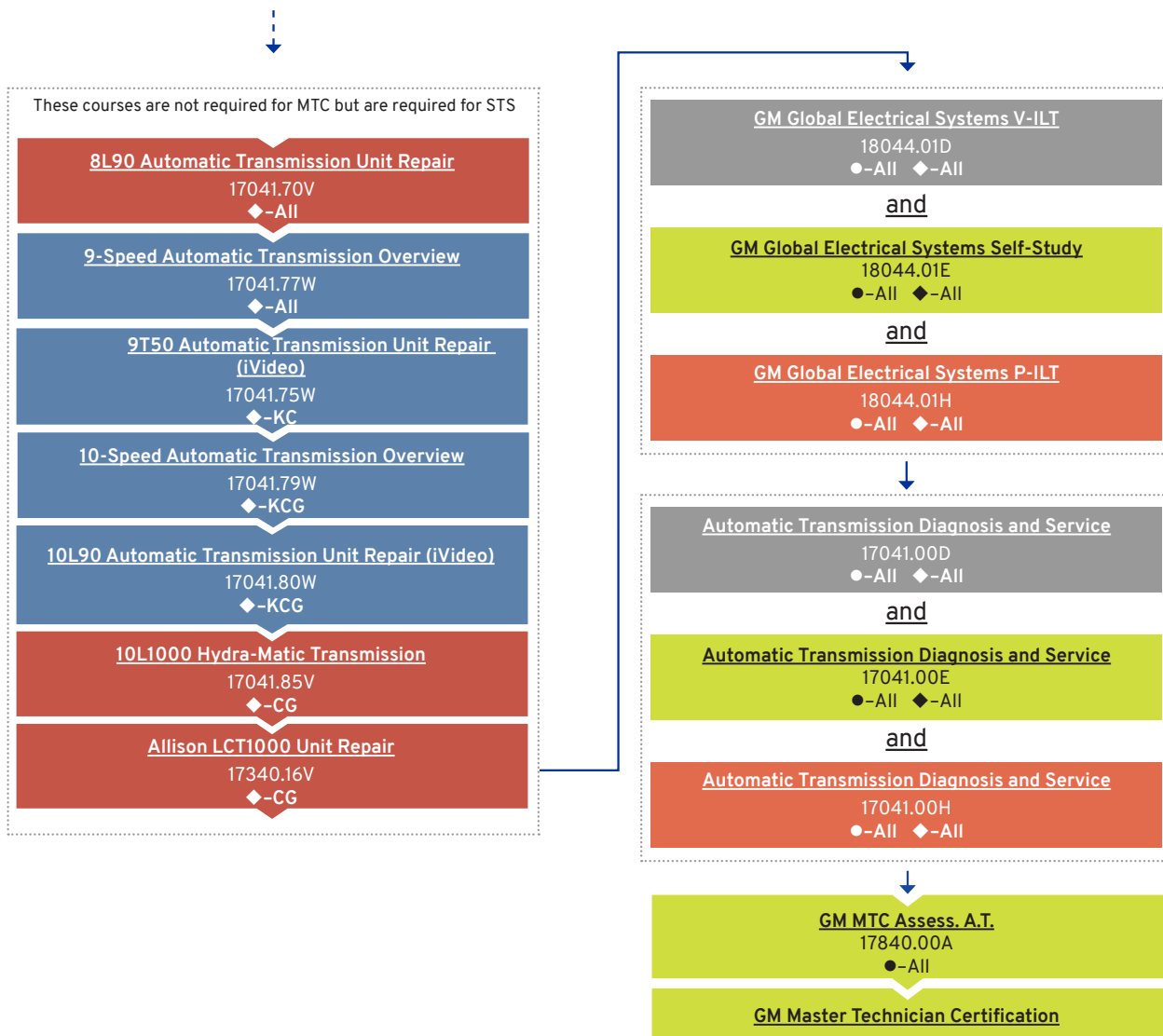
B = Buick, K = Cadillac, C = Chevrolet, G = GMC, All = All Divisions





## AUTOMATIC TRANSMISSION/TRANSAXLE

GM Master Technician Certification Requirements (MTC = ●)  
GM Dealer Minimum Divisional Service Training Standards (STS = ◆)



B = Buick, K = Cadillac, C = Chevrolet, G = GMC, All = All Divisions



## Steering and Suspension



## STEERING AND SUSPENSION

GM Master Technician Certification Requirements (MTC = ●)  
GM Dealer Minimum Divisional Service Training Standards (STS = ◆)

Required Courses Needed by Division		Training Time (hrs)	Buick	Cadillac	Chevrolet	GMC
ASE Steering and Suspension #A4		1.0	◆◆	◆◆	◆◆	◆◆
18044.22D1	GM Global Electrical Systems	1.5	◆◆	◆◆	◆◆	◆◆
18044.22D2	GM Global Electrical Systems	2.0	◆◆	◆◆	◆◆	◆◆
18044.23V	Data Communication Diagnostics Overview	0.5	◆◆	◆◆	◆◆	◆◆
13041.16W1	GM Steering Systems & Diagnosis 1	1.0	◆◆	◆◆	◆◆	◆◆
13041.16W2	GM Steering Systems & Diagnosis 2	1.0	◆◆	◆◆	◆◆	◆◆
13044.20W	GM Chassis Control Systems	2.0	◆◆	◆◆	◆◆	◆◆
13044.19W	Hunter GSP9700 Gen 5 Components and Operation	1.0	◆◆	◆◆	◆◆	◆◆
15045.19W1-R2	Braking Systems - Base Brakes 1	0.8	◆◆	◆◆	◆◆	◆◆
15045.19W2-R2	Braking Systems - Base Brakes 2	0.7	◆◆	◆◆	◆◆	◆◆
15045.19W3	Braking Systems - Antilock Brakes	1.0	◆◆	◆◆	◆◆	◆◆
15045.19W4	Braking Systems - Enhanced Application	1.0	◆◆	◆◆	◆◆	◆◆
13042.00D +	Noise Vibration and Harshness V-ILT and	2.0	◆◆	◆◆	◆◆	◆◆
13042.00E +	Noise Vibration and Harshness Self-Study and	1.0	◆◆	◆◆	◆◆	◆◆
13042.00H	Noise Vibration and Harshness P-ILT	8.0	◆◆	◆◆	◆◆	◆◆
13042.14W1	Noise, Vibration & Harshness: Introduction	2.0	◆◆	◆◆	◆◆	◆◆
13042.14W2	Noise, Vibration & Harshness: Diagnosis	2.0	◆◆	◆◆	◆◆	◆◆
13042.14D	Noise, Vibration & Harshness	1.5	◆◆	◆◆	◆◆	◆◆
18044.01D +	GM Global Electrical Systems V-ILT and	2.0	◆◆	◆◆	◆◆	◆◆
18044.01E +	GM Global Electrical Systems Self-Study and	1.0	◆◆	◆◆	◆◆	◆◆
18044.01H	GM Global Electrical Systems P-ILT	8.0	◆◆	◆◆	◆◆	◆◆
15045.00D +	GM Braking and Chassis Control Systems V-ILT and	2.0	◆◆	◆◆	◆◆	◆◆
15045.00E +	GM Braking and Chassis Control Systems Self Study and	1.0	◆◆	◆◆	◆◆	◆◆
15045.00H	GM Braking and Chassis Control Systems P-ILT	8.0	◆◆	◆◆	◆◆	◆◆
13840.00A	GM MTC Assess. S.S.	8.0	●	●	●	●

Future Requirement Courses (future requirements for STS or GM MTC): A and B size Dealers must have 2 technicians fully trained for 100% STS.

Min. Number of Technicians Based on Annual GM Vehicle Repair Orders

To Meet Dealer Minimum Divisional Service Training Standards

Car and L/D Truck				
A	B	C	D	E
2	2	2	3	4

The smaller table above indicates the number of service technicians the dealership needs to have trained in all the course requirements to meet the STS as shown on the dealer STS Report at [www.centerlearning.com](http://www.centerlearning.com). However, dealers should train all service technicians who work in the Steering and Suspension area to the STS for Steering and Suspension. This means that the dealer STS Report may show a percentage greater than 100% in Steering and Suspension.



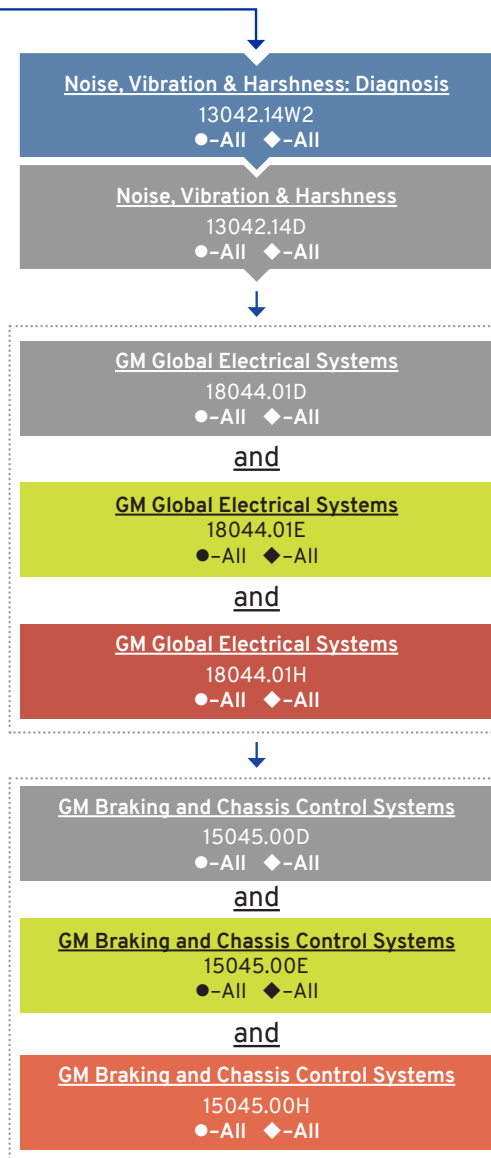
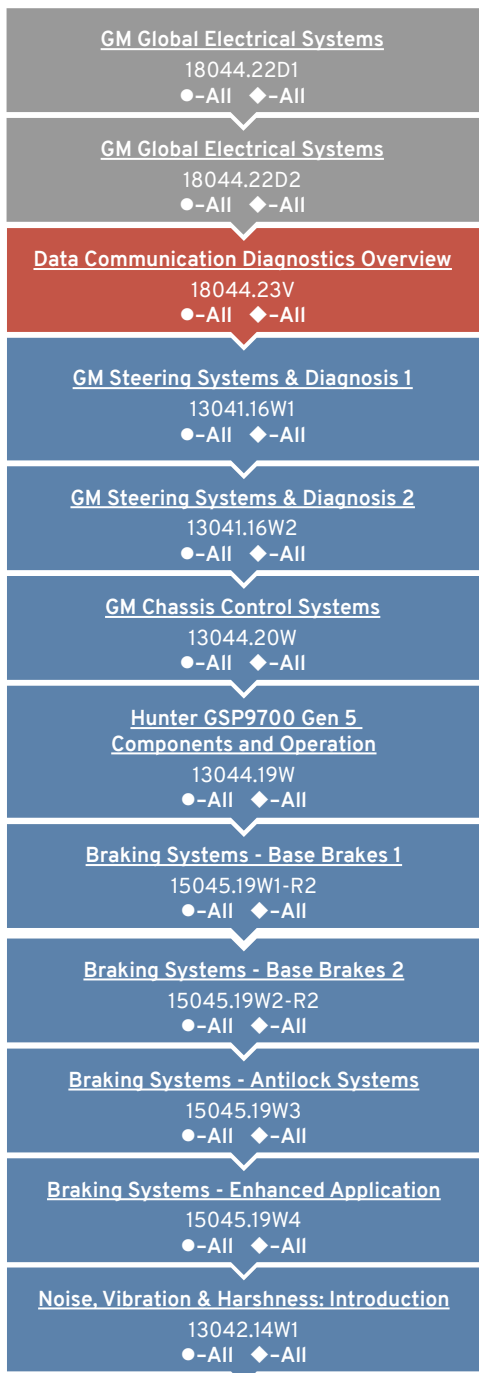


## STEERING AND SUSPENSION

GM Master Technician Certification Requirements (MTC = ●)  
GM Dealer Minimum Divisional Service Training Standards (STS = ◆)

\* ASE Certification #A4 in Steering & Suspension  
●-All ◆-All

**Note:** Although ASE Certification is not a prerequisite to begin this training program, it is, however, a requirement before GM Master Technician Certification can be granted.



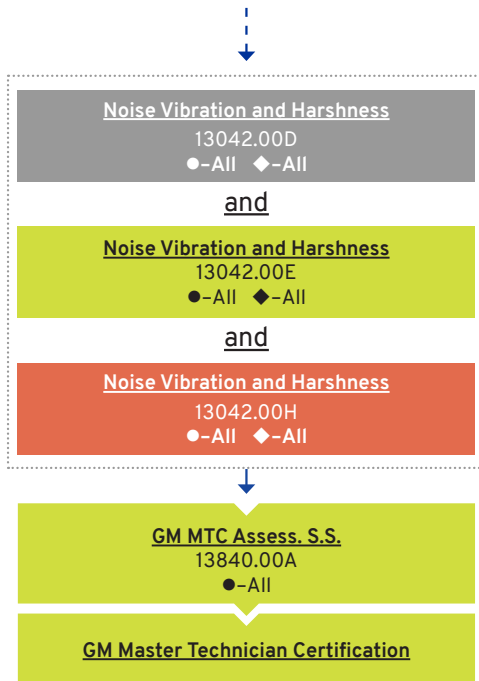
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## STEERING AND SUSPENSION

GM Master Technician Certification Requirements (MTC = ●)  
GM Dealer Minimum Divisional Service Training Standards (STS = ◆)



B = Buick, K = Cadillac, C = Chevrolet, G = GMC, All = All Divisions



## Electrical/Electronics Systems



## ELECTRICAL/ELECTRONICS SYSTEMS

GM Master Technician Certification Requirements (MTC = ●)  
GM Dealer Minimum Divisional Service Training Standards (STS = ◆)

Required Courses Needed by Division		Training Time (hrs)	Buick	Cadillac	Chevrolet	GMC
ASE Electrical / Electronics #A6		1.0	◆●	◆●	◆●	◆●
18044.22D1	GM Global Electrical Systems	1.5	◆●	◆●	◆●	◆●
18044.22D2	GM Global Electrical Systems	2.0	◆●	◆●	◆●	◆●
16041.10W1	Battery Systems	1.0	◆●	◆●	◆●	◆●
16041.10W2	Charging Systems	0.8	◆●	◆●	◆●	◆●
16041.10W3	Starting Systems	0.5	◆●	◆●	◆●	◆●
18044.23V	Data Communication Diagnostics Overview	0.5	◆●	◆●	◆●	◆●
16048.45W-R2	Introduction to Digital Storage Oscilloscope	0.8	◆●	◆●	◆●	◆●
18044.40W	Vehicle Network Security	0.3	◆●	◆●	◆●	◆●
19047.09W1	Entry and Security Systems: Active Systems	1.0	◆●	◆●	◆●	◆●
19047.09W2	Entry and Security Systems: Passive Systems	1.0	◆●	◆●	◆●	◆●
22048.45W1	GM Safety Systems 1: Restraints	0.5	◆●	◆●	◆●	◆●
22048.45W2	GM Safety Systems 2: Supplemental Restraints	1.0	◆●	◆●	◆●	◆●
22048.45W3	GM Safety Systems 3: Object Detection	1.0	◆●	◆●	◆●	◆●
22048.45W4	GM Safety Systems 4: Warning Systems	1.0	◆●	◆●	◆●	◆●
22048.45W5	GM Safety Systems 5: Active Safety Systems	0.5	◆●	◆●	◆●	◆●
22048.45W6	GM Safety Systems 6: Enhanced Safety Systems	1.0	◆●	◆●	◆●	◆●
22048.44W	Vehicle Rollover Protection System	0.5	◆			
19047.23W1	Infotainment Systems 1: Radios	1.5	◆●	◆●	◆●	◆●
19047.23W2	Infotainment Systems 2: Speakers	1.0	◆●	◆●	◆●	◆●
19047.23W3	Infotainment Systems 3: Peripheral Connect	0.8	◆●	◆●	◆●	◆●
19047.23W4	Infotainment Systems 4: Rear Enter Systems	0.8	◆●	◆●	◆●	◆●
19047.23W5	Infotainment Systems 5: Head-up Display	0.5	◆●	◆●	◆●	◆●
19047.23W6	Infotainment Systems 6: Integrated Center Stack	0.8	◆●	◆●	◆●	◆●
19047.23W7	Infotainment Systems 7: Next Gen Info & Navigation Systems	1.0	◆●	◆●	◆●	◆●
19047.23W8	Infotainment Systems 8: Info Systems IOR, IOS, IOU, IOT	1.0	◆●	◆●	◆●	◆●
19047.22D-R2	Infotainment Operation and Diagnosis	2.0	◆●	◆●	◆●	◆●
19047.23D-R2	MOST Network Diagnostics and Infotainment System Programming	2.0	◆●	◆●	◆●	◆●
19040.39W1	OnStar® Systems 1	1.0	◆●	◆●	◆●	◆●
19040.39W2	OnStar® Systems 2	1.0	◆●	◆●	◆●	◆●
19040.39W3	OnStar® Systems 3	0.5	◆●	◆●	◆●	◆●
22048.50W-R2	Super Cruise Introduction	1.0		◆	◆	
22048.53W	Super Cruise: Introduction - VIP System	1.0		◆	◆	◆
22048.53D	Super Cruise Diagnosis	2.0		◆	◆	◆
18044.01D +	GM Global Electrical Systems V-ILT and	2.0	◆●	◆●	◆●	◆●
18044.01E +	GM Global Electrical Systems Self-Study and	1.0	◆●	◆●	◆●	◆●
18044.01H	GM Global Electrical Systems P-ILT	8.0	◆●	◆●	◆●	◆●





## ELECTRICAL/ELECTRONICS SYSTEMS

GM Master Technician Certification Requirements (MTC = ●)  
GM Dealer Minimum Divisional Service Training Standards (STS = ◆)

Required Courses Needed by Division		Training Time (hrs)	Buick	Cadillac	Chevrolet	GMC
18043.00D +	Electrical Terminals and Body Electrical Systems V-ILT and	2.0	◆●	◆●	◆●	◆●
18043.00E +	Electrical Terminals and Body Electrical Systems Self-Study and	1.0	◆●	◆●	◆●	◆●
18043.00H	Electrical Terminals and Body Electrical Systems P-ILT	8.0	◆●	◆●	◆●	◆●
18044.00D +	Electrical Intermittent Concerns and Data Communication Diagnosis V-ILT and	2.0	◆●	◆●	◆●	◆●
18044.00E +	Electrical Intermittent Concerns and Data Communication Diagnosis Self-Study and	1.0	◆●	◆●	◆●	◆●
18044.00H	Electrical Intermittent Concerns and Data Communication Diagnosis P-ILT	8.0	◆●	◆●	◆●	◆●
19047.00D +	Infotainment Systems Diagnosis V-ILT and	2.0	◆●	◆●	◆●	◆●
19047.00E +	Infotainment Systems Diagnosis Self-Study and	1.0	◆●	◆●	◆●	◆●
19047.00H	Infotainment Systems Diagnosis P-ILT	8.0	◆●	◆●	◆●	◆●
22048.00D +	GM Safety Systems V-ILT and	2.0	◆●	◆●	◆●	◆●
22048.00E +	GM Safety Systems Self-Study and	1.0	◆●	◆●	◆●	◆●
22048.00H	GM Safety Systems P-ILT	8.0	◆●	◆●	◆●	◆●
18840.00A	GM MTC Assess. E.E.	8.0	●	●	●	●

Future Requirement Courses (future requirements for STS or GM MTC)						
10042.20H	Diagnostic Approach	16.0	◆	◆	◆	◆
18008.00H-R2	Electrical Fundamentals Bootcamp (Req'd for technicians except E/E MTC or WCT)	32.0	◆	◆	◆	◆

Min. Number of Technicians Based on Annual GM Vehicle Repair Orders  
To Meet Dealer Minimum Divisional Service Training Standards

Car and L/D Truck				
A	B	C	D	E
2	2	4	5	6

The smaller table above indicates the number of service technicians the dealership needs to have trained in all the course requirements to meet the STS as shown on the dealer STS Report at [www.centerlearning.com](http://www.centerlearning.com). However, dealers should train all service technicians who work in the Electrical/Electronics Systems area to the STS for Electrical/Electronics Systems. This means that the dealer STS Report may show a percentage greater than 100% in Electrical/Electronics Systems.



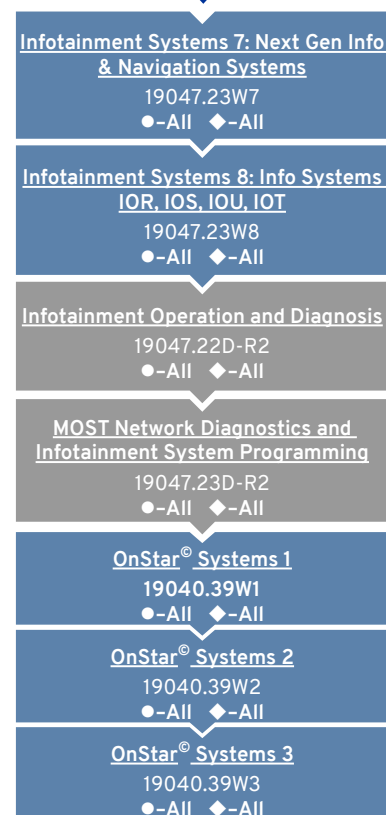
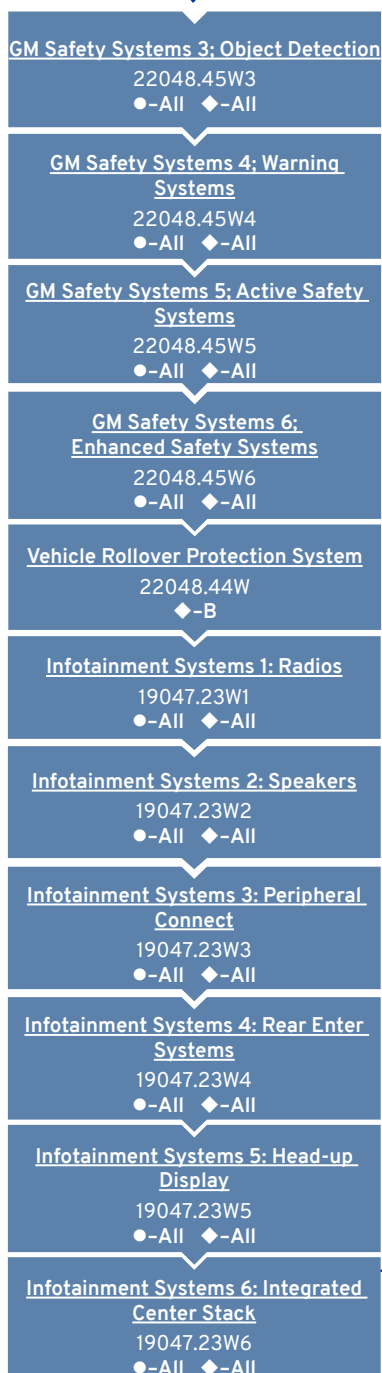
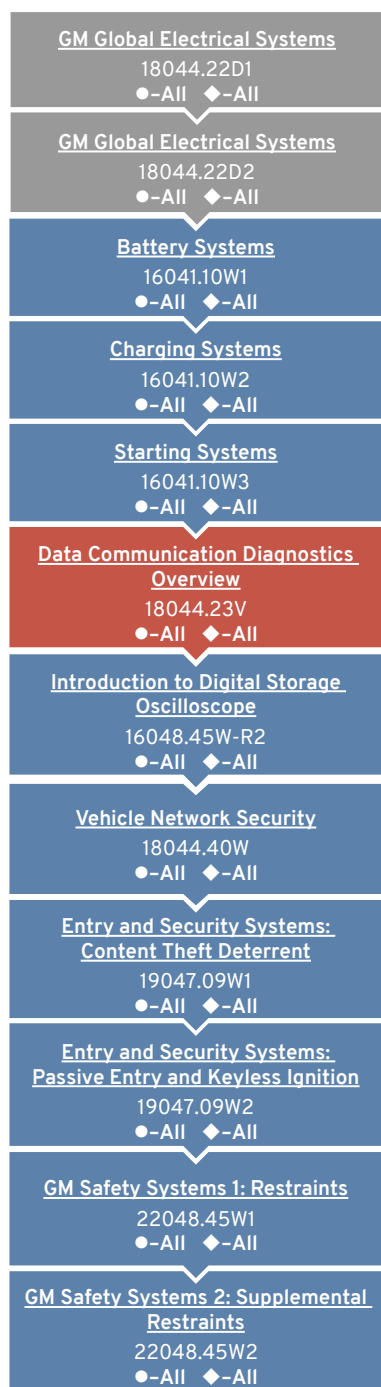


## ELECTRICAL/ELECTRONICS SYSTEMS

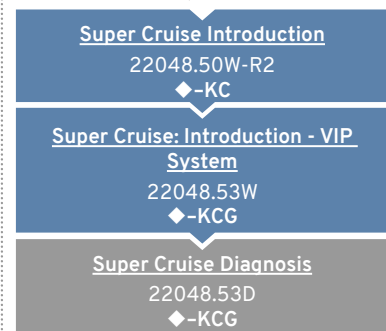
GM Master Technician Certification Requirements (MTC = ●)  
GM Dealer Minimum Divisional Service Training Standards (STS = ◆)

\* ASE Electrical / Electronics #A6  
●-All ◆-All

**Note:** Although ASE Certification is not a prerequisite to begin this training program, it is, however, a requirement before GM Master Technician Certification can be granted.



