

# FLACA Accelerate 2026 Course Descriptions

APRIL 17–18, 2026 | ORLANDO, FLORIDA

## Friday Morning Sessions 8:30 AM – 12:00 PM

### FM-01 Stand Out: Creating an Unforgettable Shop Experience

Rick White | 180Biz

You'll discover:

- 21 practical strategies to differentiate your shop, from redefining your first impression and communication style to redesigning drop-off and pick-up moments that make customers choose you over cheaper alternatives.
- How to transform your team into experience creators by training your advisors like hospitality professionals so every interaction builds trust, reassurance, and loyalty that withstands price pressure.
- The shift from transactional service to unforgettable experiences, turning routine repairs into moments customers remember, talk about, and return for, even when money is tight.
- Why standing out matters more than ever. In uncertain times, shops that stand out don't just survive, they thrive.
- One actionable strategy you can implement this week. Stop blending in and become the shop customers refuse to leave.

### FM-02 Operational Excellence: Align and Engage Your Team

Bret Beitler | Limitless Leadership

Learn how to align and engage your team with a clear "BIG WHY" vision, so your team can lead effectively and consistently operate with excellence.

### FT-01 Get Your Freq On: An Introduction to Automotive RF Testing

Gary Smith | WTI

There are many automotive RF systems in use today, yet there is little to no formal training on how to understand, measure, and quantify RF signals across the vehicle platform. In this unique training event, you'll learn foundational RF concepts and explore practical tooling and creative testing methods to detect RF signals and isolate faults.

Systems covered include:

- Wi-Fi
- Bluetooth
- TPMS
- Door Lock RFA systems
- GPS
- Immobilizers
- And more

You'll learn:

- RF fundamentals and how RF works
- Frequency and bandwidth allocations for automotive RF systems
- How to test RF and capture signals out of the air
- Testing methods and tooling, from creative DIY approaches to commercial tools
- Proven techniques, tips, and tricks for effective RF testing

## Friday Morning Sessions 8:30 AM – 12:00 PM (cont.)

### FT-02 Tactical Diagnostic Series: Another Day in the Bay

Robert Descalzo | NAPA

- Balancing efficiency with diagnostic accuracy
- Incorporating scan tools, oscilloscopes, multimeters, and service information
- Following customer concerns from initial complaint through completion of repair
- Building an effective diagnostic plan
- Correlating relevant data to both the vehicle and the customer's concern
- Being better prepared for tomorrow in your bay

### FT-03 Hands-On Snap-On Scope Class

Jason Gabrenas | Snap-On

This hands-on course covers component operation and testing using a Snap-On lab scope.

- Fuel system testing, including injectors and fuel pumps
- Data bus testing for single-wire and CAN systems
- Ignition system testing
- Additional real-world component testing

*Each attendee will use a provided Snap-On scope. Seating is limited. Although taught on Snap-On equipment, the concepts apply to any automotive scope.*

## Friday Afternoon Sessions 1:15 PM – 4:45 PM

### FM-03 Succeed and Conquer with KPIs

Rick White | 180Biz

- Understand key performance indicators
- Calculate and compare KPIs against industry benchmarks
- Influence KPIs to improve profitability and performance

### FM-04 Effective Communication & the Roadmap of Delegation

Josh Parnell | Limitless Leadership

- Building stronger teams through foundational conversations
- Deep dives into 1-on-1s and daily huddles
- Transitioning from player to coach
- Empowering others using the five keys to effective delegation

## Friday Afternoon Sessions 1:15 PM – 4:45 PM (cont.)

### FT-04 Increasing Efficiency Through Repeatable Workflow

Jason Gabrenas | Snap-On

This course walks through the diagnostic process from start to finish, helping technicians develop a consistent, reliable workflow that improves speed, accuracy, and efficiency.

### FT-05 Understanding Automotive Electrical Components and Diagrams

Robert Descalzo | NAPA

Learn how to:

- Read DIN-style wiring diagrams
- Use track-style diagrams effectively
- Understand OEM vs redrawn wiring diagrams
- Identify the best test locations

Key questions addressed:

- What to do when only OEM service information is available
- How to locate all possible test points
- How to effectively use electronic wiring diagrams

### FT-06 Wicked Diagnostic Routines: Defeating the DTC Charts

Adam Robertson | WTI

This advanced session covers diagnostic strategies that go beyond traditional trouble tree charts, which often lead to wasted time and unnecessary parts replacement.

