

# INTRO TO ATS

## (AUTOMOTIVE TIRE SERVICE)

**Intro to ATS** is designed for non-technicians in the passenger and light truck tire industry who need an orientation to the service procedures for all types of automotive tire and wheel assemblies. By staying focused on what steps and guidelines are necessary for passenger and light truck tire service without going into the step-by-step detail, students will have a better understanding of how decisions made at the point of sale impact the service process. Intro to ATS creates the link between sales and service simply because the recommendations made to the customer at the counter are consistent with best practices and industry guidelines in the shop. Intro to ATS also includes a sales module that addresses the basic principles for selling tires and includes helpful tips to improve the overall customer service experience.

**Following is a list of the Modules that make up 100-Level Intro to Automotive Tire Service (ATS) Program:**

### **MODULE 1 – Passenger and Light Truck Tires**

Subjects include: Tire construction, tread designs/ components, sizing, speed rating, load/inflation, DOT code, UTQG, replacement guidelines, plus-sizing, 2-tire replacement, tire rotation patterns, tire repair guidelines, tire repair procedures.

### **MODULE 2 – Passenger and Light Truck Rims, Wheels & Hubs**

Subjects include: Wheel design and components, bolt circle, bolt holes, wheel offset, wheel/rim measurements, 16.5/16-inch, lug nut design, torque & clamping force, RIST installation procedure.

### **MODULE 3 – Passenger and Light Truck Tire Service**

Subjects include: Vehicle lifting, assembly removal, demounting/mounting, inflation safety, balance.

### **MODULE 4 – TPMS**

Subjects include: TPMS identification, direct/in-direct identification, sensor service, relearn procedures.

### **MODULE 5 – Sales**

Subjects include: Customer service, greet the customer, analyze the need, make recommendations, ask for the order.

**The 100 Level Intro to ATS Program is available through TIA's Online University for \$50/year per location for TIA Members.**

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