These courses are not required for MTC but are required for STS



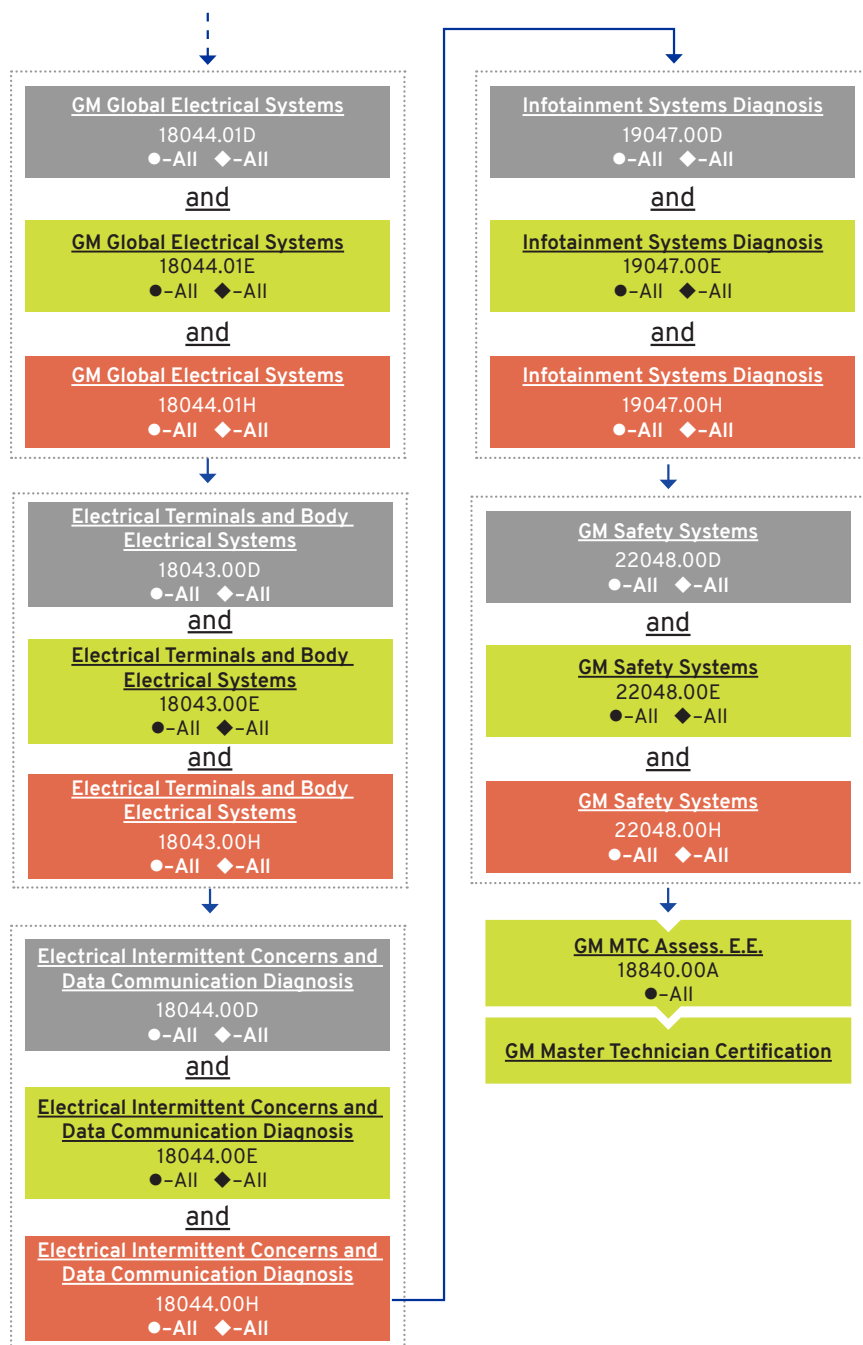
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## ELECTRICAL/ELECTRONICS SYSTEMS

GM Master Technician Certification Requirements (MTC = ●)  
GM Dealer Minimum Divisional Service Training Standards (STS = ◆)



B = Buick, K = Cadillac, C = Chevrolet, G = GMC, All = All Divisions



## Heating, Ventilation and Air Conditioning (HVAC)



## HEATING VENTILATION AND AIR CONDITIONING (HVAC)

GM Master Technician Certification Requirements (MTC = ●)  
GM Dealer Minimum Divisional Service Training Standards (STS = ◆)

Required Courses Needed by Division		Training Time (hrs)	Buick	Cadillac	Chevrolet	GMC
ASE Heating & Air Conditioning #A7		1.0	◆●	◆●	◆●	◆●
18044.22D1	GM Global Electrical Systems	1.5	◆●	◆●	◆●	◆●
18044.22D2	GM Global Electrical Systems	2.0	◆●	◆●	◆●	◆●
18044.23V	Data Communication Diagnostics Overview	0.5	◆●	◆●	◆●	◆●
11044.05W1-R2	HVAC Systems & Operation Stage 1	2.0	◆●	◆●	◆●	◆●
11044.05W2-R2	HVAC Systems & Operation Stage 2	1.2	◆●	◆●	◆●	◆●
11044.05W3	HVAC Systems & Operation Stage 3	1.0	◆●	◆●	◆●	◆●
11044.05D-R3	HVAC Systems & Operation	2.0	◆●	◆●	◆●	◆●
11045.07V	R1234yf A/C System Service Equipment	0.5	◆●	◆●	◆●	◆●
18044.01D +	GM Global Electrical Systems V-ILT and	2.0	◆●	◆●	◆●	◆●
18044.01E +	GM Global Electrical Systems Self-Study and	1.0	◆●	◆●	◆●	◆●
18044.01H	GM Global Electrical Systems P-ILT	8.0	◆●	◆●	◆●	◆●
11044.00D +	HVAC Systems and Operation V-ILT and	2.0	◆●	◆●	◆●	◆●
11044.00E +	HVAC Systems and Operation Self-Study and	1.0	◆●	◆●	◆●	◆●
11044.00H	HVAC Systems and Operation P-ILT	8.0	◆●	◆●	◆●	◆●
11840.00A	GM MTC Assess. HVAC	8.0	●	●	●	●

Min. Number of Technicians Based on Annual GM Vehicle Repair Orders	Car and L/D Truck				
	A	B	C	D	E
To Meet Dealer Minimum Divisional Service Training Standards	2	2	3	3	3

The smaller table above indicates the number of service technicians the dealership needs to have trained in all the course requirements to meet the STS as shown on the dealer STS Report at [www.centerlearning.com](http://www.centerlearning.com). However, dealers should train all service technicians who work in the HVAC area to the STS for HVAC. This means that the dealer STS Report may show a percentage greater than 100% in HVAC.



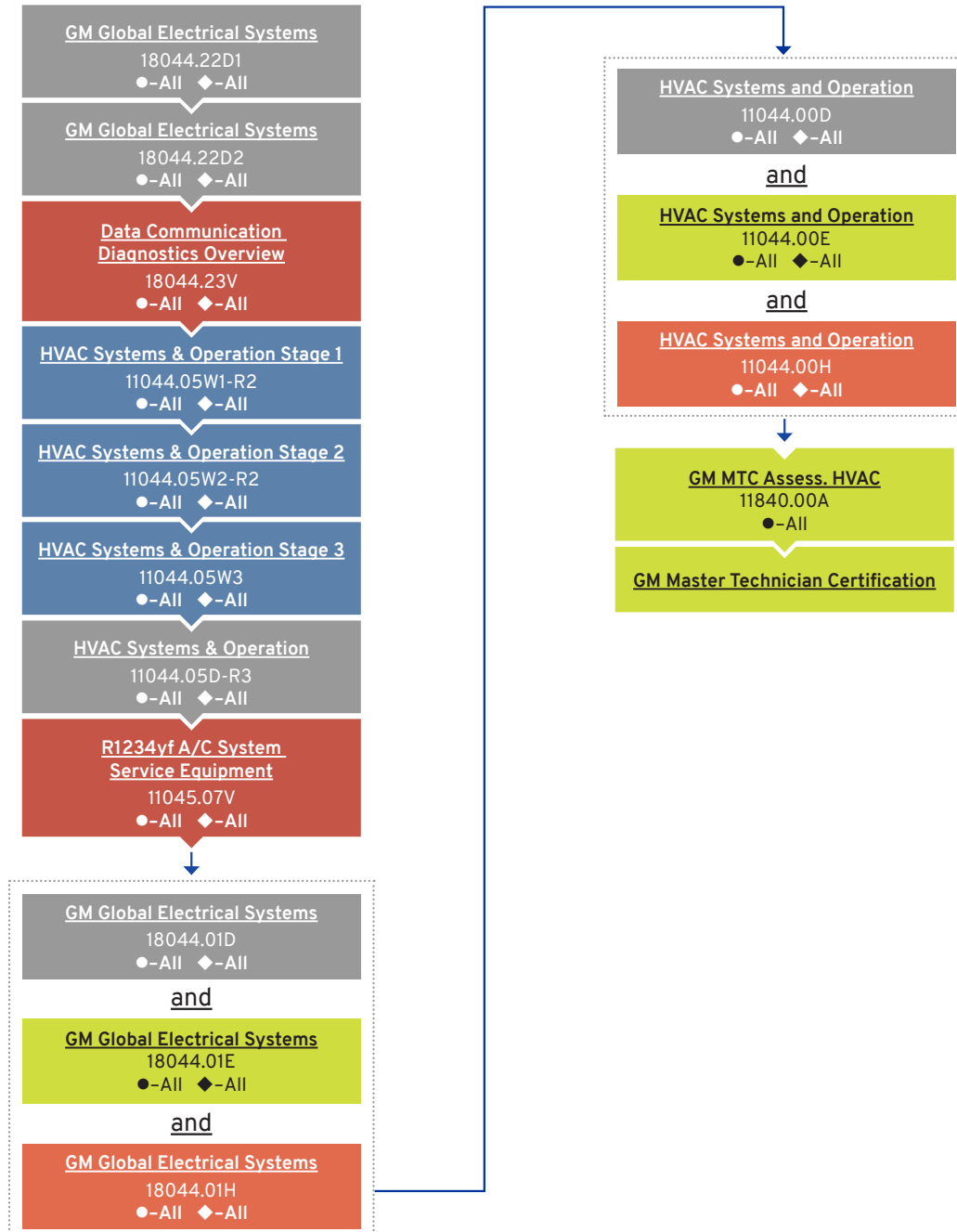


## HEATING VENTILATION AND AIR CONDITIONING (HVAC)

GM Master Technician Certification Requirements (MTC = ●)  
GM Dealer Minimum Divisional Service Training Standards (STS = ◆)

\* ASE Heating & Air Conditioning #A7  
●-All ◆-All

**Note:** Although ASE Certification is not a prerequisite to begin this training program, it is, however, a requirement before GM Master Technician Certification can be granted.



B = Buick, K = Cadillac, C = Chevrolet, G = GMC, All = All Divisions



## Brakes



## BRAKES

GM Master Technician Certification Requirements (MTC = ●)  
GM Dealer Minimum Divisional Service Training Standards (STS = ◆)

Required Courses Needed by Division		Training Time (hrs)	Buick	Cadillac	Chevrolet	GMC
ASE Brakes #A5		1.0	◆●	◆●	◆●	◆●
18044.22D1	GM Global Electrical Systems	1.5	◆●	◆●	◆●	◆●
18044.22D2	GM Global Electrical Systems	2.0	◆●	◆●	◆●	◆●
18044.23V	Data Communication Diagnostics Overview	0.5	◆●	◆●	◆●	◆●
15045.19W1-R2	Braking Systems - Base Brakes 1	0.8	◆●	◆●	◆●	◆●
15045.19W2-R2	Braking Systems - Base Brakes 2	0.7	◆●	◆●	◆●	◆●
15045.19W3	Braking Systems - Antilock Systems	1.0	◆●	◆●	◆●	◆●
15045.19W4	Braking Systems - Enhanced Application	1.0	◆●	◆●	◆●	◆●
15045.18D1-R2	GM Braking Systems	2.0	◆●	◆●	◆●	◆●
15045.18D2	GM Braking Systems	2.0	◆●	◆●	◆●	◆●
13042.14W1	Noise, Vibration & Harshness: Introduction	1.0	◆●	◆●	◆●	◆●
13042.14W2	Noise, Vibration, and Harshness: Diagnosis	1.0	◆●	◆●	◆●	◆●
18044.01D +	GM Global Electrical Systems V-ILT and	2.0	◆●	◆●	◆●	◆●
18044.01E +	GM Global Electrical Systems Self-Study and	1.0	◆●	◆●	◆●	◆●
18044.01H	GM Global Electrical Systems P-ILT	8.0	◆●	◆●	◆●	◆●
15045.00D +	GM Braking and Chassis control Systems V-ILT and	2.0	◆●	◆●	◆●	◆●
15045.00E +	GM Braking and Chassis control Systems Self Study and	1.0	◆●	◆●	◆●	◆●
15045.00H	GM Braking and Chassis control Systems P-ILT	8.0	◆●	◆●	◆●	◆●
15840.00A	GM MTC Assess. Brakes	8.0	●	●	●	●

	Car and L/D Truck				
Min. Number of Technicians Based on Annual GM Vehicle Repair Orders	A	B	C	D	E
To Meet Dealer Minimum Divisional Service Training Standards	2	2	3	3	4

The smaller table above indicates the number of service technicians the dealership needs to have trained in all the course requirements to meet the STS as shown on the dealer STS Report at [www.centerlearning.com](http://www.centerlearning.com). However, dealers should train all service technicians who work in the Brakes area to the STS for Brakes. This means that the dealer STS Report may show a percentage greater than 100% in Brakes.

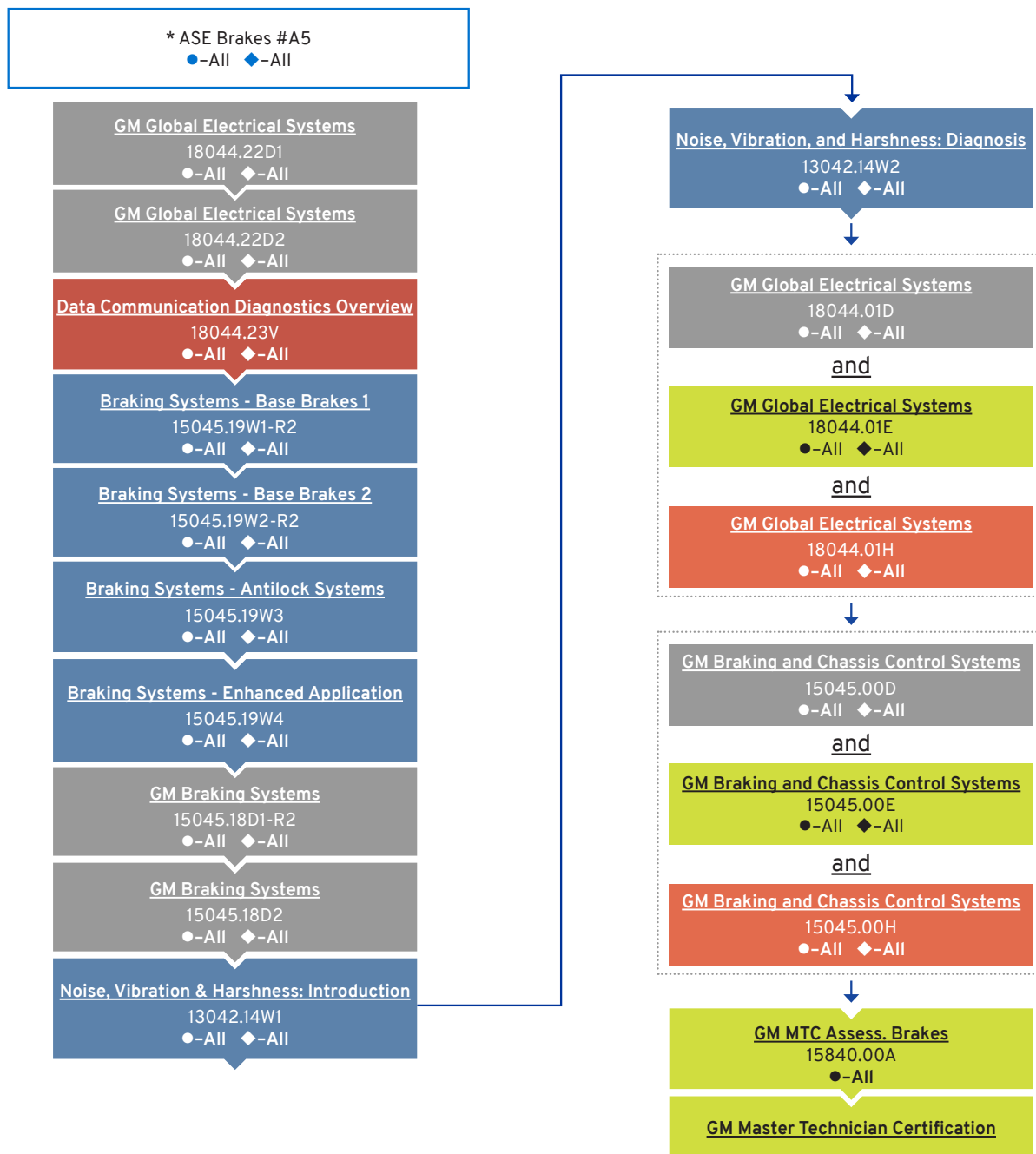




## BRAKES

GM Master Technician Certification Requirements (MTC = ●)  
GM Dealer Minimum Divisional Service Training Standards (STS = ◆)

**Note:** Although ASE Certification is not a prerequisite to begin this training program, it is, however, a requirement before GM Master Technician Certification can be granted.



B = Buick, K = Cadillac, C = Chevrolet, G = GMC, All = All Divisions



## Engine Performance



## ENGINE PERFORMANCE

GM Master Technician Certification Requirements (MTC = ●)  
GM Dealer Minimum Divisional Service Training Standards (STS = ◆)

Required Courses Needed by Division		Training Time (hrs)	Buick	Cadillac	Chevrolet	GMC
ASE Engine Performance #A8		1.0	◆◆	◆◆	◆◆	◆◆
18044.22D1	GM Global Electrical Systems	1.5	◆◆	◆◆	◆◆	◆◆
18044.22D2	GM Global Electrical Systems	2.0	◆◆	◆◆	◆◆	◆◆
18044.23V	Data Communication Diagnostics Overview	0.5	◆◆	◆◆	◆◆	◆◆
16041.10W1	Battery Systems	1.0	◆◆	◆◆	◆◆	◆◆
16041.10W2	Charging Systems	0.8	◆◆	◆◆	◆◆	◆◆
16041.10W3	Starting Systems	0.5	◆◆	◆◆	◆◆	◆◆
16044.23W1	Engine Performance: Air Management	1.0	◆◆	◆◆	◆◆	◆◆
16044.23W2	Engine Performance: Fuel and Delivery	1.0	◆◆	◆◆	◆◆	◆◆
16044.23W3	Engine Performance: Ignition	0.5	◆◆	◆◆	◆◆	◆◆
16044.23W4	Engine Performance: Electronic Control Systems	2.0	◆◆	◆◆	◆◆	◆◆
16044.23W5	Engine Performance: Troubleshooting	1.0	◆◆	◆◆	◆◆	◆◆
16044.23D1	Engine Performance 1	2.0	◆◆	◆◆	◆◆	◆◆
16044.23D2	Engine Performance 2	2.0	◆◆	◆◆	◆◆	◆◆
16050.12D1-R2	Camshaft Position Actuator & AFM 1	2.0	◆◆	◆◆	◆◆	◆◆
16050.12D2-R3	Camshaft Position Actuator & AFM 2	2.0	◆◆	◆◆	◆◆	◆◆
16060.10D	Turbocharger Operation, Diagnosis and Service	2.0	◆◆	◆◆	◆◆	◆◆
16040.31W	12V Stop/Start 2	0.7		◆	◆	
17041.59W1	Automatic Transmission: Principles of Operation	1.0	◆◆	◆◆	◆◆	◆◆
ASE Engine Performance #L1			●	●	●	●
16840.00A	GM MTC Assess. E.P.	8.0	●	●	●	●
16048.45W-R2	Introduction to Digital Storage Oscilloscope	0.8	◆◆	◆◆	◆◆	◆◆
16440.26D	Engines: New and Updates for RPOs LT6 and LZ0	2.0	●	●	◆	◆
18044.01D +	GM Global Electrical Systems V-ILT and	2.0	◆◆	◆◆	◆◆	◆◆
18044.01E +	GM Global Electrical Systems Self-Study and	1.0	◆◆	◆◆	◆◆	◆◆
18044.01H	GM Global Electrical Systems P-ILT	8.0	◆◆	◆◆	◆◆	◆◆
16044.00D +	Engine Performance V-ILT and	2.0	◆◆	◆◆	◆◆	◆◆
16044.00E +	Engine Performance Self-Study and	1.0	◆◆	◆◆	◆◆	◆◆
16044.00H	Engine Performance P-ILT	8.0	◆◆	◆◆	◆◆	◆◆

Min. Number of Technicians Based on Annual GM Vehicle Repair Orders

To Meet Dealer Minimum Divisional Service Training Standards

Car and L/D Truck				
A	B	C	D	E
2	2	3	4	5

The smaller table above indicates the number of service technicians the dealership needs to have trained in all the course requirements to meet the STS as shown on the dealer STS Report at [www.centerlearning.com](http://www.centerlearning.com). However, dealers should train all service technicians who work in the Engine Performance area to the STS for Engine Performance. This means that the dealer STS Report may show a percentage greater than 100% in Engine Performance.





## ENGINE PERFORMANCE

GM Master Technician Certification Requirements (MTC = ●)  
GM Dealer Minimum Divisional Service Training Standards (STS = ◆)

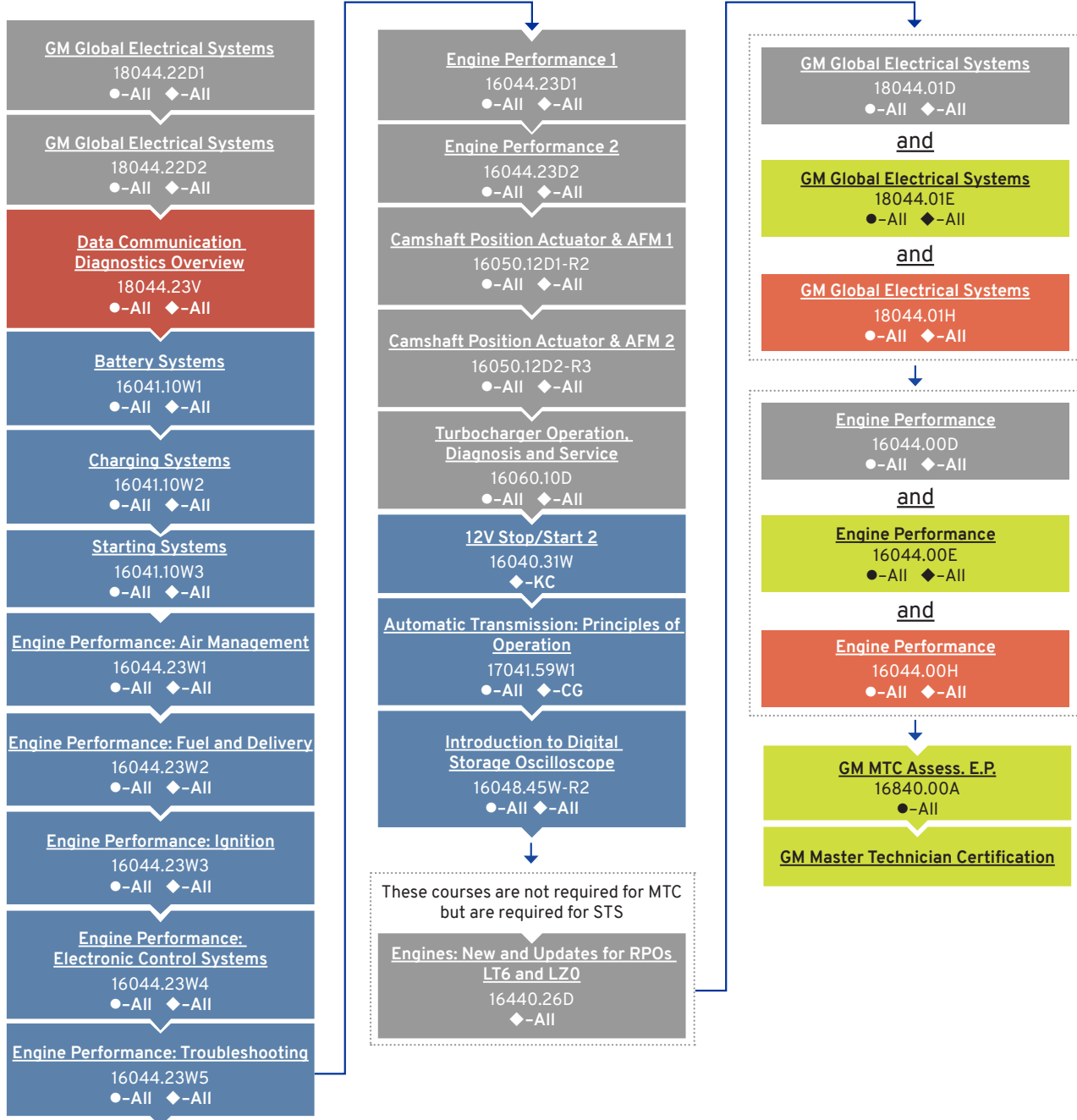
\* ASE Engine Performance #A8

●-All ◆-All

\* ASE Engine Performance #L1

●-All

**Note:** Although ASE Certification is not a prerequisite to begin this training program, it is, however, a requirement before GM Master Technician Certification can be granted.