Topics include:

- Efficient approaches to network issues
- Understanding protocol rules and bent vs broken systems
- Interpreting current as a first step in diagnostics
- Diagnosing circuits without disassembly
- Rapid identification of fuse-related root causes

Noise, vibration, and electrical analysis:

- Understanding frequency
- Locating rattles and noises effectively

Advanced lab scope techniques:

- Ultra low-pass filter usage
- Zoom techniques
- Diagnosing intermittent faults

Precision testing tools:

- Milli-ohm meter testing
- Ultra-sensitive graphing ohm meters

Misfire and signal verification:

- Crankshaft sensor-based misfire detection
- VR, MR, and Hall-effect sensor coverage
- Verifying ignition and injector timing

Tool integration:

- Third-party equipment usage
- Power probes, signal generators, and more

Designed for technicians at all skill levels.

## Saturday Morning Sessions 8:30 AM – 12:00 PM

### SM-05 Under the Hood of AI: What's Driving the Future for Repair Shops

Chavelk DeLos Santos | AutoLeap

This session explores AI in auto repair across three timeframes: what shops can do today, what's coming in the next year, and what innovations lie ahead. Real-world examples include:

- Advisors using AI to draft customer emails
- Owners creating social media content without marketing experience

Focus areas include saving time, selling more, delighting customers, and generating insights.

### SM-06 Power of Processes

Lola Schmidt

This session ignites momentum around building systems and processes that support shop culture, organization, and structure. Attendees will identify opportunities for improvement and create a personalized process roadmap to take back to their shop.

### ST-07 A Streamlined Approach to Network Diagnostics

Keith Perkins | CTI

Learn how modern vehicle networks operate and how to diagnose them efficiently using common tooling.

Topics include:

- Understanding automotive network types
- Expected voltage levels and wiring layouts
- OE vs aftermarket scan tool communication
- Logical diagnostic approaches using service information
- Communication-related case studies

### ST-08 Automotive HVAC Systems: Automatic Temperature Control Diagnostics

Rich Falco | CTI

This course builds advanced diagnostic techniques for automatic temperature control systems using:

- Service information
- Scan tools
- Meters and oscilloscopes
- Network diagnostics

Objectives include pinpoint testing, PID usage, system initialization, and post-repair verification.

### ST-09 Misfire: Efficient and Effective Diagnosis

Eric Ziegler

Learn how to quickly isolate misfires caused by ignition, fuel, or mechanical issues using logical testing strategies. Focus areas include scan tool and scope usage to rapidly narrow root causes.

## **Saturday Afternoon Sessions 2:00 PM – 5:00 PM**

### **SM-07 Service Sales Mastery: From First Call to Final Estimate**

Rick White | 180Biz

A complete approach to winning at the front counter. This course teaches advisors how to:

- Build confidence and presence
- Increase call conversion rates
- Create accurate, customer-focused estimates
- Conduct post-interaction reviews

### **SM-08 Brands Build Futures**

Lola Schmidt

This interactive session explores why brand building matters and how to establish a strong foundation. Ideal for shop owners and managers seeking clarity, creativity, and direction to build a better future for their teams.

### **ST-010 Transmission Diagnostics for the Engine Technician**

Keith Perkins | CTI

This course addresses the overlap between engine and transmission systems and how skipping key factors leads to misdiagnosis and repeat failures. Technicians will learn how to diagnose transmissions with confidence by considering mechanical, electrical, hydraulic, and control influences.

### **ST-011 Engine Mechanical Diagnosis with Electronic Equipment**

Eric Ziegler

Learn how to use current probes, vacuum transducers, and pressure transducers to diagnose mechanical issues quickly and reduce unnecessary teardown. All techniques are supported by real-world case studies.

### **ST-012 GDI Gasoline Direct Injection: Analytic Test Drive**

Rich Falco | CTI

This course focuses on using analytic test drives to gather and analyze scan data. Attendees will learn how test drive data reveals whether issues are air, fuel, or adaptive related and how to direct pinpoint testing efficiently.