B = Buick, K = Cadillac, C = Chevrolet, G = GMC, All = All Divisions



## Diesel Engine Performance



## DIESEL ENGINE PERFORMANCE

GM Master Technician Certification Requirements (MTC = ●)  
GM Dealer Minimum Divisional Service Training Standards (STS = ◆)

Required Courses Needed by Division		Training Time (hrs)	Buick	Cadillac	Chevrolet	GMC
ASE Light Vehicle Diesel Engines #A9		1.0	●	◆◆	◆◆	◆◆
16041.10W1	Battery Systems	1.0	●	◆◆	◆◆	◆◆
16041.10W2	Charging Systems	0.8	●	◆◆	◆◆	◆◆
16041.10W3	Starting Systems	0.5	●	◆◆	◆◆	◆◆
18044.22D1	GM Global Electrical Systems	1.5	●	◆◆	◆◆	◆◆
18044.22D2	GM Global Electrical Systems	2.0	●	◆◆	◆◆	◆◆
18044.23V	Data Communication Diagnostics Overview	0.5	●	◆◆	◆◆	◆◆
16410.02W1	Diesel Engine Performance 1: Overview and Features	1.0	●	◆◆	◆◆	◆◆
16410.02W2	Diesel Engine Performance 2: Induction Systems	2.0	●	◆◆	◆◆	◆◆
16410.02W3	Diesel Engine Performance 3: Fuel Systems	2.0	●	◆◆	◆◆	◆◆
16410.02W4	Diesel Engine Performance 4: Emissions Systems	0.7	●	◆◆	◆◆	◆◆
16410.02W5	Diesel Engine Performance 5: Exhaust Aftertreatment Systems	1.0	●	◆◆	◆◆	◆◆
16410.02W6	Diesel Engine Performance 6: Exhaust Gas Recirculation System	0.5	●	◆◆	◆◆	◆◆
16410.01D1-R2	Diesel Engine Performance 1	2.0	●	◆◆	◆◆	◆◆
16410.01D2-R2	Diesel Engine Performance 2	2.0	●	◆◆	◆◆	◆◆
16410.01D3-R2	Diesel Engine Performance 3	2.0	●	◆◆	◆◆	◆◆
17041.59W1	Automatic Transmission: Principles of Operation	1.0	●	◆◆	◆◆	◆◆
16410.10W	2.8L Duramax Engine	1.0	●	●	◆◆	◆◆
16440.26D	Engines: New and Updates for RPOs LT6 and LZ0	2.0			◆	◆
18044.01D +	GM Global Electrical Systems V-ILT and	2.0	◆◆	◆◆	◆◆	◆◆
18044.01E +	GM Global Electrical Systems Self-Study and	1.0	◆◆	◆◆	◆◆	◆◆
18044.01H	GM Global Electrical Systems P-ILT	8.0	◆◆	◆◆	◆◆	◆◆
16410.12D +	Diesel Engine Performance: Diagnostic Strategies V-ILT and	2.0	●	◆◆	◆◆	◆◆
16410.12E +	Diesel Engine Performance: Diagnostic Strategies Self-Study and	1.0	●	◆◆	◆◆	◆◆
16410.12H	Diesel Engine Performance: Diagnostic Strategies P-ILT	8.0	●	◆◆	◆◆	◆◆
16840.10A	GM MTC Assess. D.E.P.	8.0	●	●	●	●

Min. Number of Technicians Based on Annual GM Vehicle Repair Orders

To Meet Dealer Minimum Divisional Service Training Standards

Car and L/D Truck				
A	B	C	D	E
2	2	2	2	2

The smaller table above indicates the number of service technicians the dealership needs to have trained in all the course requirements to meet the STS as shown on the dealer STS Report at [www.centerlearning.com](http://www.centerlearning.com). However, dealers should train all service technicians who work in the Diesel Engine Performance area to the STS for Diesel Engine Performance. This means that the dealer STS Report may show a percentage greater than 100% in Diesel Engine Performance.





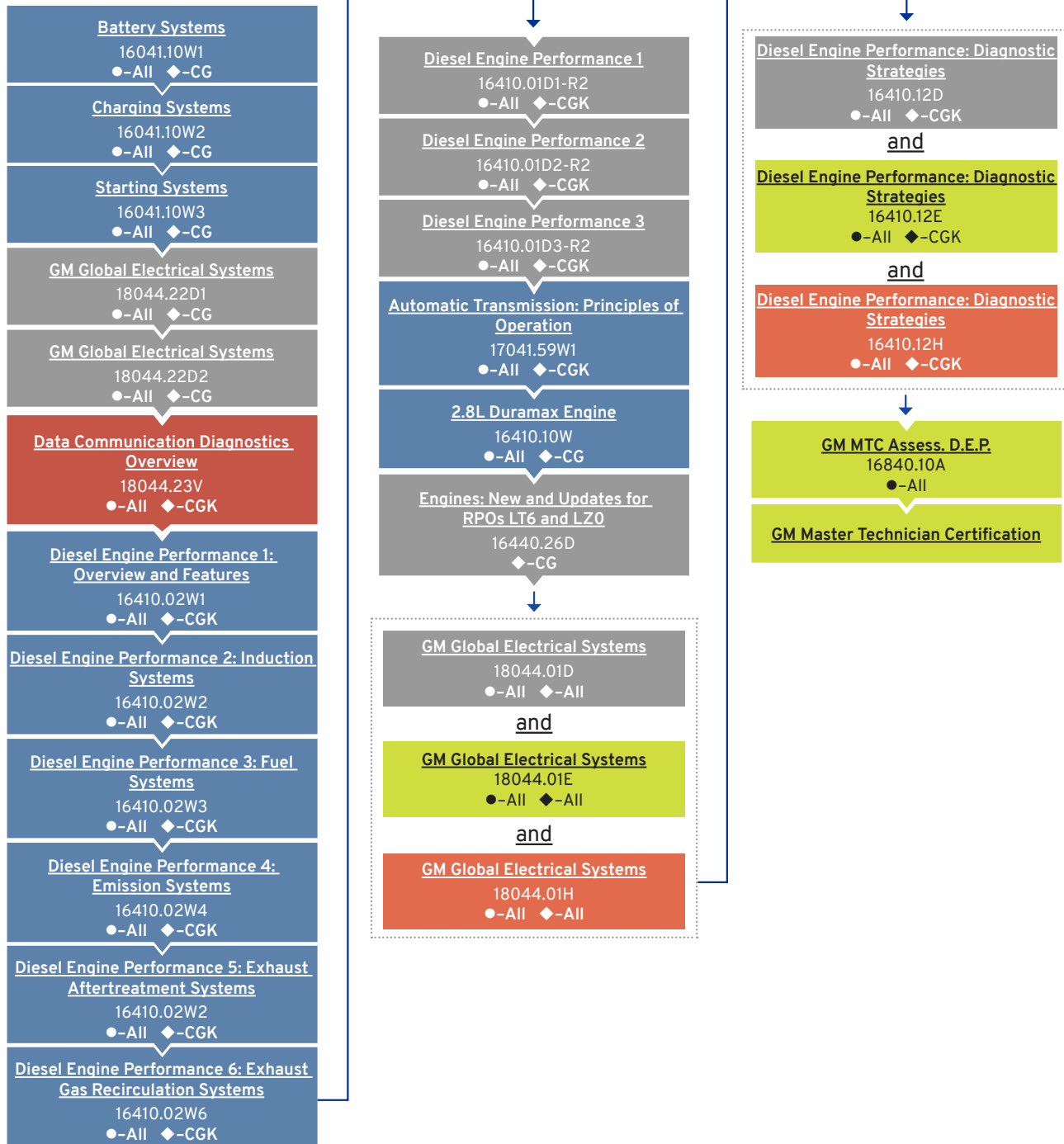
## DIESEL ENGINE PERFORMANCE

GM Master Technician Certification Requirements (MTC = ●)  
GM Dealer Minimum Divisional Service Training Standards (STS = ◆)

\* ASE Light Vehicle Diesel Engines #A9

●-All ◆-CGK

**Note:** Although ASE Certification is not a prerequisite to begin this training program, it is, however, a requirement before GM Master Technician Certification can be granted.



B = Buick, K = Cadillac, C = Chevrolet, G = GMC, All = All Divisions



## Manual Drivetrain and Axle



## MANUAL DRIVETRAIN AND AXLE

GM Master Technician Certification Requirements (MTC = ●)  
GM Dealer Minimum Divisional Service Training Standards (STS = ◆)

Required Courses Needed by Division		Training Time (hrs)	Buick	Cadillac	Chevrolet	GMC
ASE Manual Drivetrain & Axle #A3		1.0	◆●	◆●	◆●	◆●
18044.22D1	GM Global Electrical Systems	1.5	◆●	◆●	◆●	◆●
18044.22D2	GM Global Electrical Systems	2.0	◆●	◆●	◆●	◆●
14041.19W1	Propshafts & Rear Axles: Rear Axle Operation	1.0	◆●	◆●	◆●	◆●
14041.19W2	Propshafts & Rear Axles: Drive Shaft Operation	1.0	◆●	◆●	◆●	◆●
14041.19W3	Propshafts & Rear Axles: Rear Drive Modules	1.0	◆●	◆●	◆●	◆●
14041.19W4	Propshafts & Rear Axles: Electronic Differentials	0.5	◆●	◆●	◆●	◆●
14041.19W5	Propshafts & Rear Axles: Front Drive Axles	1.0	◆●	◆●	◆●	◆●
14041.19W6	Propshafts & Rear Axles: Diagnosis	1.0	◆●	◆●	◆●	◆●
17043.39W1	Manual Transmission: Overview	1.0	◆●	◆●	◆●	◆●
17043.39W2	Manual Transmission: FWD Operation	1.0	◆●	◆●	◆●	◆●
17043.39W3	Manual Transmission: RWD Operation	1.5	◆●	◆●	◆●	◆●
17043.39W4	Manual Transmission: FWD Diagnosis	1.0	◆●	◆●	◆●	◆●
17043.39W5	Manual Transmission: RWD Diagnosis	1.0	◆●	◆●	◆●	◆●
17043.39W6	Manual Transmission: Clutch Operation & Diagnosis	1.0	◆●	◆●	◆●	◆●
14043.27W1	4WD/AWD Systems: Overview	1.0	◆●	◆●	◆●	◆●
14043.27W2	4WD/AWD Systems: Diagnosis	1.5	◆●	◆●	◆●	◆●
14043.27W3	4WD/AWD Systems: CUV/SUV	1.0	◆●	◆●	◆●	◆●
14043.27W4	4WD/AWD Systems: Full Size Truck	1.0	●	◆●	◆●	◆●
14043.27D	Driveline: Diagnosis and Service	2.0	◆●	◆●	◆●	◆●
13042.14W1	Noise, Vibration & Harshness: Introduction	1.0	◆●	◆●	◆●	◆●
13042.14W2	Noise, Vibration & Harshness: Diagnosis	1.0	◆●	◆●	◆●	◆●
13042.14D	Noise, Vibration & Harshness	1.5	◆●	◆●	◆●	◆●
14840.00A	GM MTC Assess. M.D.A.	8.0	●	●	●	●
18044.01D +	GM Global Electrical Systems V-ILT and	2.0	◆●	◆●	◆●	◆●
18044.01E +	GM Global Electrical Systems Self-Study and	1.0	◆●	◆●	◆●	◆●
18044.01H	GM Global Electrical Systems P-ILT	8.0	◆●	◆●	◆●	◆●
17043.00D +	Manual Transmission: Operation, Diagnosis, and Service V-ILT and	2.0	◆●	◆●	◆●	◆●
17043.00E +	Manual Transmission: Operation, Diagnosis, and Service Self-Study and	1.0	◆●	◆●	◆●	◆●
17043.00H	Manual Transmission: Operation, Diagnosis, and Service P-ILT	8.0	◆●	◆●	◆●	◆●
13042.00D +	Noise Vibration and Harshness V-ILT and	2.0	◆●	◆●	◆●	◆●
13042.00E +	Noise Vibration and Harshness Self-Study and	1.0	◆●	◆●	◆●	◆●
13042.00H	Noise Vibration and Harshness P-ILT	8.0	◆●	◆●	◆●	◆●
14042.00D +	Drivetrain: Diagnosis, and Service V-ILT and	2.0	◆●	◆●	◆●	◆●
14042.00E +	Drivetrain: Diagnosis, and Service Self-Study and	1.0	◆●	◆●	◆●	◆●
14042.00H	Drivetrain: Diagnosis, and Service P-ILT	8.0	◆●	◆●	◆●	◆●





## MANUAL DRIVETRAIN AND AXLE

GM Master Technician Certification Requirements (MTC = ●)  
GM Dealer Minimum Divisional Service Training Standards (STS = ◆)

### Supplemental Courses (enrichment)

17043.41V	Getrag F-23 Manual Gearbox Unit Repair	1.0			◆	
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### Min. Number of Technicians Based on Annual GM Vehicle Repair Orders

To Meet Dealer Minimum Divisional Service Training Standards

Car and L/D Truck				
A	B	C	D	E
2	2	2	2	2

The smaller table above indicates the number of service technicians the dealership needs to have trained in all the course requirements to meet the STS as shown on the dealer STS Report at [www.centerlearning.com](http://www.centerlearning.com). However, dealers should train all service technicians who work in the Manual Drivetrain and Axle area to the STS for Manual Drivetrain and Axle. This means that the dealer STS Report may show a percentage greater than 100% in Manual Drivetrain and Axle.





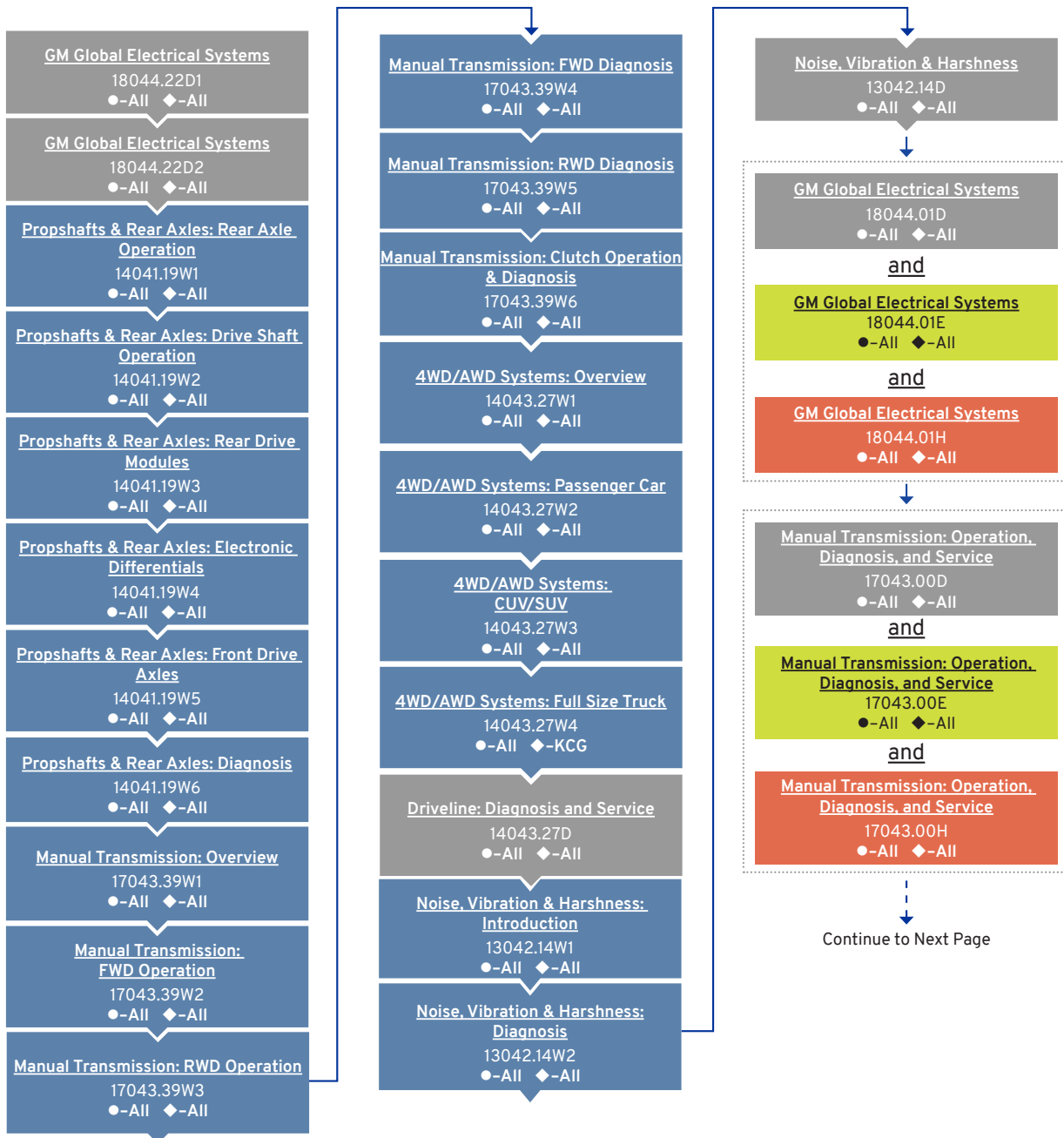
## MANUAL DRIVETRAIN AND AXLE

GM Master Technician Certification Requirements (MTC = ●)  
GM Dealer Minimum Divisional Service Training Standards (STS = ◆)

\* ASE Manual Drivetrain & Axle #A3

●-All ◆-All

**Note:** Although ASE Certification is not a prerequisite to begin this training program, it is, however, a requirement before GM Master Technician Certification can be granted.



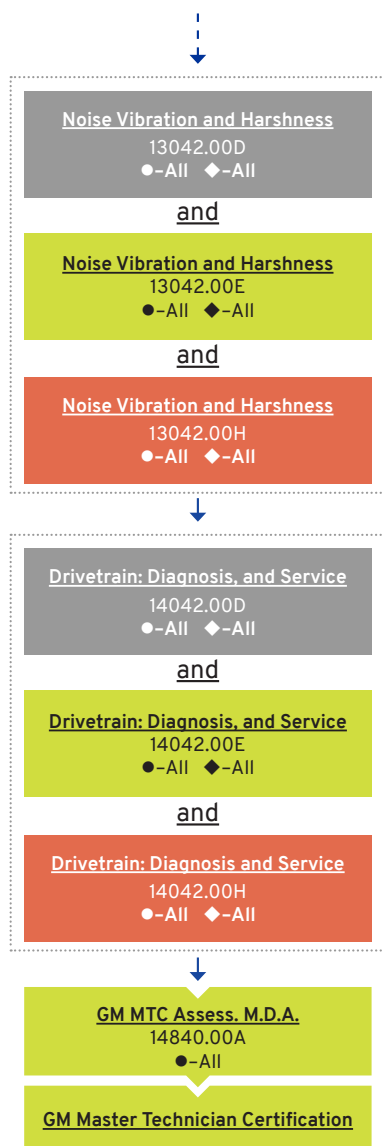
B = Buick, K = Cadillac, C = Chevrolet, G = GMC, All = All Divisions





## MANUAL DRIVETRAIN AND AXLE

GM Master Technician Certification Requirements (MTC = ●)  
GM Dealer Minimum Divisional Service Training Standards (STS = ◆)



B = Buick, K = Cadillac, C = Chevrolet, G = GMC, All = All Divisions



## Mechanical/Electrical Body Repair



## MECHANICAL/ELECTRICAL BODY REPAIR

GM Master Technician Certification Requirements (MTC = ●)  
GM Dealer Minimum Divisional Service Training Standards (STS = ◆)

Required Courses Needed by Division		Training Time (hrs)	Buick	Cadillac	Chevrolet	GMC
ASE Mechanical/Electrical #B5 or ASE Certified Master Automotive Tech.		1.0	◆●	◆●	◆●	◆●
18044.22D1	GM Global Electrical Systems	1.5	◆●	◆●	◆●	◆●
18044.22D2	GM Global Electrical Systems	2.0	◆●	◆●	◆●	◆●
22048.45W1	GM Safety Systems 1: Restraints	0.5	◆●	◆●	◆●	◆●
22048.45W2	GM Safety Systems 2: Supplemental restraints	1.0	◆●	◆●	◆●	◆●
22048.45W3	GM Safety Systems 3: Object Detection	1.0	◆●	◆●	◆●	◆●
22048.45W4	GM Safety Systems 4: Warning Systems	1.0	◆●	◆●	◆●	◆●
22048.45W5	GM Safety Systems 5: Active Safety Systems	0.5	◆●	◆●	◆●	◆●
22048.45W6	GM Safety Systems 6: Enhanced Safety Systems	1.0	◆●	◆●	◆●	◆●
22048.44W	Vehicle Rollover Protection System	0.5	◆			
22249.54W1	Waterleak and Windnoise Mgmt	1.0	◆●	◆●	◆●	◆●
22249.54W2	Waterleak and Windnoise Mgmt	1.0	◆●	◆●	◆●	◆●
22249.54W3	Waterleak and Windnoise Mgmt	1.0	◆●	◆●	◆●	◆●
12040.40W1	GM Moveable Roof & Sunroof Systems	1.5	◆●	◆●	◆●	●
12040.40W2	GM Moveable Roof & Sunroof Systems	0.5	◆●	◆●	◆●	●
12040.40D	GM Moveable Roof & Sunroof Systems	2.0	◆●	◆●	◆●	●
15045.19W1-R2	Braking Systems - Base Brakes 1	0.8	◆●	◆●	◆●	◆●
15045.19W2-R2	Braking Systems - Base Brakes 2	0.7	◆●	◆●	◆●	◆●
15045.19W3	Braking Systems - Antilock Systems	1.0	◆●	◆●	◆●	◆●
15045.19W4	Braking Systems - Enhanced Application	1.0	◆●	◆●	◆●	◆●
15045.18D1-R2	GM Braking Systems	2.0	◆●	◆●	◆●	◆●
15045.18D2	GM Braking Systems	2.0	◆●	◆●	◆●	◆●
11044.05W1	HVAC Systems & Operation Stage 1	2.0	◆●	◆●	◆●	◆●
11044.05W2-R2	HVAC Systems & Operation Stage 2	1.2	◆●	◆●	◆●	◆●
11044.05W3	HVAC Systems & Operation Stage 3	1.0	◆●	◆●	◆●	◆●
11044.05D-R3	HVAC Systems & Operation	2.0	◆●	◆●	◆●	◆●
18044.01D +	GM Global Electrical Systems V-ILT and	2.0	◆●	◆●	◆●	◆●
18044.01E +	GM Global Electrical Systems Self-Study and	1.0	◆●	◆●	◆●	◆●
18044.01H	GM Global Electrical Systems P-ILT	8.0	◆●	◆●	◆●	◆●
15045.00D +	GM Braking and Chassis control Systems V-ILT and	2.0	◆●	◆●	◆●	◆●
15045.00E +	GM Braking and Chassis control Systems Self Study and	1.0	◆●	◆●	◆●	◆●
15045.00H	GM Braking and Chassis control Systems P-ILT	8.0	◆●	◆●	◆●	◆●
12040.00D +	GM Roof Systems and WaterLeak/ Wind Noise Management V-ILT and	2.0	◆●	◆●	◆●	◆●
12040.00E +	GM Roof Systems and WaterLeak/ Wind Noise Management Self-Study and	1.0	◆●	◆●	◆●	◆●
12040.00H	GM Roof Systems and WaterLeak/ Wind Noise Management P-ILT	8.0	◆●	◆●	◆●	◆●





## MECHANICAL/ELECTRICAL BODY REPAIR

GM Master Technician Certification Requirements (MTC = ●)  
GM Dealer Minimum Divisional Service Training Standards (STS = ◆)

Required Courses Needed by Division		Training Time (hrs)	Buick	Cadillac	Chevrolet	GMC
22048.00D +	GM Safety Systems V-ILT and	2.0	◆●	◆●	◆●	◆●
22048.00E +	GM Safety Systems Self-Study and	1.0	◆●	◆●	◆●	◆●
22048.00H	GM Safety Systems P-ILT	8.0	◆●	◆●	◆●	◆●
22841.00A	GM MTC Assess. M/E B.R.	8.0	●	●	●	●

	Car and L/D Truck				
Min. Number of Technicians Based on Annual GM Vehicle Repair Orders	A	B	C	D	E
To Meet Dealer Minimum Divisional Service Training Standards	2	2	2	2	2

The smaller table above indicates the number of service technicians the dealership needs to have trained in all the course requirements to meet the STS as shown on the dealer STS Report at [www.centerlearning.com](http://www.centerlearning.com). However, dealers should train all service technicians who work in the Mechanical/Electrical Body Repair area to the STS for Mechanical/Electrical Body Repair. This means that the dealer STS Report may show a percentage greater than 100% in Mechanical/Electrical Body Repair.





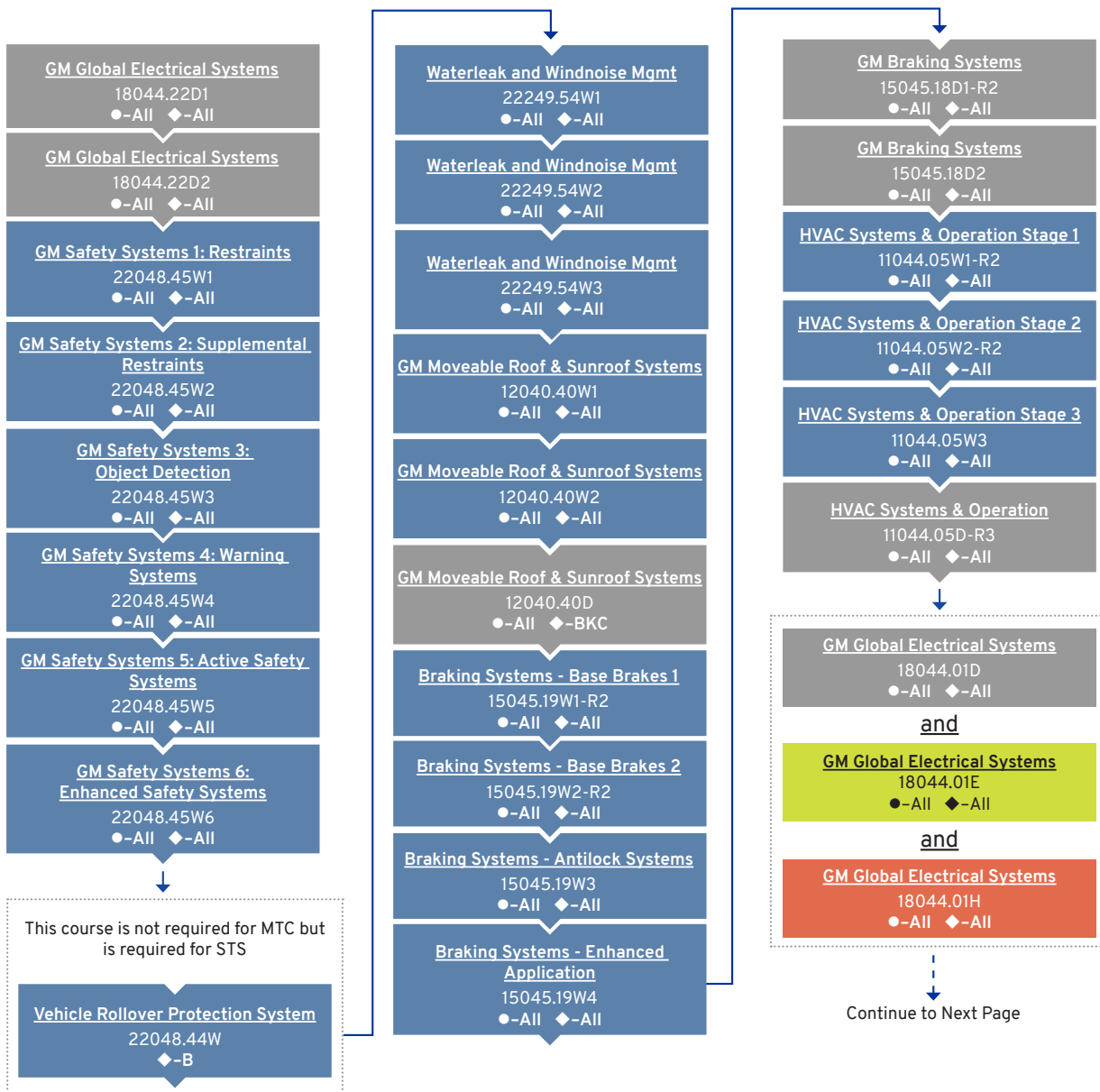
## MECHANICAL/ELECTRICAL BODY REPAIR

GM Master Technician Certification Requirements (MTC = ●)  
GM Dealer Minimum Divisional Service Training Standards (STS = ◆)

\* ASE Mechanical/Electrical #B5 or ASE Certified Master Automotive Tech.

●-All ◆-All

**Note:** Although ASE Certification is not a prerequisite to begin this training program, it is, however, a requirement before GM Master Technician Certification can be granted.



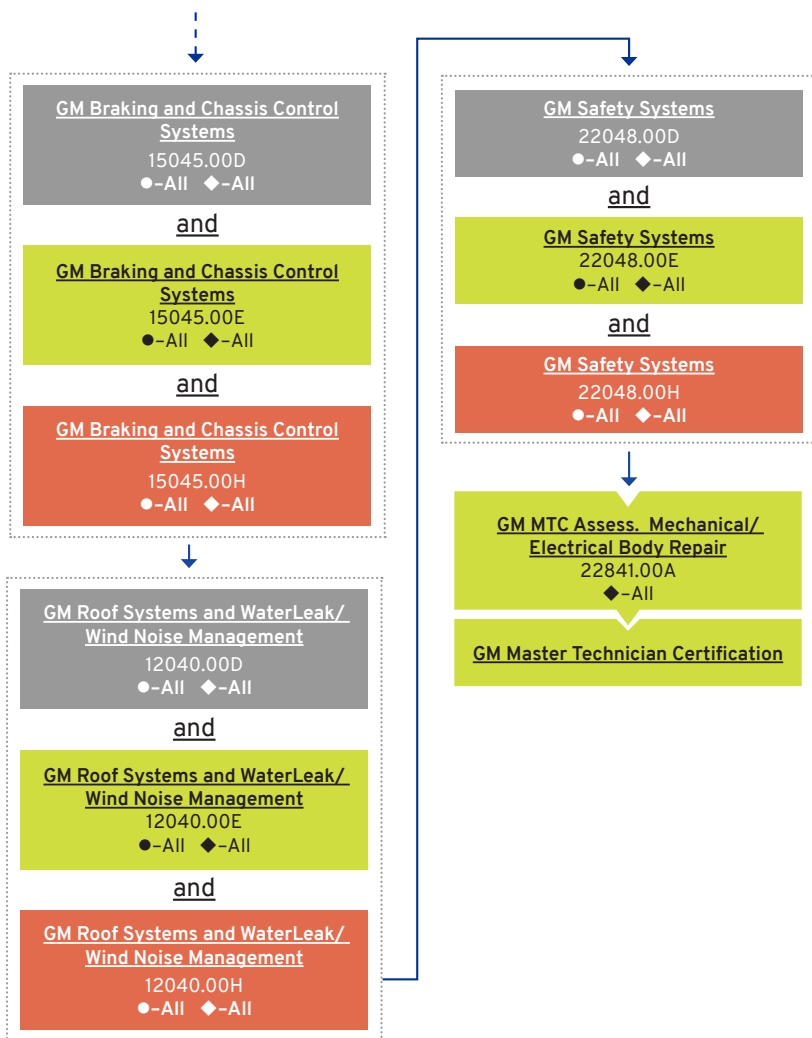
B = Buick, K = Cadillac, C = Chevrolet, G = GMC, All = All Divisions





## MECHANICAL/ELECTRICAL BODY REPAIR

GM Master Technician Certification Requirements (MTC = ●)  
GM Dealer Minimum Divisional Service Training Standards (STS = ◆)



B = Buick, K = Cadillac, C = Chevrolet, G = GMC, All = All Divisions



## Hybrid/Electric Vehicles (formally Advanced Technology Vehicles)



## HYBRID / ELECTRIC VEHICLES

GM Master Technician Certification Requirements (MTC = ●)  
GM Dealer Minimum Divisional Service Training Standards (STS = ◆)

Required Courses Needed by Division		Training Time (hrs)	Buick	Cadillac	Chevrolet	GMC
ASE Light Duty Hybrid/Electric Vehicle Certification #L3		1.0	●	●	●	●
18400.00W	High Voltage System Safety	0.5	◆●	◆●	◆●	◆●
18400.30W-R2	Introduction to Hybrid & Electric Vehicles	1.0	◆●	◆●	◆●	◆●
18400.10W-R2	High Voltage Battery Systems Fundamentals	1.0	◆●	◆●	◆●	◆●
18400.20W-R2	High Voltage Power Electronics Fundamentals	1.0	◆●	◆●	◆●	◆●
18410.15D	Hybrid and Electric Vehicle Diagnostic Strategies	2.0	◆●	◆●	◆●	◆●
18420.09D	Electric Vehicle Diagnosis and Service	2.0	●	●	◆●	●
18420.10D-R2	High Voltage Battery Internal Service	2.5	●	◆●	◆●	●
18420.17W	High Voltage Depower Tool Usage	0.5	●	●	◆●	●
18410.01D +	Hybrid and Electric Vehicle Diagnosis and Repair V-ILT and	2.0	◆●	◆●	◆●	◆●
18410.01E +	Hybrid and Electric Vehicle Diagnosis and Repair Self-Study and	1.0	◆●	◆●	◆●	◆●
18410.01H	Hybrid and Electric Vehicle Diagnosis and Repair P-ILT	8.0	◆●	◆●	◆●	◆●
18410.06D +	High Voltage Battery Unit Repair V-ILT and	2.0	◆●	◆●	◆●	◆●
18410.06E +	High Voltage Battery Unit Repair Self-Study and	1.0	◆●	◆●	◆●	◆●
18410.06H	High Voltage Battery Unit Repair P-ILT	8.0	◆●	◆●	◆●	◆●
18410.11D +	High Voltage Transmission Unit Repair V-ILT and	2.0	◆●	◆●	◆●	◆●
18410.11E +	High Voltage Transmission Unit Repair Self-Study and	1.0	◆●	◆●	◆●	◆●
18410.11H	High Voltage Transmission Unit Repair P-ILT	8.0	◆●	◆●	◆●	◆●
18845.00A	GM MTC Assessment Advanced Technology Vehicle	8.0	●	●	●	●
18421.10W	Extended Range Electric Vehicle: Introduction - Gen 2 Chevrolet Volt	1.0	●	●	◆●	●
18421.12W	High Voltage Battery: Overview - Gen 2 Volt	0.5	●	●	◆●	●
18421.14W	Electric Transmission: 5ET50 Overview - Gen 2 Volt	1.0	●	●	◆●	●
18421.14V	Electric Transmission: 5ET50 Unit Repair - Gen 2 Volt	1.0	●	●	◆●	●
18430.10W	Battery Electric Vehicle: Introduction - Chevrolet Bolt EV (BEV 2)	1.0	●	●	◆●	●
18430.11W	High Voltage Battery: Replacement Procedure - Chevrolet Bolt EV	1.0	●	●	◆●	●
18430.12W	High Voltage Battery: Overview - Bolt EV (BEV 2)	1.0	●	●	◆●	●
18430.12V	Bolt EV Battery Section Service Precautions and Safety (BEV 2)	1.0	●	●	◆●	●
18430.13V	High Voltage Battery: Internal Service-Bolt EV (BEV 2)	.5	●	●	◆●	●
18430.14W	Electric Transmission: 1ET25 Overview - Bolt EV (BEV2)	1.0	●	●	◆●	●
18430.14V	Electric Transmission: 1ET25 Unit Repair - Bolt EV (BEV2)	1.0	●	●	◆●	●





## HYBRID / ELECTRIC VEHICLES

GM Master Technician Certification Requirements (MTC = ●)  
GM Dealer Minimum Divisional Service Training Standards (STS = ◆)

Required Courses Needed by Division		Training Time (hrs)	Buick	Cadillac	Chevrolet	GMC
10322.73W	2022 Chevrolet Bolt EUV New Model Launch	2.0	●	●	◆●	●
18430.20W	Battery Electric Vehicle: Introduction - GMC HUMMER EV	1.3	●	●	●	◆●
18430.22W	High Voltage Battery: Overview - GMC HUMMER EV	1.3	●	●	●	◆●
18430.22V1	High Voltage Battery: Replacement Procedure - GMC HUMMER EV	1.0	●	●	●	◆●
18430.24W	Electric Trans: P79/S80 Overview - GMC HUMMER EV	1.0	●	●	●	◆●
18430.26W	Electric Vehicle Thermal Management System	1.0	●	●	●	◆●
13041.21W	Rear Wheel Steering: GMC HUMMER EV	1.1	●	●	●	◆●
18430.40W	Battery Electric Vehicle: Introduction - Cadillac LYRIQ	1.0		◆		
18430.41V	High Voltage Battery: Replacement Procedure - Cadillac LYRIQ	1.0		◆		
18430.42W	High Voltage Battery: Overview - Cadillac LYRIQ	1.0		◆		
18430.44W	Electric Trans: P77 Overview - Cadillac LYRIQ	1.0		◆		
18430.46W	Electric Vehicle Thermal Management System - Cadillac LYRIQ	1.0		◆		

### Future Requirement Courses (future requirements for STS or GM MTC)

18440.23D	Electric Vehicles: New and Updates	2.0	◆	◆	◆	◆
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### Min. Number of Technicians Based on Annual GM Vehicle Repair Orders

To Meet Dealer Minimum Divisional Service Training Standards

Car and L/D Truck				
A	B	C	D	E
2	2	3	3	3

The smaller table above indicates the number of service technicians the dealership needs to have trained in all the course requirements to meet the STS as shown on the dealer STS Report at [www.centerlearning.com](http://www.centerlearning.com). However, dealers should train all service technicians who work in the Hybrid/Electric Vehicles area to the STS for Hybrid/Electric Vehicles. This means that the dealer STS Report may show a percentage greater than 100% in Hybrid/Electric Vehicles.





## HYBRID / ELECTRIC VEHICLES

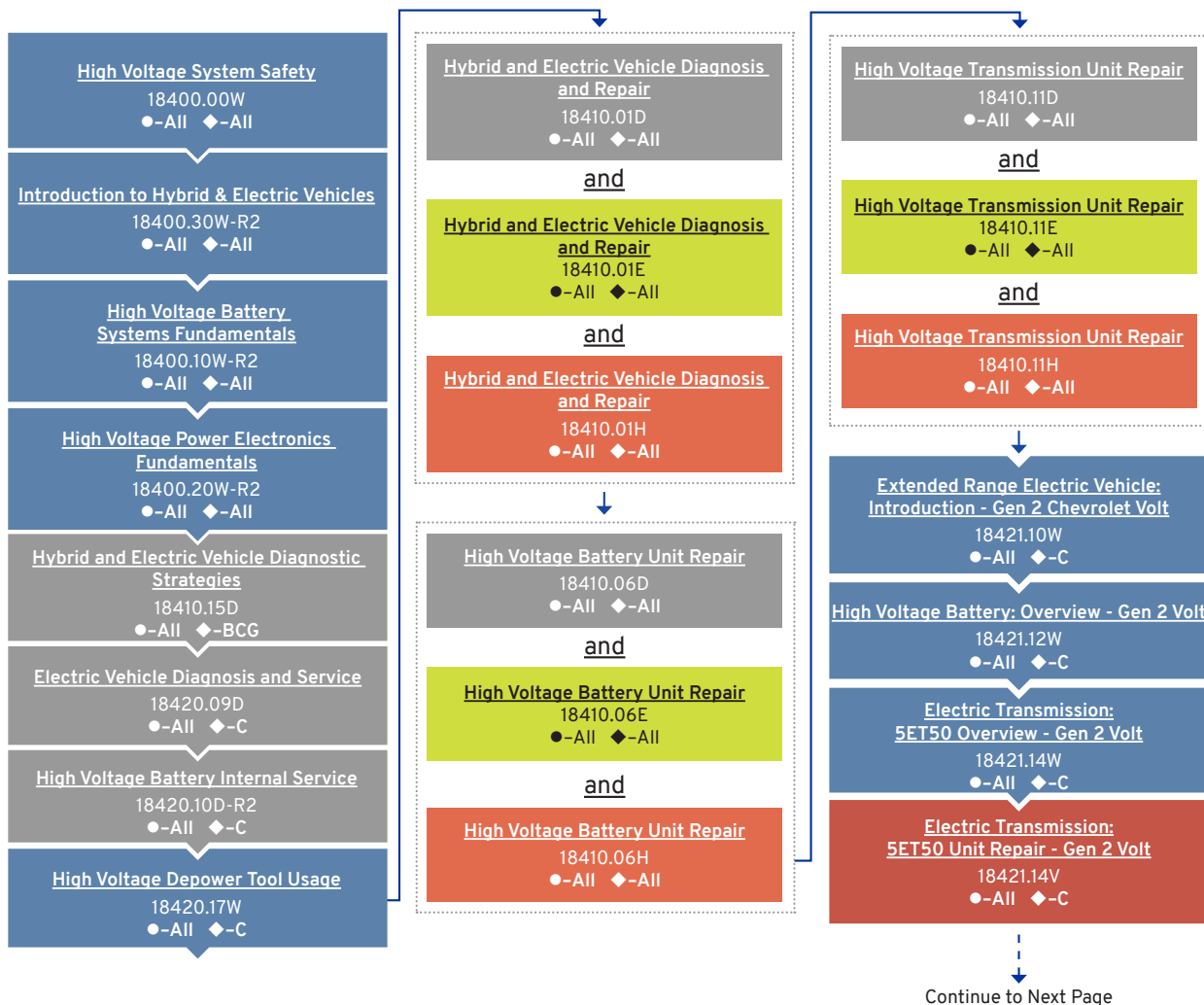
GM Master Technician Certification Requirements (MTC = ●)  
GM Dealer Minimum Divisional Service Training Standards (STS = ◆)

\* ASE Light Duty Hybrid/Electric Vehicle Certification #L3

●-All ◆-All

**Note:** Although ASE Certification is not a prerequisite to begin this training program, it is, however, a requirement before GM Master Technician Certification can be granted.

The following courses are only required based on the products you service in accordance with your dealer agreement.



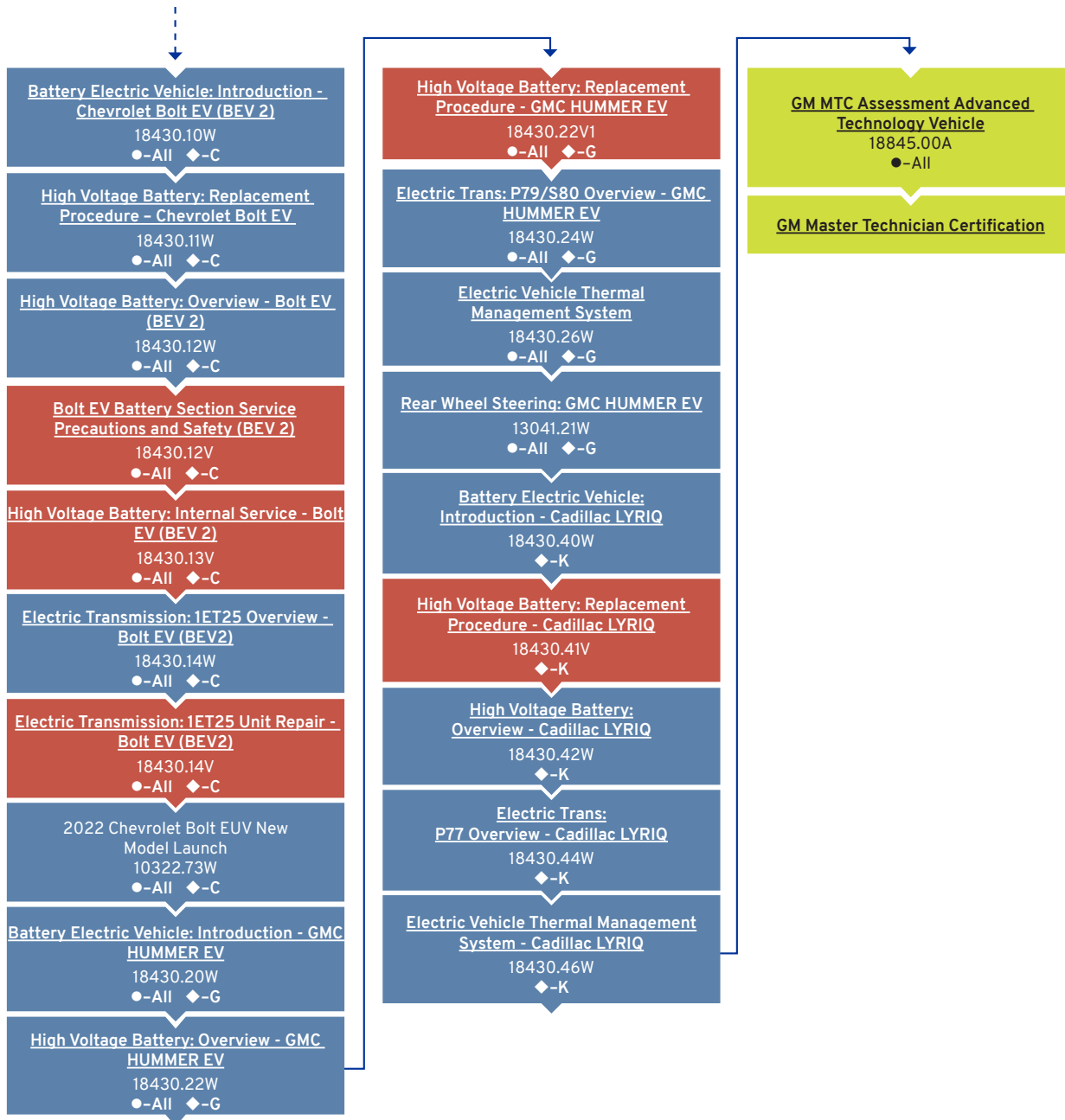
B = Buick, K = Cadillac, C = Chevrolet, G = GMC, All = All Divisions





## HYBRID / ELECTRIC VEHICLES

GM Master Technician Certification Requirements (MTC = ●)  
GM Dealer Minimum Divisional Service Training Standards (STS = ◆)



B = Buick, K = Cadillac, C = Chevrolet, G = GMC, All = All Divisions



## Bi-Fuels



## BI-FUELS

GM Master Technician Certification Requirements (MTC = ●)  
GM Dealer Minimum Divisional Service Training Standards (STS = ◆)

Required Courses Needed by Division		Training Time (hrs)	Buick	Cadillac	Chevrolet	GMC
16240.62W	CNG Fuel Systems	1.5			◆	◆

		Car and L/D Truck				
Min. Number of Technicians Based on Annual GM Vehicle Repair Orders		A	B	C	D	E
To Meet Dealer Minimum Divisional Service Training Standards		1	1	1	1	1

The smaller table above indicates the number of service technicians the dealership needs to have trained in all the course requirements to meet the STS as shown on the dealer STS Report at [www.centerlearning.com](http://www.centerlearning.com). However, dealers should train all service technicians who work in the Bi-Fuels area to the STS for Bi-Fuels. This means that the dealer STS Report may show a percentage greater than 100% in Bi-Fuels.



## BI-FUELS

GM Master Technician Certification Requirements (MTC = ●)  
GM Dealer Minimum Divisional Service Training Standards (STS = ◆)

<u>CNG Fuel Systems</u>
16240.62W
◆-CG

B = Buick, K = Cadillac, C = Chevrolet, G = GMC, All = All Divisions



## Body Structural Repair



### BODY STRUCTURAL REPAIR

GM Master Technician Certification Requirements (MTC = ●)  
GM Dealer Minimum Divisional Service Training Standards (STS = ◆)

Required Courses Needed by Division		Training Time (hrs)	Buick	Cadillac	Chevrolet	GMC
SCFGM.023W1	Dealer Safety: Creating a Better Workplace	0.3	◆	◆	◆	◆
22048.55V	Preventing Unintended Airbag Deployment	0.1	◆	◆	◆	◆
18043.21W	Electrical/Electronics Stage 1	1.0	◆	◆	◆	◆
18043.22W	Electrical/Electronics Stage 2	1.0	◆	◆	◆	◆
18043.23W	Electrical/Electronics Stage 3	1.0	◆	◆	◆	◆
18043.24W	Electrical/Electronics Stage 4	1.0	◆	◆	◆	◆
22048.45W1	GM Safety Systems 1: Restraints	0.5	◆	◆	◆	◆
22048.45W2	GM Safety Systems 2: Supplemental Restraints	1.0	◆	◆	◆	◆
ST010E01	I-CAR Introduction to Squeeze-Type Resistance Spot Welding	1.0	◆	◆	◆	◆
ST055E01	I-CAR Introduction to Three-Dimensional Measuring 1	1.3	◆	◆	◆	◆
ST020E01	I-CAR Steel GMA (MIG) Welding Theory	1.0	◆	◆	◆	◆
	AND					
ST025L01	I-CAR Training & Certification: Steel GMA (MIG) Welding	4.0	◆	◆	◆	◆
	OR					
ST105L01	Training and Certification: Steel Sectioning	6.0	◆	◆	◆	◆
ST070E01	I-CAR Parts Replacement at Factory Seams and	0.8	◆	◆	◆	◆
ST090E01	I-CAR Sectioning Overview and	1.0	◆	◆	◆	◆
ST095V01	I-CAR Sectioning Scenarios	1.5	◆	◆	◆	◆
ST030E01	I-CAR Introduction to MIG Brazing Theory	1.0	◆	◆	◆	◆
ST035L01	I-CAR MIG Braze Hands-On Skill Development	4.0	◆	◆	◆	◆
22046.10W	Structural Aluminum Welding and Repair (Corvette Stingray dealers only)	2.0			◆	
ST040E01	I-CAR Aluminum GMA (MIG) Welding Theory (Corvette Stingray Dealers Only)	1.3			◆	
ST045L01	I-CAR Aluminum GMA (MIG) Welding Certification (Corvette Stingray Dealers Only)	4.0			◆	

#### Future Requirement Courses (future requirements for STS or GM MTC)

I-CAR Structural Technician Pro Level 1						
ST050E01	Fixed Glass Removal and Installation	1	◆	◆	◆	◆
GE040E01	Hazardous Airborne Pollutants	0.75	◆	◆	◆	◆
GE035E01	Hazardous Waste Disposal	0.75	◆	◆	◆	◆
GE050E01	Hybrid Vehicle Identification and Damage Analysis	1	◆	◆	◆	◆
GE030E01	Safety Data Sheets and Labels	0.75	◆	◆	◆	◆
ST020E01	Steel GMA Welding Theory (already STS)	1	◆	◆	◆	◆
GE010E01	Vehicle Construction Material Types	0.75	◆	◆	◆	◆
GE025E01	Vehicle Protection During the Repair Process	0.5	◆	◆	◆	◆
GE015E01	Working Safely Around Hazardous Material	1.25	◆	◆	◆	◆
GE020E01	Workplace Safety	0.5	◆	◆	◆	◆





I-CAR Structural Technician Pro Level 2						
ST060E01	Advanced High-Strength Steel	0.75	❖	❖	❖	❖
ST065E01	Aluminum Vehicle Overview	1	❖	❖	❖	❖
ST030E01	Introduction to MIG Brazing (already STS)	1	❖	❖	❖	❖
ST010E01	Introduction to Squeeze-Type Resistance Spot Welding (already STS)	1	❖	❖	❖	❖
ST055E01	Introduction to Three-Dimensional Measuring (already STS)	1	❖	❖	❖	❖
GE001L01	Understanding Cycle Time	3	❖	❖	❖	❖
ST035L01	MIG Brazing Hands-On Skills Development (already STS)	4	❖	❖	❖	❖
ST015L01	Squeeze-Type Resistance Spot Welding Hands-On Skills Development	4	❖	❖	❖	❖
ST005L01	Rivet Bonding Hands-On Skills Development	4	❖	❖	❖	❖
ST025L01	Training and Certification: Steel GMA Welding (already STS)	4	❖	❖	❖	❖

I-CAR Structural Technician Pro Level 3						
ST075E01	Full-Frame/Unitized Structure Pulling Overview	1.5	❖	❖	❖	❖
ST080V01	Full-Frame/Unitized Structure Pulling Strategy and Planning	1.3	❖	❖	❖	❖
ST070E01	Part Replacement at Factory Seams (already STS)	1	❖	❖	❖	❖
ST090E01	Sectioning Overview (already STS)	1	❖	❖	❖	❖
ST095V01	Sectioning Scenario (already STS)	1.5	❖	❖	❖	❖
ST105L01	Training and Certification: Steel Sectioning (already STS)	6	❖	❖	❖	❖

Min. Number of Technicians Based on Annual GM Vehicle Repair Orders

To Meet Dealer Minimum Divisional Service Training Standards

Car and L/D Truck				
A	B	C	D	E
1	1	1	1	1

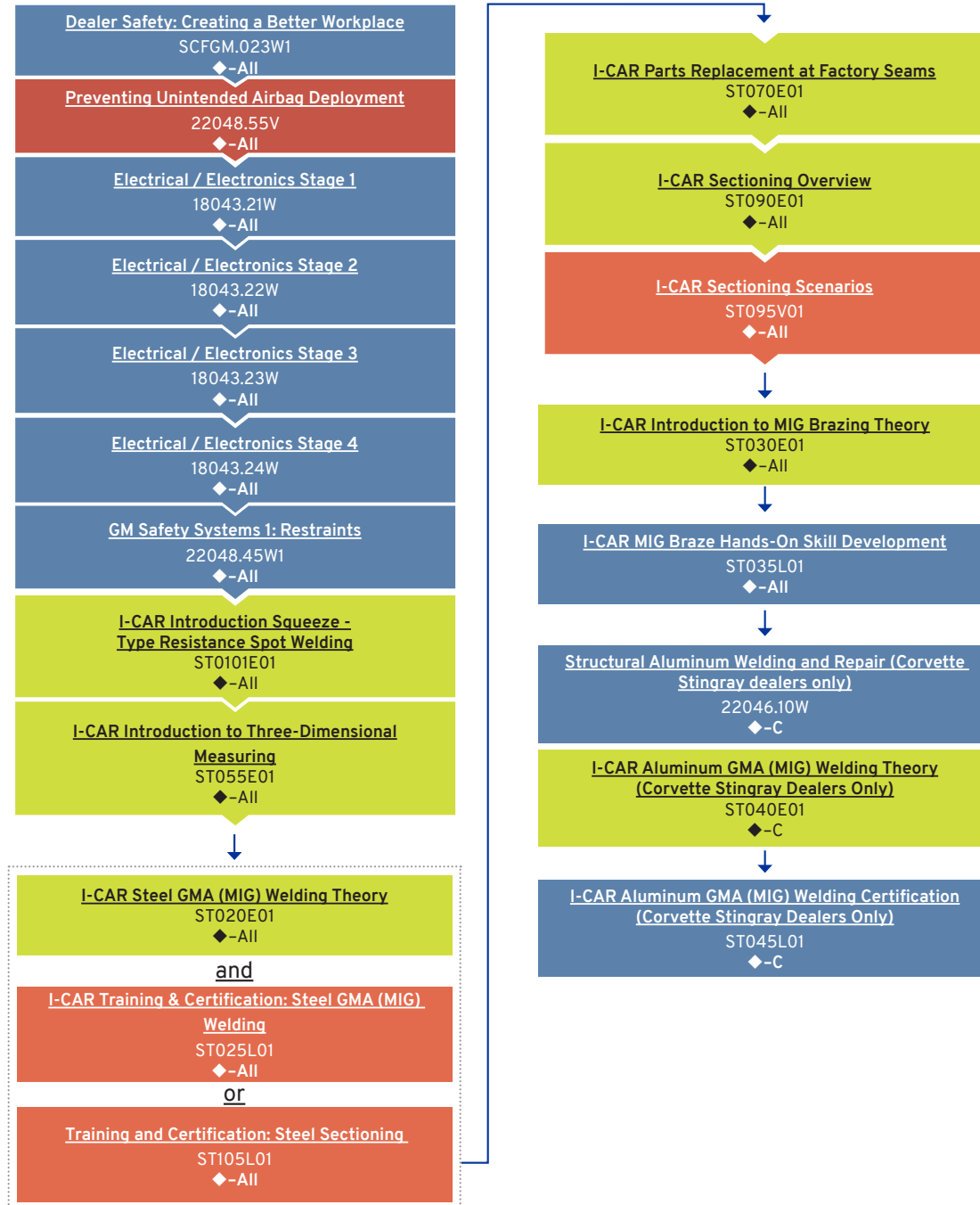
The smaller table above indicates the number of service technicians the dealership needs to have trained in all the course requirements to meet the STS as shown on the dealer STS Report at [www.centerlearning.com](http://www.centerlearning.com). However, dealers should train all service technicians who work in the Body Structural Repair area to the STS for Body Structural Repair. This means that the dealer STS Report may show a percentage greater than 100% in Body Structural Repair.





## BODY STRUCTURAL REPAIR

GM Master Technician Certification Requirements (MTC = ●)  
GM Dealer Minimum Divisional Service Training Standards (STS = ◆)



B = Buick, K = Cadillac, C = Chevrolet, G = GMC, All = All Divisions



## Paint and Refinish

GM Master Paint Technician Certification

Note: see page 89 for additional information.



### PAINT REFINISH

GM Master Technician Certification Requirements (MTC = ●)  
GM Dealer Minimum Divisional Service Training Standards (STS = ◆)

Required Courses Needed by Division		Training Time (hrs)	Buick	Cadillac	Chevrolet	GMC
SCFGM.023W1	Dealer Safety: Creating a Better Workplace	0.3	◆	◆	◆	◆
22041.00H	Certified Paint Refinish	Variable	◆	◆	◆	◆

Min. Number of Technicians Based on Annual GM Vehicle Repair Orders  
To Meet Dealer Minimum Divisional Service Training Standards

Car and L/D Truck				
A	B	C	D	E
1	1	1	1	1

The smaller table above indicates the number of service technicians the dealership needs to have trained in all the course requirements to meet the STS as shown on the dealer STS Report at [www.centerlearning.com](http://www.centerlearning.com). However, dealers should train all service technicians who work in the Paint and Refinish area to the STS for Paint and Refinish. This means that the dealer STS Report may show a percentage greater than 100% in Paint and Refinish.



### PAINT REFINISH

GM Master Technician Certification Requirements (MTC = ●)  
GM Dealer Minimum Divisional Service Training Standards (STS = ◆)



B = Buick, K = Cadillac, C = Chevrolet, G = GMC, All = All Divisions



## Medium Duty (Low Cab Forward)



### MEDIUM DUTY

GM Master Technician Certification Requirements (MTC = ●)  
GM Dealer Minimum Divisional Service Training Standards (STS = ◆)

Required Courses Needed by Division		Training Time (hrs)	Buick	Cadillac	Chevrolet	GMC
90317.10W	Medium Duty Truck Overview (Medium Duty Dealers only)	1.5			◆	
90317.11W	Medium Duty Truck Powertrain (Medium Duty Dealers only)	2.0			◆	
90318.30W	Medium Duty Truck Air Brake System (Medium Duty Dealers only)	1.5			◆	
90318.30D1	Medium Duty Truck Air Brake System (Medium Duty Dealers only)	2.0			◆	
90318.30D2	Medium Duty Truck Air Brake System (Medium Duty Dealers only)	2.0			◆	
90322.10V	Medium Duty Silverado 4500HD, 5500HD, 6500HD Transfer Case Unit Repair (Medium Duty Dealers Only)	1.0			◆	

Min. Number of Technicians Based on Annual GM Vehicle Repair Orders

To Meet Dealer Minimum Divisional Service Training Standards

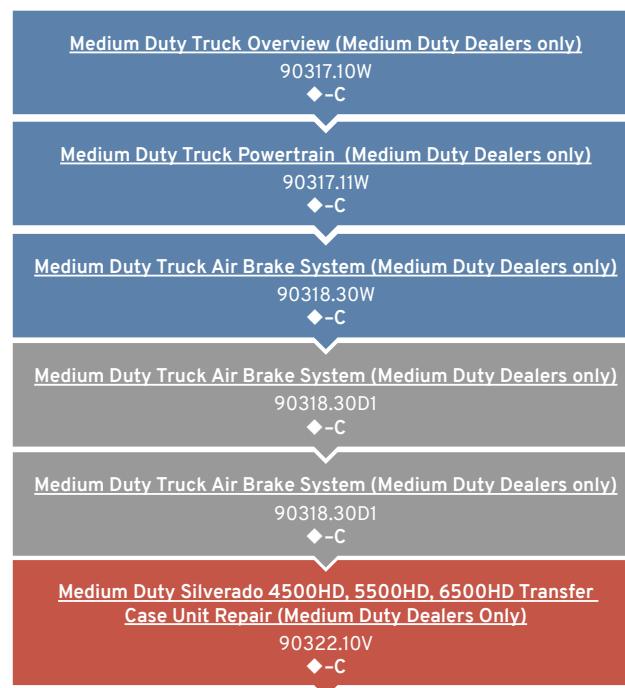
Car and L/D Truck				
A	B	C	D	E
1	1	1	1	1

The smaller table above indicates the number of service technicians the dealership needs to have trained in all the course requirements to meet the STS as shown on the dealer STS Report at [www.centerlearning.com](http://www.centerlearning.com). However, dealers should train all service technicians who work in the Medium Duty area to the STS for Medium Duty. This means that the dealer STS Report may show a percentage greater than 100% in Medium Duty.



### MEDIUM DUTY

GM Master Technician Certification Requirements (MTC = ●)  
GM Dealer Minimum Divisional Service Training Standards (STS = ◆)



B = Buick, K = Cadillac, C = Chevrolet, G = GMC, All = All Divisions



## Non-STS Curriculum

### GM Service Technical Automotive Readiness Training (GM START)

GM START offers dealers the opportunity to build upon their technician base, build their business, and enhance their customer satisfaction with more experienced and trained personnel. The GM START program helps aspiring technicians perform basic service repairs and maintenance on customer vehicles. GM START features over 90 technical and non-technical self-paced courses with testing and scoring features that provide tangible results.

To find GM START courses in the Center of Learning just type “GM START” into the search bar. The courses have been tagged to appear when searched for using that keyword.

GM START courses do not provide STS credit.

### Maintenance Inspection Technician (MIT)

To support dealerships that want to develop their own technicians, GM STC offers a learning path for the Maintenance Inspection Technician (MIT).

**Learning Path**

To view a specific Learning Path, click on the corresponding tab below. [Add/Remove Learning Paths](#)

To go back to the summary of Learning Paths and Certifications, click on the My Certifications tab. [Printer Friendly](#)

Navigation: << **MAINTENANCE INSPECTION TECHNICIAN** SERVICE TECHNICIAN FUNDAMENTALS >>

Course	Rating	Status	Action	Delivery Method	Tablet Compatible
00510.05W Maintenance - Underhood	★★★★☆	Launch	Launch	WBT	

The MIT curriculum consists of 27.75 training hours: 19.75 of WBT + 8 hours of Hands-On. There is a Hands-On checklist for the 8 hours of the ILT. Upon successful completion of the MIT curriculum, a technician will be familiar with safety and tools, be able to perform basic maintenance, and be able to conduct a Multi-Point Vehicle Inspection (MPVI).

This job role has no impact on STS.

## Boot Camps

Boot Camps are another means for supporting dealerships looking to develop their own technicians. Boot Camp curriculum is designed for the aspiring technician apprentice who may have vocational auto shop experience but has not pursued post-secondary education in automotive technology. Technicians who want to sharpen a specific skill set through instructor-led training will also benefit from Boot Camps.

A Boot Camp is an immersive hands-on training experience that accelerates the learner's progression toward completing GM's performance-based curriculum and maximizes dealership return on training investment.

Boot Camps are not an STS requirement.



## Training Provided by GM Approved Suppliers

As appropriate, GM STC incorporates supplier training into its curriculum. These suppliers develop training that meets the high standards GM requires for dealer service technicians. Currently, training in the Body Structural Repair and Paint and Refinish categories is provided by GM-approved suppliers.

### Body Structural Repair

GM STC includes I-CAR training as required for a minimum of one technician per repair facility and optional training within the Body Structural Repair portion of STS to ensure that technicians have the skills and knowledge to fix vehicles right the first time and thereby deliver an exceptional customer experience. Required I-CAR Steel Welding Training Certification courses are:

- ST025L01 Training and Certification: Steel GMA Welding; or
- ST105L01 Training and Certification: Steel Sectioning

### Aluminum Welding

In addition to one of the above two steel welding courses, Chevrolet dealers with Corvette Stingray allocation must have a minimum of one Body Structural Repair technician complete the following I-CAR Welding Training & Certification™ course:

- Training and Certification: Aluminum GMA (MIG) Welding

Visit <https://info.i-car.com/network-programs/oem/GM> for Body Structural Repair courses offered by I-CAR.

### New Requirements for 2019 and Beyond

GM service procedures are always evolving, requiring Body Technicians to understand and demonstrate their expertise to fix cars right the first time. With this evolution comes an update in Service Information (SI) and a need for technicians to become adept at two important attachment methods. MIG brazing and squeeze-type resistance spot welding. These requirements are only offered by I-CAR.

- ST030E01 Introduction to MIG Brazing
- ST035L01 MIG Brazing Hands-On Skill Development
- ST010E01 Introduction to Squeeze-Type Resistance Spot Welding

These courses are already listed as Requirements for Body Structural Repair (I-CAR) category in [www.centerlearning.com](http://www.centerlearning.com).

### How do I know if my Welding Certification is current?

I-CAR Welding Training & Certification is valid for five years. I-CAR recommends beginning the registration process to regain the certification at least two months prior to a technician's expiration date. This provides ample time to ensure that the technician's certification does not lapse.



To check your I-CAR certification status, please visit: <https://www.i-car.com/Home/MyICAR/Login>

- If you're a Service or Body Shop Manager, you can always check your team's progress toward Body Structural Repair STS at [www.centerlearning.com](http://www.centerlearning.com) > Reports and select:

**(GM) Service Training Standards (STS) Report**

GM STS shows percentage completed weekly by dealership

## Earning GM STC Credit for I-CAR Training Programs

You must have an established Profile page in GlobalConnect with a Primary Email address per below to allow certification status from I-CAR to transfer into GM's training website ([www.centerlearning.com](http://www.centerlearning.com)).

My Profile

Name: [Redacted] GMIN: [Redacted] Login ID: [Redacted] <a href="#">View Additional Information</a> <a href="#">Edit My Profile</a>	<b>USER INFORMATION</b> Dealership Name: [Redacted] Dealer Administrators: Please contact the Dealer Assistance Center @ 888.337.1010, (dac.na.english@gm.com) Dealership Business Role (S): [Redacted] BAC: [Redacted] Security Role: USER Brand: Chevrolet,Buick,GMC,Cadillac Country: US	<b>CONTACT INFORMATION</b> Primary Email: [Redacted] Secondary Email: [Redacted] Primary Phone: [Redacted] Secondary Phone: [Redacted] Fax: [Redacted] Preferred Language: English Time Zone: (GMT-05:00) Eastern Time (US and Canada) (ET)
--	--	--

Each week, I-CAR provides GM STC a report of all applicable completed training. GM STC then uploads the credit into body structural repair technicians' training records, which display the credit immediately. Dealers' STS Reports will also display the credit after their regular weekly update.

To manage your OEM Affiliation with I-CAR:

1. Navigate to [www.i-car.com](http://www.i-car.com) and login to your myI-CAR account, or create one if you haven't already.
2. Once logged in, select >My Training. Select >My Affiliations from the options that appear.
3. Select the New Affiliation button.
4. Select GM Network from the dropdown and select Next.
5. Enter your GMIN into the Company ID field. Enter your Dealer BAC number into the Dealer Code field. Enter the date your affiliation began in the Start Date field.

You can call your assigned I-CAR customer care representative or call the I-CAR Customer Care Desk at (800) 422-7872 for additional assistance.

**Note:** Body Structural Repair technicians and managers do not need to fax in proof of earned I-CAR credit. All applicable Body Structural Repair credit is submitted to GM STC directly from I-CAR.



### Additional Resources

The I-CAR website ([www.i-car.com](http://www.i-car.com)) provides an array of information about their training programs as well as important details regarding Gold Class points for their recognition programs. In addition, Body Structural Repair technicians and managers may contact the I-CAR Customer Care Desk at (800) 422-7872 or by email at [gm@i-car.com](mailto:gm@i-car.com).

## Paint and Refinish

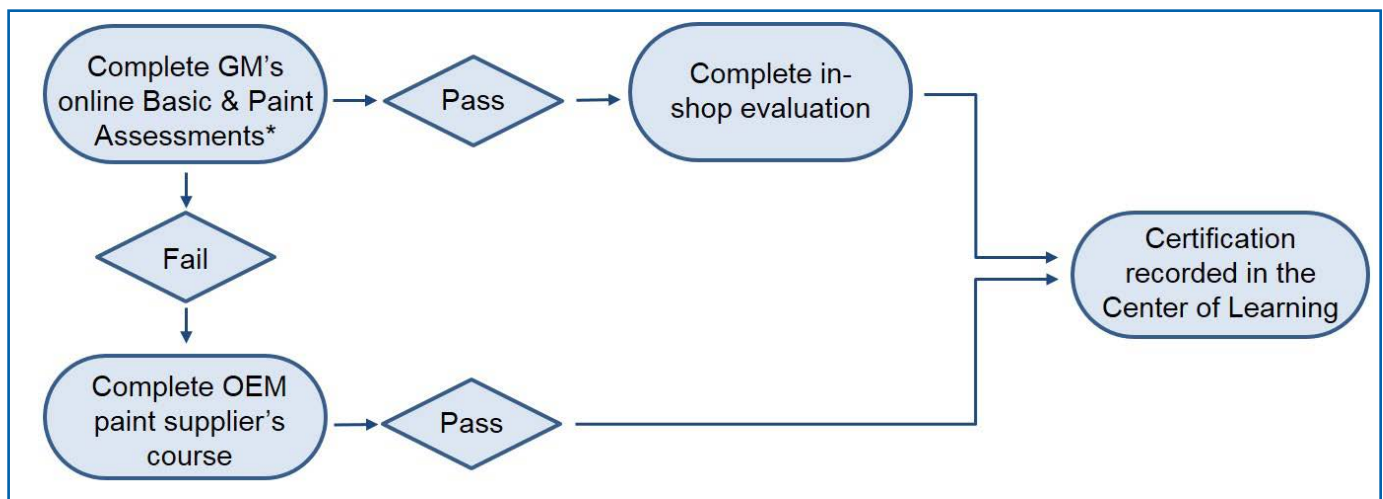
### The GM Paint and Refinish Training Process

GM and our paint suppliers have developed a strong training relationship since joining forces. Our relationship enables us to implement the strict procedures necessary to consistently restore a vehicle's appearance to pre-accident or showroom condition after a paint repair. Our process ensures that painters are knowledgeable and skilled, and we work together to establish performance testing standards to ensure competency certification. Paint suppliers train the technicians while GM monitors adherence to the curriculum and performance standards.

Our process offer several benefits to learners:

- An expedited method for meeting GM Service Training Standards (STS) and achieving certification
- An easy way to evaluate a painter's knowledge level
- Consistency in skills evaluation among peers

The graphic below depicts our Paint and Refinish Training Process. A painter who successfully completes this process will earn credit for GM Certified Paint/Refinish course number 22041.00 on their training record and dealership's STS Report. Please allow up to four weeks for the credit to appear in the Center of Learning.



\*Basic Paint Assessment 22042.00A plus the appropriate Product-Specific Paint Assessment 22044.XX.



## Pre-Qualify

A technician must accomplish at least one of the following:

- Paint ASE Certification
- Completion of previous GM or paint supplier training courses
- One year documented automotive paint experience

## Online Evaluation

Once a technician pre-qualifies, he/she must complete the online evaluation by logging on to [www.centerlearning.com](http://www.centerlearning.com). Trainees who do not have a log on ID and password may obtain one either by contacting their GM service manager or by calling the GM Center of Learning Help Desk at (888) 748-2687; press 2 then 8. Technicians can locate the online evaluation by clicking Testing > Service Technical > Paint Placement Assessment. The evaluation includes two tests:

- Test 1: Basic Training - technicians must pass Test 1 before taking Test 2
- Test 2: OE (Original Equipment) Training - this test is paint manufacturer specific
  - Section A: OE Product test (primarily performance based product training)
  - Section B: OE Color test (primarily performance based color tinting/matching)

Trainees are given two attempts to pass the two online evaluation tests.

## Evaluation Scored

Upon completing an online evaluation test at [www.centerlearning.com](http://www.centerlearning.com), trainees receive immediate feedback on how they scored. A score of 80% or higher is required to pass Test 1 and sections A and B of Test 2. This information is sent to the paint supplier Central Training Office (CTO).

If a trainee receives a score of 79% or less on any part of the online evaluation (e.g., Test 1 or either section of Test 2), the trainee should contact their paint supplier representative to enroll in the applicable OE Training course(s). For example, if a trainee scores 80% on the Basic Training test and 80% on the OE Product test section and 79% on the OE Color test section, the trainee should enroll in OE Color test.

## Attend OE Course(s)

**Note:** This step is required only if a trainee does not pass the online evaluation tests.

Upon completing an online evaluation test, the trainee receives immediate feedback from [www.centerlearning.com](http://www.centerlearning.com), including a note on which course(s) they need to enroll in.

See the GM Paint Manufacturer Course and Contact Information section of the catalog (Section 2) for course names based on supplier used.

- Course Contents: Part 1 is primarily performance based product training; Part 2 is primarily performance based color tinting/matching.

For more information pertaining to specific OE courses, call the paint supplier at the number listed in the catalog.



## Schedule In-Shop Evaluation

**Note:** This step is required only if a trainee passes the online evaluation.

Upon successful completion of both online evaluation tests, the trainee should contact either his/her local paint supplier representative or the paint supplier CTO to schedule an in-shop evaluation.

## In-Shop Evaluation

**Note:** This step is required only if a trainee passes the online evaluation.

A paint supplier representative performs an in-shop evaluation.

Step #1: OE Approved paint systems information review

- The representative familiarizes the technician with the OE approved paint systems, product, and process information. It is appropriate for the representative to coach the technician on information and interpretation. It is not appropriate to supply answers for the Observed Performance Evaluations.

Step #2: Observed Performance Evaluations

- The paint supplier representative fills out all of the requested information on the Observed Performance Evaluation sheets (one set for product application and another set for color tinting).
- The representative observes as the technician demonstrates his/her ability to perform all of the evaluation criteria listed.
- To pass the course, a technician must achieve a perfect performance score of 100% on both the product application and color tinting evaluations.

**Note:** If a technician fails the in-shop evaluation, the recommended action is to complete the OE course.

## Results Sent to Training Administrator

The paint supplier representative sends the completed Observed Performance Evaluation sheets to their training administrator.

## Results Sent to Center of Learning

The paint supplier CTO compiles a list of certified painters and forwards it to GM STC.

## GM STC Posts Records to Center of Learning Website

GM STC imports the list of certified painters into [www.centerlearning.com](http://www.centerlearning.com). Credit shows in training records immediately and on the STS Report within one week.

## OE Certification Timing

Trainees must complete the Paint and Refinish training process within a six-month period once they begin.



## GM Paint Manufacturer Course and Contact Information

The following table shows the GM paint suppliers and their contact information. To determine the training requirements for certification, GM body service technicians can discuss them with their paint supplier representative or contact the appropriate GM-approved paint supplier at the number(s) listed below:

PAINT SUPPLIERS	PHONE NUMBER	WEBSITE
Axalta/Spies Hecker/Standox/Cromax	(610) 358-5354	<a href="http://www.axaltacoatingsystems.com">www.axaltacoatingsystems.com</a>
AkzoNobel/Sikkens	(800) 656-2332	<a href="http://www.akzonobel.com">www.akzonobel.com</a>
BASF	(800) 201-1605	<a href="http://www.BASFrefinish.com">www.BASFrefinish.com</a>
PPG/Nexa	(800) 647-6050	<a href="http://www.ppgrefinish.com">www.ppgrefinish.com</a>
Sherwin-Williams/Martin-Senour	(630) 887-7516	<a href="http://www.sherwin-automotive.com">www.sherwin-automotive.com</a>
Valspar/DeBeer	(972) 595-8910	<a href="http://www.valsparautomotive.com">www.valsparautomotive.com</a>



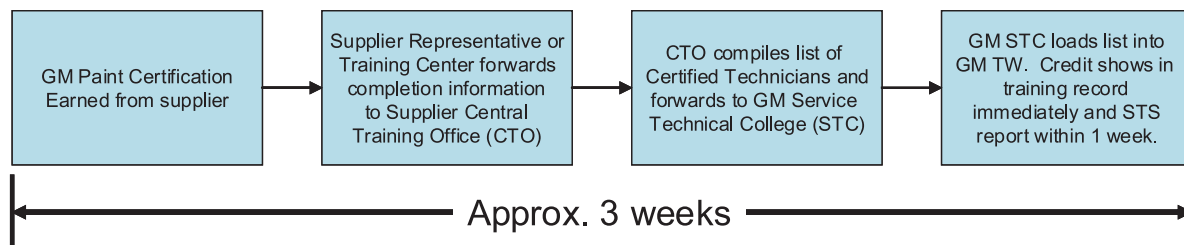
## Frequently Asked Questions

**Q: Can I fax in a copy of my past paint training to satisfy the requirement for GM Paint Certification (22041.00)?**

A: No. By following the process described above, trainees will receive credit for this course from the paint manufacturer. At the time this credit is earned, the data showing GM Certification completion are entered into the paint manufacturer database and subsequently transferred to GM STC for automatic loading into [www.centerlearning.com](http://www.centerlearning.com). If your credit is not showing in the LMS within 3 weeks, please contact the paint supplier. See table under GM Paint Manufacturer Course and Contact Information in this section of the catalog for supplier contact numbers. If the paint supplier has forwarded your record to GM STC, select “Help/Support” from the home page, then select “Contact Us” and provide the following information: date earned, how (“test out” through the online evaluation or completion of two-part paint supplier course), where (dealership/body shop where evaluation was performed or training center location attended), and from which paint manufacturer.

**Q: Once I have earned my GM Paint Certification through either passing the online evaluation and the in-shop evaluation or the two OE courses, what is the process for getting this credit into [www.centerlearning.com](http://www.centerlearning.com)?**

A: The process diagram below illustrates the steps taken to get credit in the system:



**Q: What steps can I take to make sure my certified painter’s credit actually appears in [www.centerlearning.com](http://www.centerlearning.com)?**

- A: 1. a) If the trainee works directly for your dealership, make sure he/she is in [www.centeroflearning.com](http://www.centeroflearning.com). If not, use the “Add New Trainee” function under “Profiles”. If the trainee’s profile is not in the system at the time his/her certification record is passed, a profile is created and placed in “inactive” status.
- b) If the trainee works for a sublet shop, ask your nearest regional GM Training Center to create the (non-GM) sublet shop in the system (or verify one already exists) and create a new profile for the trainee under that sublet shop, and finally, using the “Sublet Process” feature, sublet this trainee to your dealership.
2. Make sure your trainee logs their correct GM Identification Number (GMIN) number with the paint supplier. This is very important since certification records from the paint suppliers are matched to profiles in [www.centerlearning.com](http://www.centerlearning.com) using GMINs.

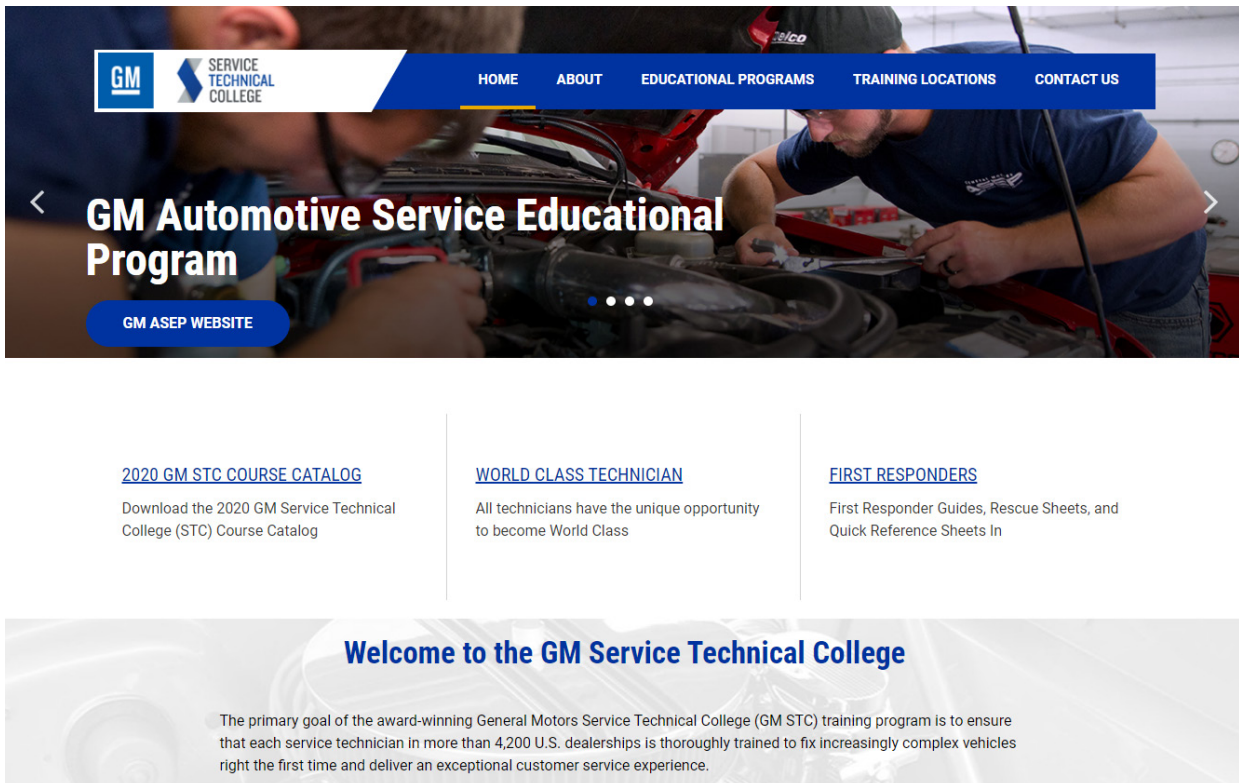


# 4

# Training Management

## GM STC Portal Site ([www.gmstc.com](http://www.gmstc.com))

The GM STC portal site provides an overview of the GM STC program. Here, users can find information on the curriculum, training locations, and other details that impact service technical training. This site also provides information about other related programs, as well as the latest news and information regarding GM STC. Please visit this publicly accessible site at [www.gmstc.com](http://www.gmstc.com) for more information.





## First Responder Guides, Rescue Sheets, and Quick Reference Sheets

As an auto industry technology leader, the GM vehicles being developed and driven on our roads necessitate information sharing with the first responder community: firefighters, police officers, and Emergency Medical Technicians (EMTs). Technology affects vehicle components such as supplemental restraints and the materials used to build vehicles.

While some systems and components are common to traditional GM vehicles, there are now Hybrid/Electric Vehicles systems and components that differ and may affect how a rescue procedure is performed.

GM STC develops First Responder Guides (FRG), Rescue Sheets (RS), and Quick Reference Sheets (QRS) for the new technology vehicles and posts them to [www.gmstc.com](http://www.gmstc.com).

An FRG offers information on vehicle systems and components; both RS and QRS provide the “on-scene” information that first responders need. All of these items feature high quality graphics to support the information.

The FRG provides an overview on how the advance technology vehicle operates and how to identify the vehicle from conventional vehicles, in addition to identifying key hybrid components and how to safely disable the high voltage system. The “No Cut Zones” are provided to ensure the occupant and First Responder are safe during extrication procedures. RS and QRS provide vehicle identification, hybrid components and how to disable the electrical/fuel cell systems.

GM STC provides FRG, RS, and QRS free of charge to First Responders. All can be displayed as long as they are represented as GM information and are not modified in any way.

**Note:** Guides can be downloaded from [www.gmstc.com](http://www.gmstc.com) > First Responders in PDF format onto desktops and mobile devices or printed and saved in vehicles. They can also be accessed using a QR code reader on a smart device (see photo).





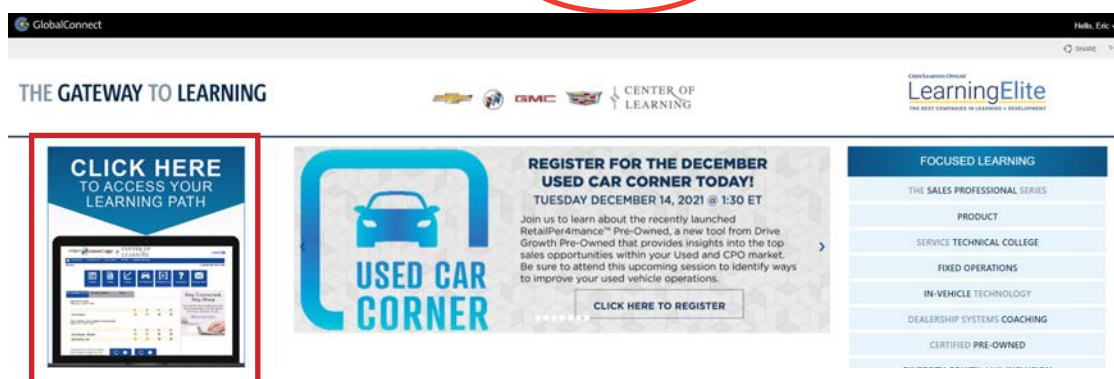
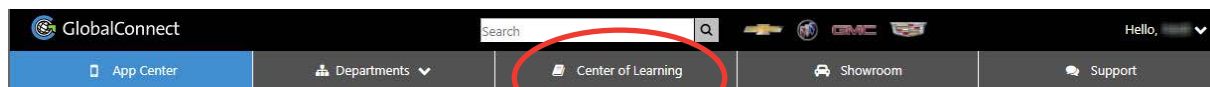
# 4

# Training Management

## Center of Learning Website ([www.centerlearning.com](http://www.centerlearning.com))

The Center of Learning website was implemented to respond to the GM Dealer Council's requests that dealers have greater ownership of dealership employee training. This website enables dealers to track and organize their dealership employee training and to stay current on their training requirements and needs. It enables users to access a variety of training information at their convenience, providing details on items such as course descriptions, schedules, enrollments, training histories, resource management, and reporting.

The Center of Learning website is now accessible via GM GlobalConnect ([www.gmglobalconnect.com](http://www.gmglobalconnect.com)) using Single Sign-On (SSO) technology. Once logged into GlobalConnect, simply click on the Center of Learning link to reach The Gateway to Learning app and then select the image on the left to access the home page. Be sure to use your own GM GlobalConnect ID to ensure you receive credit for any web classes completed.





The website displays your specific training records and requirements. Please contact your dealership's Partner Security Coordinator if you have questions about your access levels within GlobalConnect.

To ensure a pleasant experience when using the Center of Learning website, be sure to check out the available job aids under Help link located at the top right of the page.

## The Importance of E-mail

There are many Center of Learning website features that rely on technicians and service managers having accurate e-mail addresses in GM GlobalConnect. Accordingly technicians and service managers must fill out the My Profile page complete with a Primary Email (and/or Secondary Email) to receive important notifications from [www.centerlearning.com](http://www.centerlearning.com).

**My Profile**

USER INFORMATION		CONTACT INFORMATION	
Name:		Primary Email:	
GMIN:		Secondary Email:	
Login ID:		Primary Phone:	
<a href="#">View Additional Information</a>		Secondary Phone:	
<a href="#">Edit My Profile</a>		Fax:	
Dealership Name:		Preferred Language:	English
Dealer Administrators:	Please contact the Dealer Assistance Center @ 888.337.1010 (dac.na.english@gm.com)	Time Zone:	(GMT-05:00) Eastern Time (US and Canada) (ET)
Dealership Business Role (S):			
BAC:			
Security Role:	USER		
Brand:	Chevrolet,Buick,GMC,Cadillac		
Country:	US		

## Center of Learning Functionality and Features

The Center of Learning website is updated periodically based on feedback from the dealer council, GM management, and other stakeholders. Functionality and features are designed to make managing training needs even easier.

### ***Courses are grouped by Bronze, Silver, and Gold certification areas***

The GM STS Report divides courses and technician certification into three levels: Bronze, Silver and Gold.

- Bronze Certification is achieved when a technician reaches 100% in the Fundamentals category.
- Silver Certification is achieved when a technician is Bronze Certified and has completed all in-dealer training (for example, Web Based Training, Video On Demand, online instructor-led) in any given STS area, such as Engine Repair.
- Gold Certification is achieved when a technician is Silver and ASE-certified and has completed all hands-on training in any given STS area.



# 4

# Training Management

The following STS areas have Silver and Gold Certification levels:

- Emerging Issues
- Engine Performance
- Diesel Engine Performance
- Engine Repair
- Electrical/Electronics
- Manual Drivetrain & Axle
- Automatic Transmission/Transaxle
- Brakes
- Steering & Suspension
- HVAC
- Mechanical/Electrical Body Repair
- Hybrid/Electric Vehicles
- Medium Duty

## ***Learning paths to support Bronze, Silver, and Gold certification areas***

Upon logging in, service technicians' learning paths displays the Bronze, Silver, and Gold certification status. Courses on the STS learning paths are divided into Bronze, Silver, and Gold certification areas. Learning paths that don't have a Bronze, Silver, or Gold certification level – such as Body Structural Repair – will remain unchanged and will continue to list all courses in a single STS group.

Bronze, Silver, and Gold certificates are available for technicians to download and print from the LMS.



## View Course and Scheduled Sessions Pages

The following course information is viewable on the View Course Page:

- Course description
- Language(s)
- Prerequisites
- Equivalencies
- Expiration Period
- Education Unit

**Catalog > View Course**

The course description below outlines the specifics of this course such as the Course Number, Name, Description, required Prerequisites, etc.

Depending on the delivery platform, you can either launch or enroll in a course from one of the links to the right of these instructions.

[View Scheduled Sessions](#)  
[Add Course to Learning Path \(Self Select\)](#)

[Back to Learning Path](#)  
[Back to Course Search](#)

★★★★★

Average Rating 4.8 by 207 users

Course ID	17102
Course Number	16048.33H
Delivery Platform	Hands-On Training
Course Browser Mode	Compatibility View
Mobile Submenu	(Not Set)

Course Name	GDS2 / MDI 1 & 2 This course is designed to provide the technician with the skills necessary to properly diagnose current and future vehicle platforms using Global Diagnostic System 2 (GDS 2) and the Multiple Diagnostic Interface (MDI) 1 & 2. Basic hardware requirements and networking concepts are addressed to aid technicians with setup, updates, installation, and use of the system and its components. During workstations, the participants will interact with the software to familiarize themselves with the components and proper operation of the diagnostic tools. Upon completion of this course, participants will be able to: <ul style="list-style-type: none"> <li>Identify the components of the MDI (1 &amp; 2)</li> <li>Install and update software</li> <li>Connect the components using a wired or wireless interface</li> <li>Use GDS 2 and MDI (1 &amp; 2) to diagnose a vehicle system concern</li> </ul>
-------------	--

The following course information is viewable on the Scheduled Sessions Page:

- Delivery method and class duration
- Start and End Dates

**Schedule > Search**

To search for currently scheduled courses, select search terms from the dropdown menus, enter text in the text entry box below and click the Submit button. If you have trouble using the search click on Help for more information.

[Schedule at a Glance](#)

COURSE NUMBER
IS
16048.33H

SUBMIT

Start Date: is greater than
AUGUST / 8 / 2019

End Date: is less than
OCTOBER / 8 / 2019

Record(s) 1 to 10 of 10

Course Number	Course Name	Start Date	End Date	Start Time	End Time	Seats Avail	Location	Action	Enroll	Delivery Type
16048.33H	GDS2 / MDI 1 & 2	08/08/2019	08/08/2019	08:00	17:00	1	New York City GM Training Center, Room 6	<a href="#">[Edit]</a> <a href="#">[Cancel]</a> <a href="#">[View Roster]</a> <a href="#">[View Details]</a>		H
16048.33H	GDS2 / MDI 1 & 2	08/28/2019	08/28/2019	08:00	17:00	0	Buffalo GM Training Center, Room #1	<a href="#">[Edit]</a> <a href="#">[Cancel]</a> <a href="#">[View Roster]</a> <a href="#">[View Details]</a>	<a href="#">[Participant Self]</a>	H



# 4

# Training Management

## ***Text message registration notifications and reminders***

Participants have the ability to enable course registrations and enrollment reminders to be sent to their mobile phones via a text message. This function can be enabled from the participant's profile page in the LMS.

## ***Path to 100% STS Button***

The Path to 100% STS button to the Dealer and Technician Learning Paths on the LMS home page improves the ease of navigating within the LMS and provides convenient access for enrolling and measuring progress toward achieving 100% STS.

## ***Spanish Language Option***

Many courses have already been translated and are available in Spanish. Courses that are already translated will appear in Spanish, courses that are not yet translated will appear in English. The Browse Catalog feature will be updated as newly translated courses become available.

## ***New Course Announcements***

You can receive an email notification when new courses are released. You will only receive notifications for courses that are relevant to you, based on the selected Person Type in your profile. To receive New Course email notifications, set "Send New Course Announcements" to Yes on your Profile Page.

Setting "Send Training Email Announcement(s)" and/or "Send New Course Announcements" to Yes will authorize the system to send special Training and New Course Announcements to the email address above. New Course Announcements are based on your selected Person Types. If you selected No and have provided an email address in your profile, you will continue to receive Session Enrollment and Cancellation emails.

Send Training Email Announcement(s)

☒ Yes ☐ No

Send New Course Announcements

☒ Yes ☐ No

## ***Blended Learning***

Through its blended media approach (e.g., VCT, VOD, WBT, and hands-on) along with highly qualified instructional design, GM STC helps to extend the service technician's knowledge. The program also reduces the time that service technicians spend away from dealerships.



## Virtual Classroom Training (VCT)

VCT courses bring classroom training directly to your computer. This delivery method improves instructor and participant interaction through with a rich media interface and provides an enhanced learning experience for the technician.

Technicians select their desired course and hit Enroll.

<a href="#">18044.20D1-R2</a> GM Global Electrical Systems Session 1	★★★★★	<a href="#">Enroll</a> <a href="#">Test Out</a>	VCT
<a href="#">18044.20D2-R2</a> GM Global Electrical Systems Session 2	★★★★★	<a href="#">Enroll</a> <a href="#">Test Out</a>	VCT

Technicians can see a schedule of their course enrollments by viewing “My Enrollments” or “My VCT” on the home page.

Schedule
 Catalog
 Reports
 GC Showroom
 GM Media Tube
 Help/Support
 Message Center

MY LEARNING STATUS
 MY ENROLLMENTS
 MY VCT

GM CERTIFICATION  
Status as of: August 8, 2019

	Overall Completion	Professionally CERTIFIED	Product CERTIFIED
<a href="#">Instructor</a>	0%	No	No

Certification
 Cert Courses Completed ②
 Mark of Excellence

**Welcome to Center of Learning!**

It's great to have you back. Check out this enhanced resource and its many helpful features. We have available training materials that will help you navigate the updated site. Click [Help](#) for more information.

Note: To find the Technician Guide (TG), formally called Participant Guides, for VCT you are enrolled in to go to the View Course page by selecting the courses name. Find the TG on this page and download it before the start of your course per below.

**Catalog** > **View Course**

The course description below outlines the specifics of this course such as the Course Number, Name, Description, required Prerequisites, etc.

Depending on the delivery platform, you can either launch or enroll in a course from one of the links to the right of these instructions.

[View Scheduled Sessions](#)  
[Test Out](#)  
[Add Course to Learning Path \(Self](#)

[Back to Learning Path](#)  
[Back to Course Search](#)

★★★★★ Average Rating 4.1 by 1032 users

Course ID: 16029

Course Number: 18044.20D1-R2

Delivery Platform: Virtual Classroom Training (VCT)

Course Browser Mode: Compatibility View

Mobile Submenu: (Not Set)

Course Name: GM Global Electrical Systems Session 1

Description: This three component course is designed to introduce technicians to General Motors new global diagnostic format including the circuit types and functions. Session 1 of this two-session VCT course component provides information that will assist service technicians in understanding GM's circuit functions and how to test and diagnose them. This session focuses on the five circuit types and their nine functions and the logical order for testing circuits; how to test and diagnose ground circuits; and how to test and diagnose voltage circuits. Upon completing this course, participants will be able to:

- Identify the 5 electrical circuit types and their 9 functions and logical electrical testing order
- Distinguish how to test and diagnose ground and voltage circuits
- Describe how to test and diagnose signal and control circuits

[GM GES R2.01 Participant Guide](#)



# Training Management

## Virtual Instructor-Led Training

V-ILT courses bring part of the hands-on training experience into your dealership. They are the first part in series of course components that once completed provide credit for hands-on training requirements that would traditionally require multiple days in the training center. To enroll, technicians follow the same procedure as VCTs. Find the desired course on the Center of Learning, and select Enroll.

11044.00D	★★★★★	Enroll	VCT
HVAC Systems and Operation V-ILT			

Just like with VCTs, technicians can see a schedule of their course enrollments by viewing “My Enrollments” or “My VCTs” on the home page.

The Technician Guides for V-ILTs are also found the same ways as VCTs. Go to the View Course page for whatever course you wish to view the Participant Guide for and download it using the link found on that page.

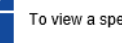
## Video On Demand

Many prerecorded STC courses are available through Video On Demand (VOD). Emerging Issues courses are released directly to VOD on the second Thursday of each month. Through the combined use of text, 2D and 3D animation, photos and video, technicians are able to review these training modules on-demand any time day or night, reducing time away from the service bay. VOD post tests are available directly from the VOD page upon completion of the course.

16048.30W-R3 <u>Global Diagnostic System (GDS) 2</u>	★★★★★	<a href="#">Launch</a>	WBT
16048.40W <u>Tech2Win Diagnostic Tool</u>	★★★★★	<a href="#">Launch</a>	WBT
22048.55V <u>Preventing Unintended Airbag Deployment</u>	★★★★★	<a href="#">Launch</a> <a href="#">Test Out</a>	VOD
18043.21W <u>Electrical/Electronics Stage 1</u>	★★★★★	<a href="#">Launch</a> <a href="#">Test Out</a>	WBT

### **Web Based Training (WBT)**

WBT is knowledge-based training delivered over the Internet. Service technicians can access WBT at their convenience. To launch a WBT course component, technicians identify the course using the Catalog Search, Learning Path, or Path to 100% STS link and select Launch.



## Learning Path

To view a specific Learning Path, click on the corresponding tab below.

To go back to the summary of Learning Paths and Certifications, click on the My Certifications tab.

[Add/Remove Learning Paths](#)  
[Printer Friendly](#)

[<<](#)

MAINTENANCE INSPECTION TECHNICIAN

SERVICE TECHNICIAN

FUNDAMENTALS

[>](#)

### Bronze

Course	Rating	Status	Action	Delivery Method	Tablet Compatible
<a href="#">FRPDS.019W</a> <a href="#">General Motors Dealer Safety Overview 2019</a>	★★★★★		<a href="#">Launch</a>	WBT	
<a href="#">18400.00W</a> <a href="#">General Motors Dealer Safety Overview 2019</a>	★★★★★		<a href="#">Launch</a>	WBT	



## Reports

Various reports are accessible through the Center of Learning website. These reports help dealership managers determine their employees' training needs and accomplishments.

- Dealer Certification Progress Report: shows the breakdown of certification course completion by dealership, job title, and employee
- Service Training Standards (STS) Report: GM STS shows percentage completion weekly by dealership
- (GM MD) Service Training Standards (STS) Report: GM Medium Duty Truck (GM MD) STS shows percentage complete weekly by dealership
- Course Completion Report: course completion summary and detail information
- Dealer Enrollment Summary (User & Course)
- Dealer Training Summary
- World Class Tech - Summary By Region

### ***Master Technician Certification (MTC) Recommendations***

The Center of Learning website recommends the next two full courses a service technician needs to complete to achieve MTC in a selected work area. A full course consists of all course components (WBT, online instructor-led, hands-on). The system provides the additional recommendations to allow for long-term planning of training. For example, a service technician can complete the online instructor-led components of the next two courses and then enroll for the hands-on course component as soon as prerequisites are satisfied.

[Note: The system recommends MTC courses only for service technicians who have selected a Learning Path.](#)

### ***Service Training Standards (STS)***

To start, the dealer service manager registers the dealer technicians into specific Learning Paths with the Center of Learning. These Learning paths have percentages that correspond to STS requirements and display their percentage of completion on the homepage. Once a technician is registered to a Learning Path, the Center of Learning website recommends the next two full courses a service technician needs to complete to achieve the dealership's division-required training in each work area. A full course consists of all components of a course (WBT, online instructor-led, hands-on). The system provides the additional recommendations to allow for long-term planning of training. For example, a service technician can complete the online instructor-led components of the next two courses, and then enroll for the hands-on component as soon as prerequisites are satisfied. To meet STS, the system recommends the "best case" service technician, the one closest to fulfilling the training requirements in each work area. As soon as the dealership is 100% in a given work area, the system does not recommend additional training for that area, even though others may need additional training.

[Note: The system recommends training only for employees who have specified a Learning Path.](#)



# 4

# Training Management

## GM Training Tips

### *Learning Path*

The Learning Path is an online feature developed to help dealership managers and employees plan their training. The Learning Path outlines training plans, recommends courses, and summarizes training activity to promote achieving dealership training standards and obtaining individual certifications.

Service managers have the ability to quickly and easily build the Learning Paths for all of the service technicians at the dealership by selecting the following path: Profile > Profile Manager. When service managers click on this link, they get a list of all technicians at their dealer. From there they can select View Learning Path > Add/Remove Learning Path to get to the page where they can add/remove learning paths for the Service Technical Certification Areas.

GM STS Learning Paths	
Learning Path Name	Add/Remove
Fundamentals	<input type="checkbox"/>
Fundamentals - Tech Apprentice (Display Only)	<input type="checkbox"/>
Emerging Issues	<input type="checkbox"/>
Engine Performance	<input type="checkbox"/>
Diesel Engine Performance	<input type="checkbox"/>
Engine Repair	<input type="checkbox"/>
Electrical/Electronics	<input type="checkbox"/>
Manual Drivetrain & Axle	<input type="checkbox"/>
Automatic Transaxle/Transmission	<input type="checkbox"/>
Brakes	<input type="checkbox"/>
Steering & Suspension	<input type="checkbox"/>
HVAC	<input type="checkbox"/>
Mech/Elec/Body Repair	<input type="checkbox"/>
Advanced Technology Vehicles	<input type="checkbox"/>
Medium Duty	<input type="checkbox"/>
Bi-Fuels	<input type="checkbox"/>
Body Structural Repair (I-CAR)	<input type="checkbox"/>
Paint	<input type="checkbox"/>



## ***ILT Waitlist & Unscheduled ILT Course Request a Class Capability***

If you want to enroll in a hand-on class that is currently full, you can enroll on the waitlist for that specific class. If the opportunity arises that a seat is opened at your preferred training center, you will be enrolled in the open seat, as long as you are next on the waitlist. If there are openings for a class you want to take, but none of the times or locations work for you, you can utilize the Request Unscheduled Course function. By selecting the Request Unscheduled Course link, you can specify what course and where you want the potential offering to take place. These submissions are taken into account when the class organizers get ready to schedule a new offering.

Note: Certain ILT courses are only offered at the Regional Training Centers. Please check your learning path for any restrictions before requesting an unscheduled course.

## ***Online Testing***

The Center of Learning website provides users with the ability to take a variety of online tests. These service technical and Sales, Service, and Parts tests include online instructor-led seminar tests and Placement Assessment tests, which allow users to test out of classes. Upon completing the test, users receive immediate feedback on their score. The system immediately updates their training record.

## ***Technician Guides (TGs) for VCTs and V-ILTs***

VCT and V-ILT Technician Guides can be downloaded from the Center of Learning website from the View Course page. To download a guide, access the site and find the course, either through your Learning Paths or through the Catalog and select its name. This will bring you to the View Course page where you can download the Technician Guide.

The GM technical training centers have now gone paperless and will provide tablets and tablet friendly TGs for participants to annotate and mark up. Participants can then save their digital TGs to a flash drive and take it with them, with their notes, back to their dealership to reference later.

## ***Training Expiration E-mail Notification***

Before the expiration of a training event (ASE certifications, Certification Events), the Center of Learning website automatically sends an e-mail notification to the employee (provided an e-mail address has been entered into the system). This allows employees to ensure they stay compliant with any and all training requirements.

## ***Search Functionality***

The Center of Learning website offers a search functionality. The search engine uses course long names, short names, abstract, notes, and keywords to try and find a match.



## GM Center of Learning Resources

Center of Learning provides a common entry point to the GM STC program on the Internet at [www.gmstc.com](http://www.gmstc.com). Here individuals can find information on the program including:

- GM STC Overview
- GM Automotive Service Educational Program (GM ASEP)
- Curriculum (Certification Areas, paint training information, course descriptions, training methods, GM Service Know-How, curriculum tools, and much more)
- Frequently Asked Questions (FAQs)
- Training location information
- Fleet training information

The “Contact Us” area of the site allows individuals to share their comments, ask questions, and provide general feedback.

## Help/Support

Center of Learning supplies a Live Chat feature to support dealerships and service technicians for technical training. The Help Desk can be reached by selecting the Help/Support box on the home page and then selecting the Chat option. The Help Desk supports the following areas:

- Center of Learning password support
- Online instructor-led equipment and sign-on support
- Curriculum information
- Training billing information
- Training material support

The Help Desk is available Monday through Friday, 8 a.m. - 8 p.m. Eastern time (excluding holidays).

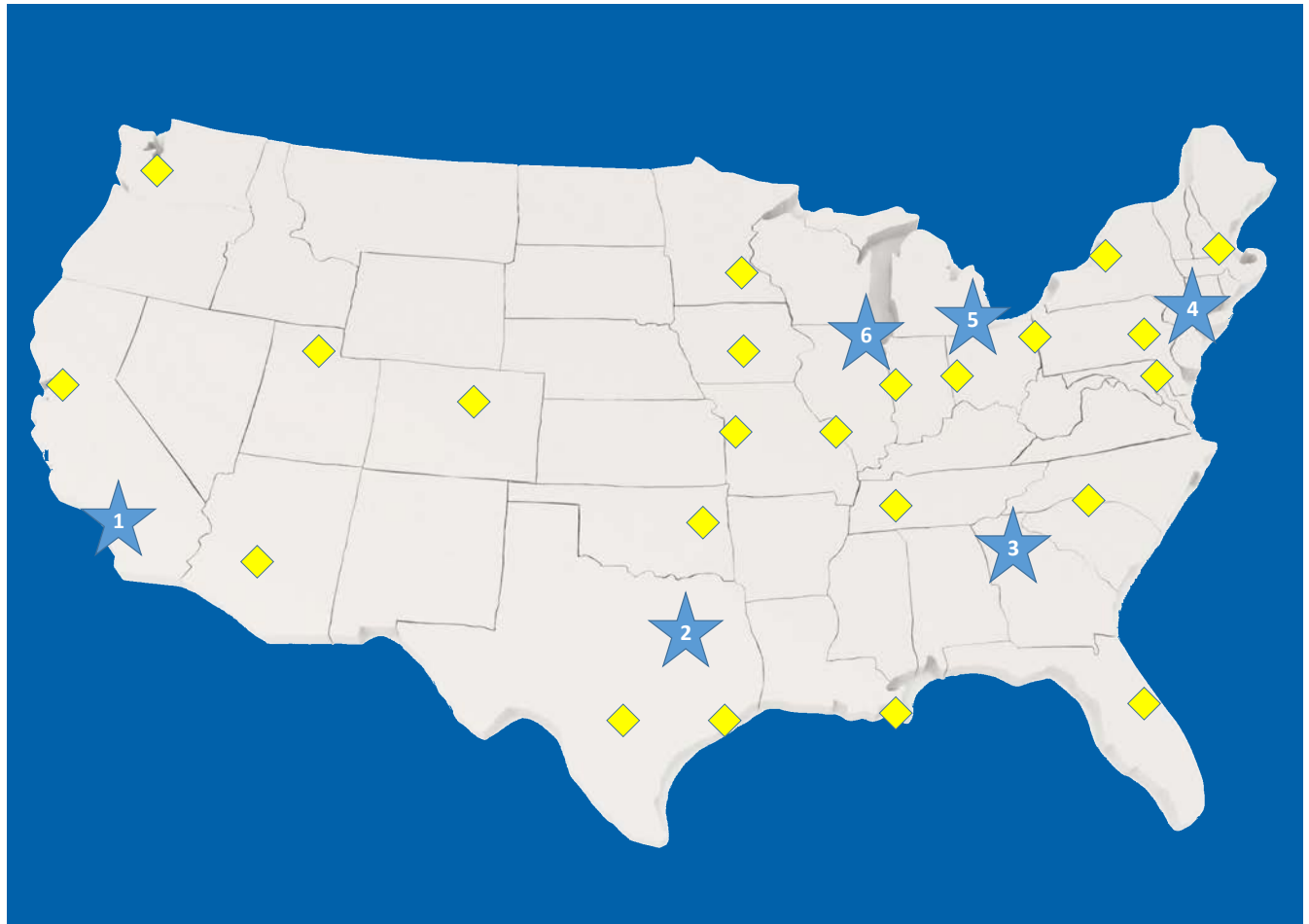
For GM GlobalConnect support, call the U.S. GM GlobalConnect Help Desk at (888) 337-1010.



## GM STC Training Locations

### GM Regional Map

Below is a picture of the GM STC Training Centers and satellite locations by region. For the most current information, go to [www.gmstc.com](http://www.gmstc.com).



GM Regional Training Centers



Satellite Training Centers

### GM Training Center Address and Phone Numbers

The following is a list of addresses, phone numbers, and corresponding maps for the GM Regional Training Centers. The address and maps for the satellite training centers are arranged by region to help you determine which training center is most convenient to your location. Contact the Regional Training Center for detailed driving instructions and maps.



# 5

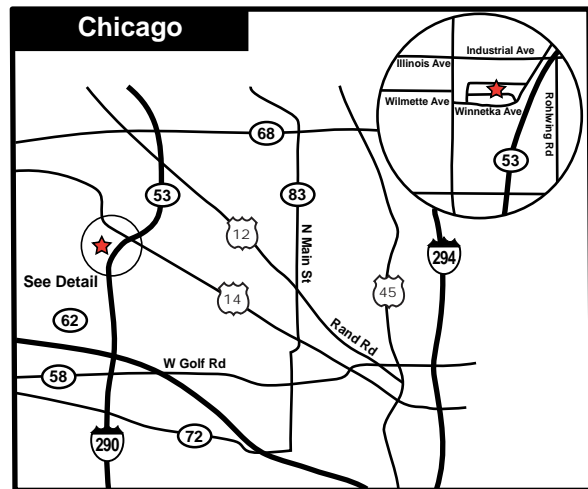
# Training Resources

## North Central Region



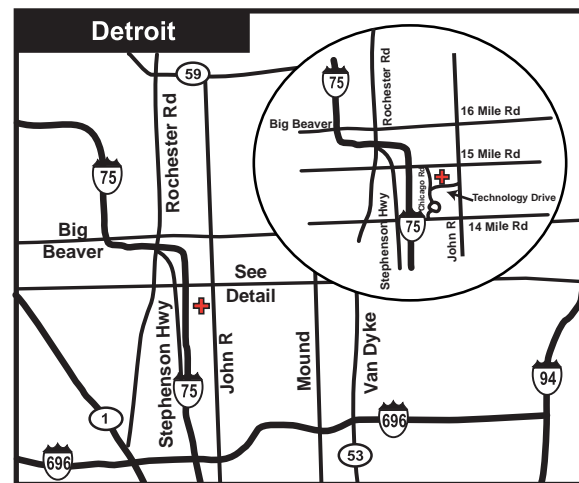
### General Motors Company CHICAGO Training Center

4110 Winnetka Avenue  
Rolling Meadows, IL 60008  
(630) 295-6394



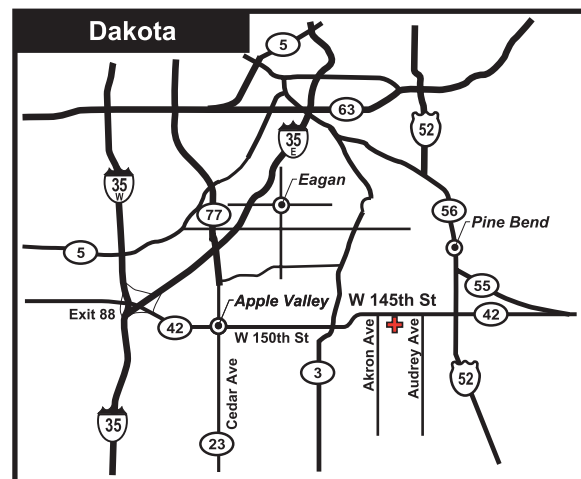
### General Motors Company DETROIT Training Center

1891 Technology Drive  
Troy, MI 48083  
(248) 837-6920



### Minneapolis GM Training Center Dakota County Technical College

1300 E. 145th Street  
Rosemount, MN 55068-2999



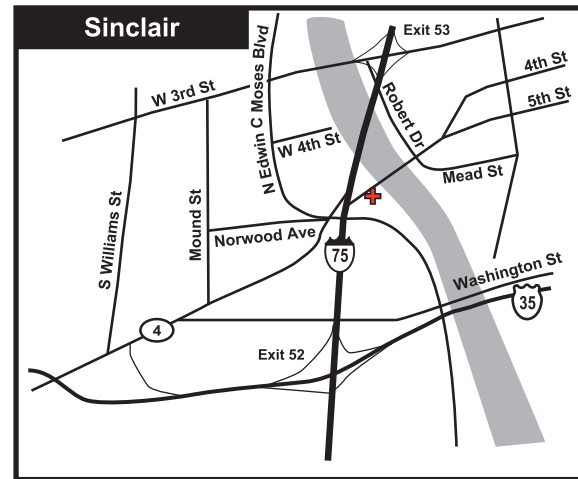


# Training Resources

# 5

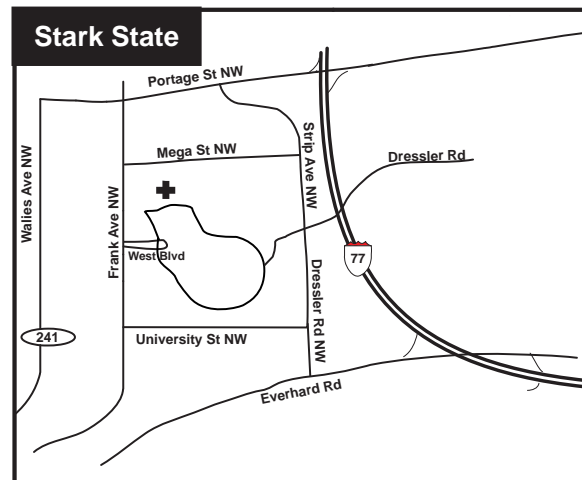
## ◆ Dayton GM Training Center Sinclair Community College

220 Edwin C. Moses Boulevard, Building 20  
Dayton, OH 45402



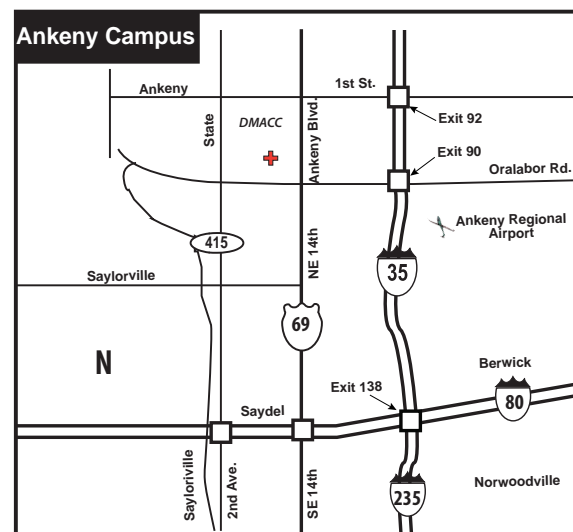
## ◆ Canton GM Training Center Stark State College

5600 Whipple Avenue NW  
North Canton, OH 44720



## ◆ Des Moines GM Training Center Des Moines Area Community College

2006 South Ankeny Blvd., Building 13  
Ankeny, IA 50023





# 5

# Training Resources

## ◆ Indianapolis GM Training Center Ivy Tech Community College

1700 E. Industrial Drive, Room T-130  
Terre Haute, IN 47802





# Training Resources

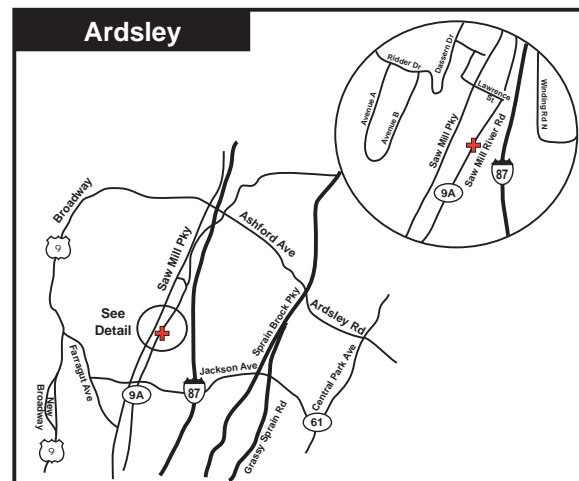
# 5

## Northeast Region



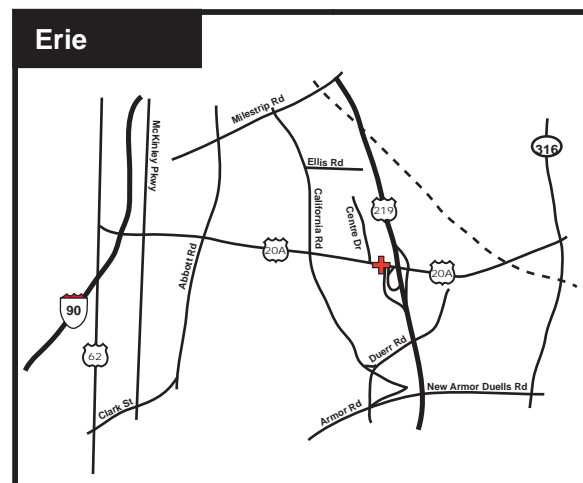
### General Motors Company New York Training Center

425 Saw Mill River Road, Ste. 100  
Ardsley, NY 10502  
(914) 366-2700



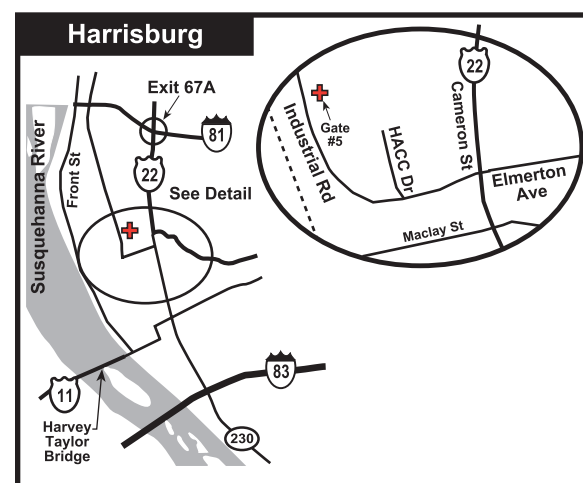
### Buffalo Training Center Erie Community College South Campus

5885 Big Tree Road  
Orchard Park, NY 14127



### Harrisburg Community College

One HACC Drive  
North Hall #119  
Harrisburg, PA 17110



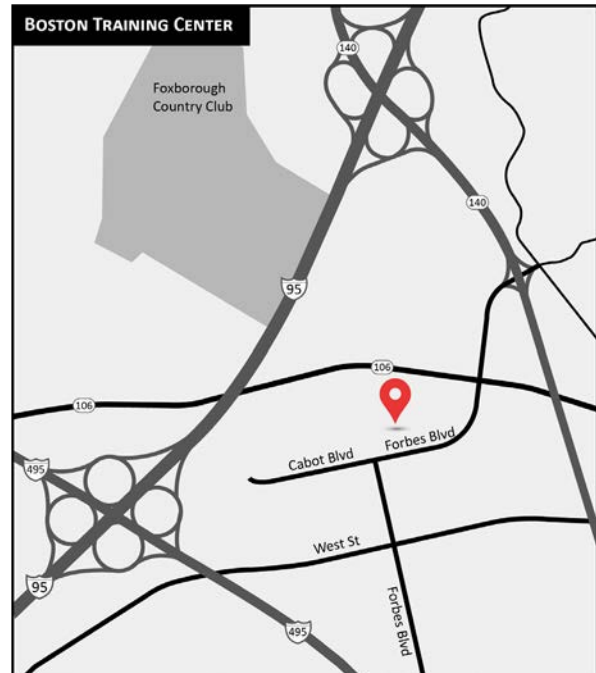


# 5

# Training Resources

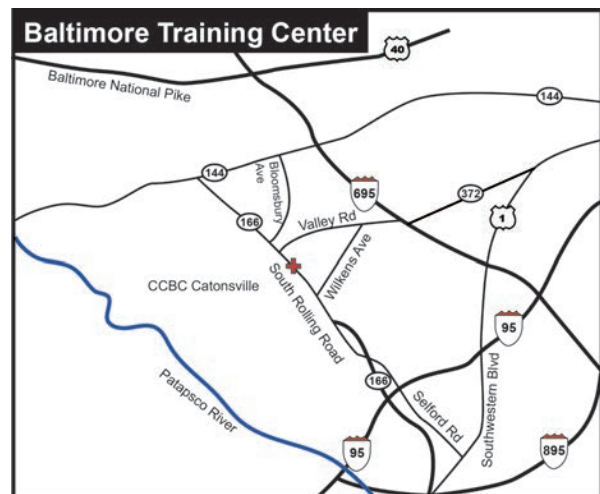
## ◆ Boston Training Center

171 Forbes Blvd  
Mansfield, MA 02048



## ◆ Baltimore Training Center Community College of Baltimore County (CCBC) Catonsville

TRAN Building  
800 S. Rolling Rd.  
Baltimore, MD 21228



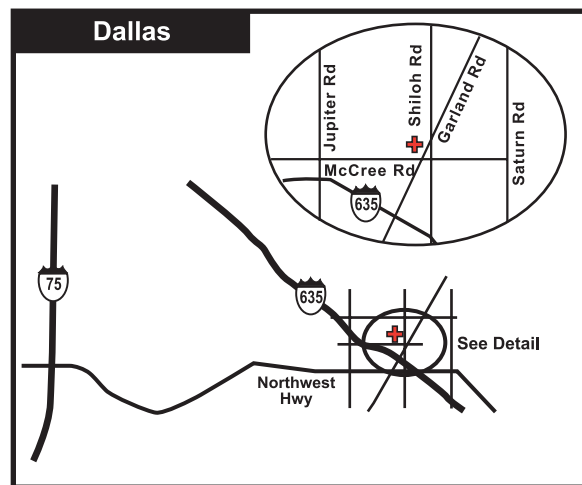


## South Central Region



### General Motors Company DALLAS Training Center

3635 S. Shiloh Road  
Garland, TX 75041  
(972) 278-2196



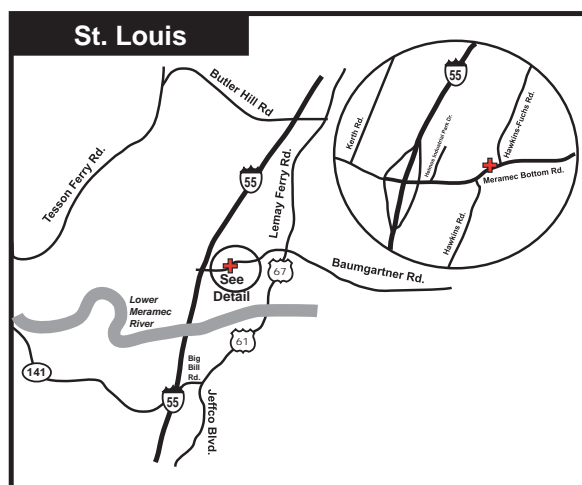
### ◆ New Orleans Training Center Delgado Community College

615 City Park Avenue,  
Building 41  
New Orleans, LA 70119-4399



### ◆ St. Louis Training Center General Motors Service Technical College – St. Louis

4407 Meramec Bottom Road, Unit E  
St. Louis, MO 63129-256



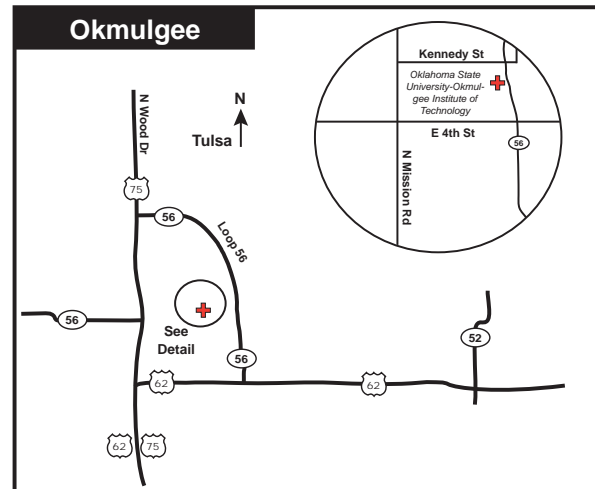


# 5

# Training Resources

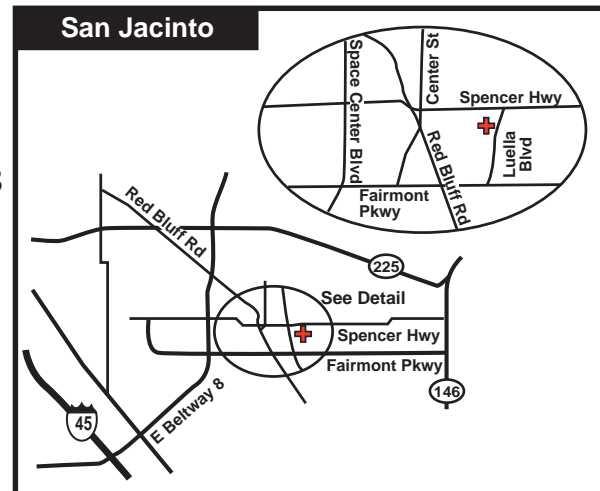
## ◆ Tulsa Training Center Oklahoma State University - Okmulgee

1804 East 4th Street  
Donald Reynolds Bldg. Room #132  
Okmulgee, OK 74447



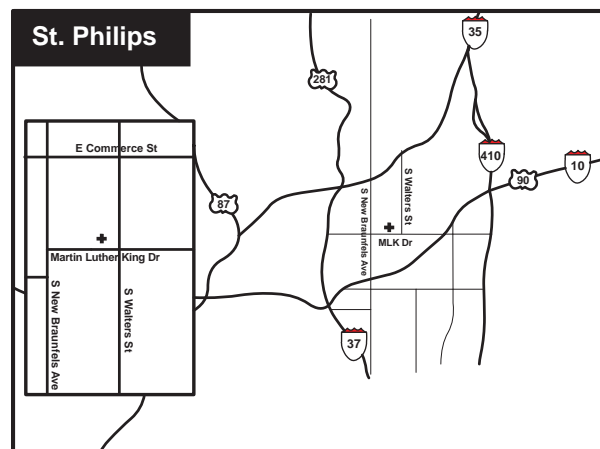
## ◆ Houston Training Center San Jacinto Community College

3501 Luella  
Transportation Center, Building 26, Room 118  
LaPorte, TX 77571



## ◆ San Antonio Training Center St. Philip's College

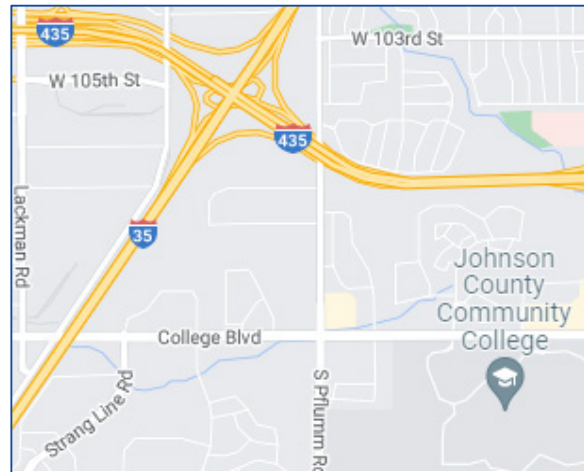
1801 Martin Luther King Drive  
Applied Science Building  
San Antonio, TX 78203





◆ **Kansas City Training Center  
Johnson County Community College**

12345 College Blvd.  
ITC Building, Room #189  
Overland Park, KS 66210

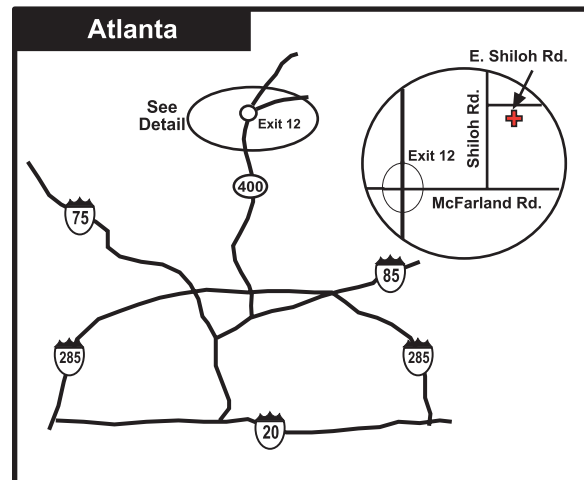


## Southeast Region



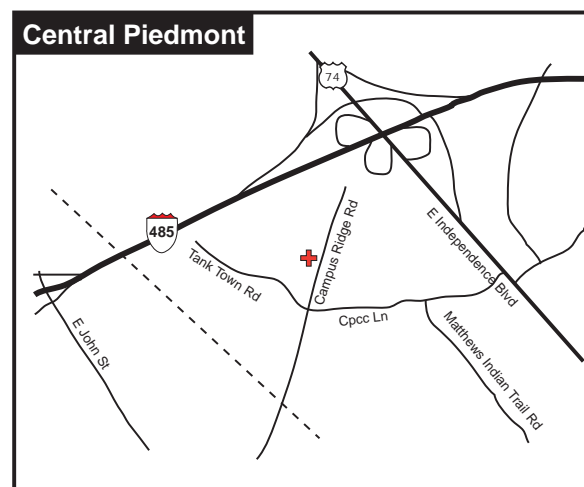
**General Motors Company  
ATLANTA Training Center**

6395 Shiloh Road  
Alpharetta, GA 30005  
(770) 888-1300



◆ **Central Piedmont  
Community College**

2800 Campus Ridge Rd.  
Matthews, NC 28105



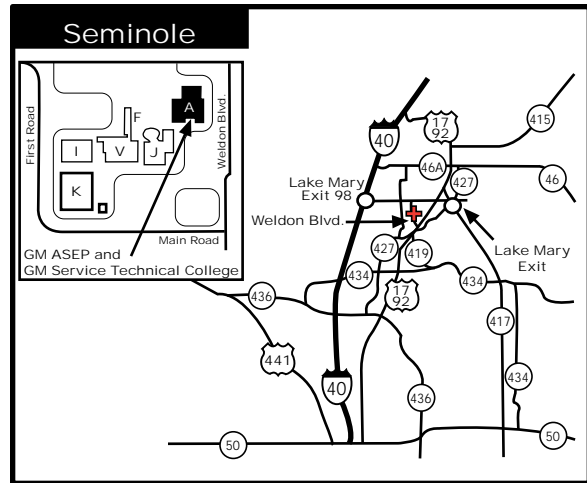


# 5

# Training Resources

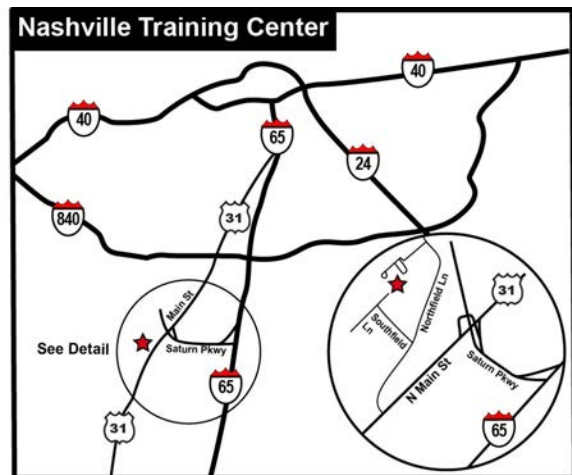
## ◆ Seminole Community College

100 Weldon Boulevard  
Building I, Room 100J  
Sanford, FL 32773



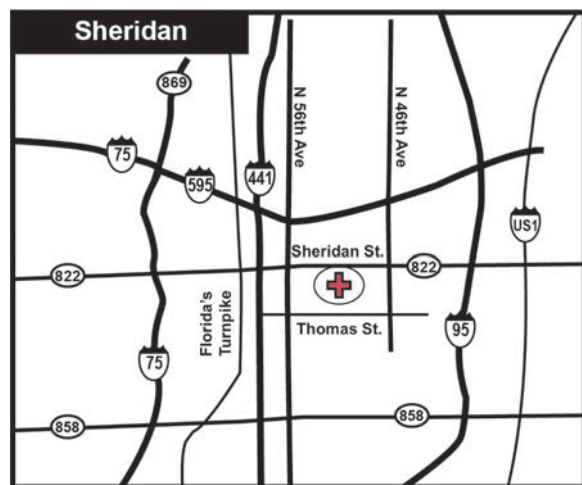
## ◆ Nashville GM Training Center Northfield Workforce Development & Conference Center

500 Northfield Lane  
Spring Hill, TN 37174



## ◆ Miami GM Training Center Sheridan Technical College

5400 Sheridan Street, Building 14, Room 522  
Hollywood, FL 33021



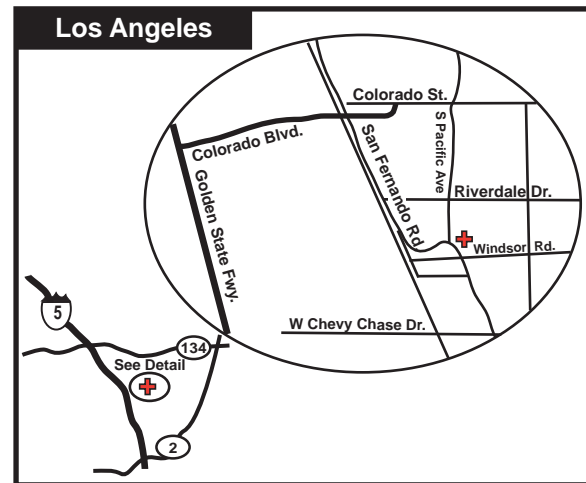


## Western Region



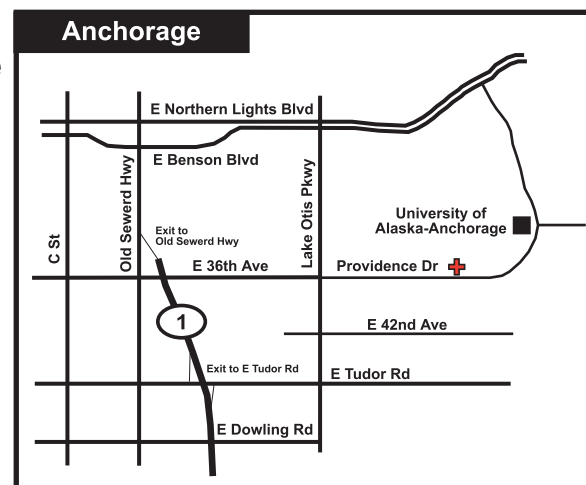
### General Motors Company LOS ANGELES Training Center

4648 San Fernando Road  
Glendale, CA 91204  
(818) 241-1659



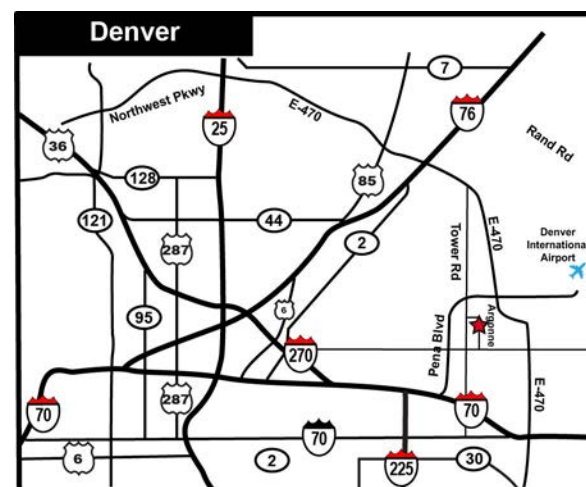
### ◆ Anchorage Training Center University of Alaska at Anchorage

3211 Providence Dr.  
Anchorage, AK 99508-8354



### ◆ Denver Training Center General Motors Service Technical College – Denver

6860 Argonne Street Unit B  
Denver Airport Business Park  
Denver, CO 80249



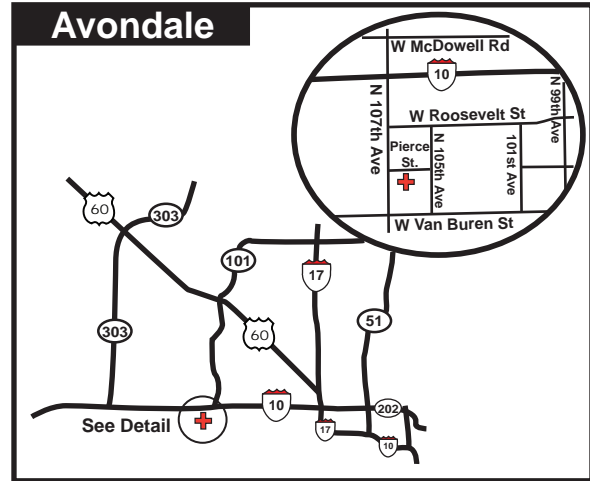


# 5

# Training Resources

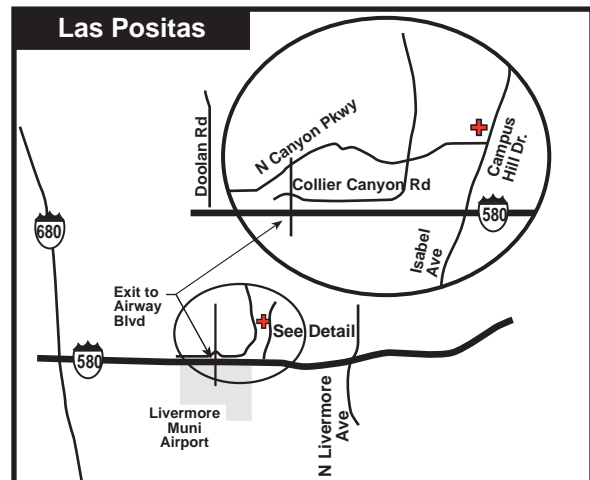
## ◆ Phoenix Training Center Universal Technical Institute

10695 W. Pierce Street  
Avondale, AZ 85323



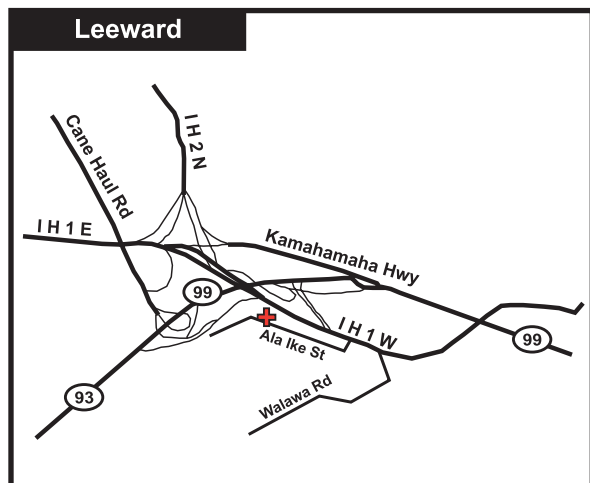
## ◆ San Jose Training Center Las Positas College

3000 Campus Hill Drive, Room 816  
Livermore, CA 94511



## ◆ Honolulu Training Center Leeward Community College

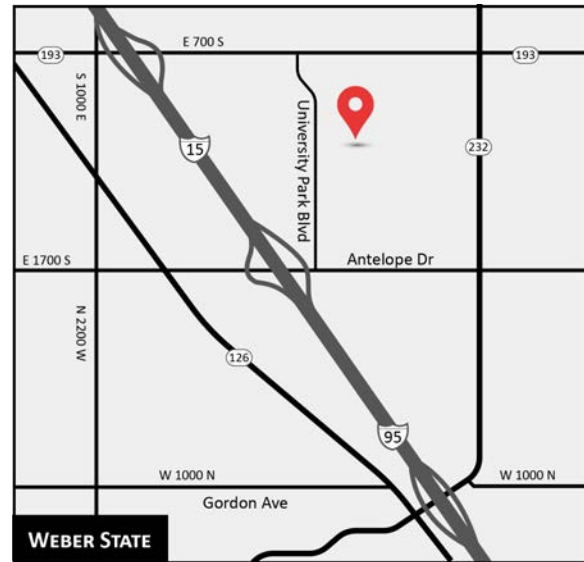
96-045 Ala Ike  
Pearl City, HI 96782





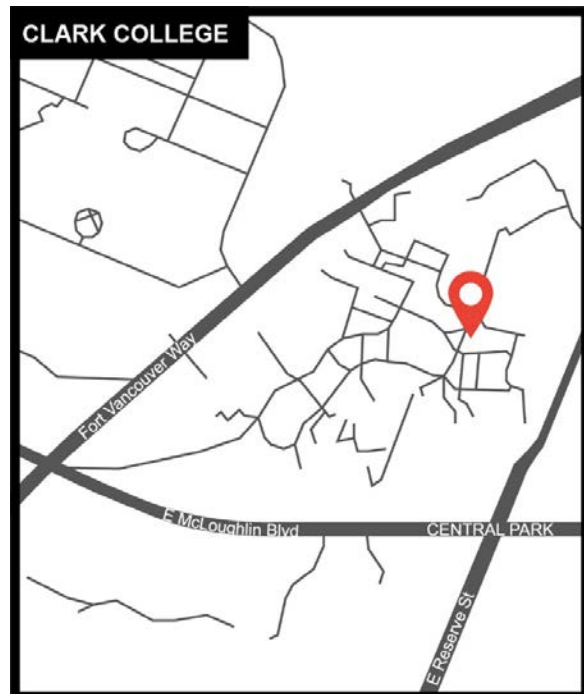
◆ **Salt Lake City Training Center  
Weber State University**

2750 University Park Blvd  
Computer Automotive Engineering  
Building (Dept 0300)  
Layton, UT 84041



◆ **Portland Training Center at Clark  
Community College**

1933 Fort Vancouver Way  
Building AA1  
Vancouver, WA 98663





# 5

# Training Resources

## Computer Systems

### Computer System Standards/Specifications

For the current recommended and minimum training system requirements for all GM STC training applications, please visit [gmdeolutions.com](http://gmdeolutions.com) > Home > Techline IT Solutions > Click on “GM IT Standards” to open the .pdf document. This downloadable PDF will help to ensure the proper performance of the GM Center of Learning website and online courseware. As GM dealerships become more dependent on technology to service vehicles, multiple PCs in the service department is a necessity.

### Computer System Parameters Affecting Courseware Performance

Generally speaking, three factors affect the performance of the training software on a computer system:

1. **System Configuration:** GM has provided the standards with versions for operating systems, applications, and browsers in the “GM IT Standards” document noted above. While applications may run in other environments, or with different configurations, for optimum performance users should ensure they are adhering to these standards.
2. **Memory:** The more memory available in the computer, the better the performance.
3. **Open Applications:** Open applications slow the courseware performance. It is recommended that all other computer applications be closed when running GM STC courseware.



## Online Instructor-Led Training User Requirements for Participants

Many GM STC courses components are offered via the online system. This live, Internet-based training requires no special software. A headset equipped with a microphone must be used in order to participate in the training. This provides live access for “on the spot” question and answer opportunities. Participants must complete the prerequisite courses prior to enrolling in any online instructor-led courses.

It’s easy to set up your computer for this training. In fact, most participants have the basics before they start.

### Step 1:

To participate in a session, your computer should meet the following requirements:

- Windows 7, 8.1, or 10
- Internet 8 or higher (IE 9 recommended), Windows Edge, Mozilla Firefox, or Google Chrome
- Adobe Flash Player 13.0 or higher
- A hard-wired, high-speed connection (wireless connection is not recommended)
- Screen resolution of 1024 x 768 (minimum)

### Step 2:

Your computer’s built-in microphone and speakers won’t do a quality job. The built-in microphone can pick up the audio output from your speaker. This causes an echo, which will be heard by all participants. Using a PC headset, earphones, or earbuds with attached microphone helps prevent echoing. For best audio quality, a USB-type PC headset with attached microphone is recommended.

Headset with Attached Microphone



Some analog PC headset cables have two plugs:



Some analog PC headset cables have one plug:



USB PC Headset cables have one plug:





## GM Training Materials

General Motors Company and GM STC provide technical training to thousands of employees, dealers and other GM customers. Various publications and training courses have been developed providing the latest in technical information, along with numerous service procedures and systems operations for GM vehicles.

This specialized training and latest technical information is now available through the GM Training Materials Headquarters. The training material GM STC provides to each GM dealer service technician is available in the following formats:

- Web-Based Training
- Video On Demand (VOD) - Videotaped courses with participant workbooks
- GM Service Know-How videos

For those who successfully complete GM Master Technician Certification, additional GM patches are available for purchase.

### To find out more, contact:

Center of Learning Help Desk  
using the Live Chat feature within Help/Support

Additional training courses and/or training materials are available for purchase by visiting either of these two sites below:

[www.acdelcotraining.com](http://www.acdelcotraining.com) or [www.acdelcotds.com](http://www.acdelcotds.com)



## Fleet

General Motors Company is pleased to provide comprehensive training opportunities to help you maintain competent Fleet service personnel and achieve increased productivity. There are four curriculum sources available for service technical training to address your specific needs.

### 1. GM STC

The goal of the GM STC Fleet technician training program is to provide the same high performance training that is available to GM dealership service technicians. The performance-based content is delivered through a blended learning curriculum.

GM STC utilizes the latest in training technology to effectively support the complex and emerging training requirements for service personnel with the objective to enhance the technician's ability to "Fix it Right the First Time".

GM STC uses a combination of delivery components to provide highly effective and inexpensive technician training. The different blended learning components available through the GM STC are:

#### Web Based Training (WBT)

- WBT courses are currently available to any previous attendees of GM Training Center courses via the Center of Learning ([www.centerlearning.com](http://www.centerlearning.com))

#### Hands-on Training

- Delivered at 26 locations (space permitting):
  - See section 5 Training Resources in this catalog for GM's regional and satellite training locations
- Require prerequisite WBT and online instructor-led courses\*

\*A small fee may be associated with some of the training materials.

Online instructor-led course components, many of which are prerequisites to hands-on courses, are available for purchase. Service Know How Videos are also available for purchase although they may not be a training requirement. Please visit [www.gmtechinfo.com](http://www.gmtechinfo.com). Hands-on classes, conducted by GM certified instructors, are offered on a space available basis, providing prerequisite WBT and online instructor-led courses have been completed prior to attendance. Contact one of the Regional Training Centers for more hands-on course, scheduling and enrollment information.

### 2. GM Fleet Service Technical Training

This is classroom style training delivered by GM-certified Fleet instructors on-site at your Fleet's location. Existing programs are tailored for specific Fleet vehicles and designed for Fleet technicians. Past and current models are featured based on the vehicles in your Fleet and training requested.



# 6

# Supplemental Programs

The GM Fleet Technician Training Program offers:

- Customized content developed to meet the needs of your Fleet and your specific vehicle lines
- Hands-on technical assistance during the on-site training sessions
- Hands-on, instructor-led “system” courses and GM Fleet specific courses delivered on-site at your location

For more information, scheduling and to ensure the accuracy of response, email all questions to Jeff Holmes at [jeffryholmes@vtxco.com](mailto:jeffryholmes@vtxco.com) or call (248) 837-6665.

## ACDelco

ACDelco Technical Training is the service technician training arm for ACDelco and GM Customer Care and Aftersales. The ACDelco Technical Training program’s objective is to train the aftermarket independent service center technician population across the United States. The mission of ACDelco Technical Training is to use the latest in training technology for independent service center personnel.

The ACDelco blended learning approach offers courses at a variety of instructional levels and training methods to suit virtually every person’s needs. The following delivery media are currently provided to ACDelco service technicians:

- Web Based Training (WBT)
- TECHAssists
- Video on Demand (VOD)
- Service Seminars
- Instructor-Led Training (ILT)
- Self-Study materials
- In Shop Training
- Half Day Training
- TechTubes

The blended learning training techniques provide performance-based, flexible delivery methods that facilitate training deeper into the shop and enhance the ACDelco service technician’s ability to “Fix it Right the First Time.”

For more information regarding the ACDelco Technical Training program, please visit [www.acdelcotraining.com](http://www.acdelcotraining.com) and click on the Training tab.



## **GM Automotive Service Educational Program (GM ASEP)**

GM has specific technician training initiatives to assist dealers in developing their next generation of technicians. The GM technician training strategy is a three-tiered approach enabling dealers to train technicians at every level — from high school/GM



ASE Education Foundation to college/GM ASEP and beyond. For instance, GM ASEP offers training for technically inclined students pursuing a career in servicing and maintaining GM vehicles. The program is a joint effort between GM, its dealers and select colleges and universities across the United States, Canada, China and Ecuador. GM ASEP teaches exclusively on current GM products. GM ASEP allows students to alternate between attending college and working at a sponsoring GM dealership for over the course of two years. Upon graduation, students receive an Associates Degree in Automotive Technology (or similar).

GM ASEP incorporates advanced automotive technical training with a strong academic foundation of math, reading, and electronics, and both analytical and technical skills. Students earn an Associates Degree while working and learning on the job, resulting in a solid education combined with invaluable work experience. Since 1979, GM's continued commitment to identify and support GM ASEP colleges and universities has produced over 16,000 service technicians.

Any Chevrolet, Buick, GMC, and Cadillac dealer and ACDelco Professional Service Centers (PSC) are eligible to sponsor GM ASEP students.

### **General Contact Information**

Visit [www.gmasep.org](http://www.gmasep.org) for locations and additional program information.



## **GM Service Technician Education Program (GM STEP)**

GM STEP is an additional technician training initiative to assist dealers in developing the next generation of technicians. GM STEP provides a way for dealerships to connect to local schools and support youth automotive education programs. Dealers will provide mentoring to help build relationships with students, and encourage them to continue their career path in the automotive field.

The dealer is the conduit to connect a high school or non-ASEP college to GM Service Technical College's (STC) Learning Management System (LMS), the Center of Learning. Students and instructors will have access to complimentary GM-specific web and video technical training courses through the Center of Learning.

GM STEP also provides graduating students an opportunity to be hired as entry-level Maintenance Inspection Technicians (MITs), Maintenance Light Repair (MLR) technicians, or other roles within the dealer they partnered with.

GM STEP has two different programs, one for high schools and another for colleges. It provides schools with the benefit of a dealer relationship, and complimentary GM-training to offer students. The dealer benefits by fostering a steady pipeline of newly trained technicians through its school partnerships.

For more information go to [www.GMSTC.com](http://www.GMSTC.com). To get started dealers should reach out to their zone team representatives.



## ASE Education Foundation



### Education Foundation

We are the ASE Education Foundation. Our mission is to educate, prepare, and inspire a new kind of automotive service workforce. One that embraces innovation, today's workforce demands, and critical thinking. One that is career-ready, eager, and committed. The ASE Education Foundation has designed a powerful new way of preparing students to meet today's demands.

Successfully preparing students for today's automotive service industry takes a multidisciplinary approach. ASE Education Foundation is part of the ASE Alliance and is the career-to-work arm of ASE that offers students the means to learn, do, try, ask, grow and then hit the ground running after graduation.

The ASE Education Foundation is engineered from the top-down to:

- Give high school automotive technology students the opportunity and guidance to explore rewarding automotive careers.
- Develop career-ready, motivated and inspired entry-level automotive technicians and service personnel.
- Provide the tools and support to develop and practice the skills needed to succeed in the industry.

To learn more about the ASE Education Foundation, contact your GM Regional Office or Training Center. Or visit us on the web at: [www.aseeducationfoundation.org](http://www.aseeducationfoundation.org).



## Military Support

As a company, General Motors has supported the U.S. military for more than a century, responding swiftly to the need for purpose-built vehicles for use in conflict situations. We've employed veterans and military families throughout our history and we continue to be a corporate leader in offering advocacy and significant ongoing financial support for military causes.

In 2013, GM joined forces with the U.S. Chamber of Commerce Foundation's Hiring Our Heroes program, a national effort to assist veterans, transitioning service members, and military spouses find meaningful employment.

The same year, GM's Service Technical College began offering free training to veterans and returning service members to prepare them for both technical and non-technical entry-level roles in a dealership. This training can also lead to opportunities with participating ACDelco Warehouse distributors and ACDelco Professional Service Centers.

But that's not all. GI Bill benefits can be applied to attending GM's Automotive Service Education Program (ASEP). The GM ASEP training program combines state-of-the-art automotive service, appropriate academic coursework, and real-world internship experiences to give students the best possible preparation for a career as an automotive technician, teaching exclusively on current GM products. The program incorporates advanced automotive technical training with a strong academic foundation of math, reading, and electronics, and both analytical and technical skills. GM ASEP is a joint effort between GM, its dealers, ACDelco Professional Service Center Program Members, and select colleges across the United States, Canada, China, and Ecuador.

GM ASEP students alternate between the classroom and hands-on work experience at a sponsoring GM dealership. Upon graduation, students earn an Associate Degree in Automotive Technology (or similar), resulting in a solid education combined with invaluable work experience. Any Buick, Cadillac, Chevrolet, GMC or ACDelco Professional Service Center can sponsor GM ASEP students.

The Hiring Our Heroes initiative has helped more than 200,000 returning military service members and their spouses find training, career counseling and employment opportunities.

For more information, visit:  
[www.HiringOurHeroes.org](http://www.HiringOurHeroes.org).



## Shifting Gears

The Shifting Gears Automotive Technician Training Program is designed to support Soldiers who will need to transition from military into the civilian workforce. The U.S. Army, GM, and Vertex (GM's training partner) collaborated to design and deliver a training program that provides eligible transitioning Army Soldiers with the necessary skills to become service technicians at GM dealerships.



The program consists of a 12-week customized, on-base technician training curriculum that includes classroom, online and instructor-led technical training. It launched in August 2014 at Fort Hood, TX and has graduated 335 alumni. GM provides the vehicles, Vertex developed and delivers the training, and the U.S. Army provides the space and Soldiers. Upon successful course completion and program graduation, students can achieve up to approximately 70% of GM's STS requirements and Silver Certificates in Electrical, Brakes, Engine Mechanical, Engine Repair, HVAC, and Diesel. Participants also have access to an Engagement Specialist, located at Fort Hood, to help prepare them for their civilian job search and support the regional GM team in connecting them with hiring dealerships.

Alumni from the Shifting Gears program receive prep training from Central Texas College in Electrical and Brakes ASE test taking, and the registration and test fees are both paid for by the Texas Workforce Commission, provided the alumni has a plan to possibly work in Texas.

A Department of Labor Apprenticeship Program can also be instituted at GM dealership and used in tandem with the Shifting Gears Program. Shifting Gears alumni will place higher into DOL Apprenticeships, reducing training costs and time. The alumni also are able to receive a living stipend through the VA if they enroll in a DOL approved apprenticeship. The DOL Apprenticeship Program is a great starting point for any entry level technician and is also a great asset to GM dealerships to acquire and retain quality technicians.

When a Shifting Gears alumni is hired, the Center of Learning bills the Dealer Open Account in three installments of \$2,200 each:

1. The first, at Date of Hire.
2. The second, 90 days later.
3. The third, 90 days after that.

Should a Shifting Gears alumni separate from the dealership within six month of the Date of Hire (when the hiring Dealer activates the technician in the Center of Learning at [www.centerlearning.com](http://www.centerlearning.com)), however, the Dealer is eligible for a refund of paid training fees.



## GM Technician Career Training Program

General Motors continues to be one of the world's leading vehicle manufacturers with over 20 million vehicles on the road. In fact, GM dealerships employ over 29,000 technicians in the United States alone.

As a technician in the GM Technician Career Training program, you'll experience a blended training program of hands-on and online learning to diagnose, repair and maintain gasoline and diesel vehicles for the Chevrolet, Buick, GMC and Cadillac brands.

Program Type: Student-paid program

Program Length: 12 weeks

Topics Covered:

### GM Technician Career Training



- **Electrical/Electronics:** Understand vehicle networks, vehicle diagnostics, electrical diagnosis, body controls and supplemental restraints.
- **Brakes:** Learn GM braking systems, including service and diagnosis of advanced braking systems and controls.
- **HVAC:** Discover how to service and diagnose GM heating, ventilation and air conditioning systems to factory specifications.
- **Steering & Suspension:** Understand steering and suspension systems, and chassis controls, including high-tech vehicle handling and stability systems.
- **Engine Repair:** Gain experience on the full range of current GM repair procedures and precision measurements.
- **Engine Performance:** Understand how to diagnose engine performance and emission systems of GM vehicles using the GM Global Diagnostic System.
- **Diesel Engine Performance:** Get specialized training on the 6.6L Duramax™ diesel engine used in GM trucks.
- **Maintenance and Inspection:** Learn how to perform multi-point vehicle inspections and maintenance services.



Train at Universal Technical Institute (UTI) and earn GM Credits\*

When you participate in the GM Technician Career Training program, you're getting skills and experience valued by every GM dealership. You can earn GM course credits that can elevate you to Bronze, Silver and Gold certification levels in multiple service areas upon graduation:

- 11 GM instructor-led classroom course credits
- 75 required web-based credits
- 82 supplemental enrichment web-based credits

\*Number of credits required is subject to change.

Program-Specific Requirements:

- Be an active UTI or NASCAR Tech student
- Be at or beyond the midpoint of the training program
- Meet all admission requirements for this elective
- Complete all Automotive Technology courses with exceptions (please see current catalog for details)
- Financial aid may be available to those who qualify.
- For more information, visit: [www.UTI.edu/GM](http://www.UTI.edu/GM)





WE SUPPORT  
VOLUNTARY TECHNICIAN  
CERTIFICATION  
THROUGH



January 2023  
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