



TRAINING IS AN INVESTMENT IN YOUR BUSINESS

SAVE THE DATE

### Meet the newest member of the AAA Technical Training and Research Team!



Ricky Hendon recently joined Technical Training and Research at AAA National as the Sr. Technical Training and Research Analyst. He began his career with AAA as a Tow Technician for AAA Western and Central New York. During his time with the club, he went on to hold various ERS positions.

Technical Training & Research is motivated and positioned to share the latest road service information relating to vehicle technology, service procedures and the newest advances in service equipment. We are looking forward to working alongside and serving clubs in 2018. The training requests are coming in, so please make sure to contact us to schedule your training sessions soon as possible. Contact details below.

**Allan Stanley** (407) 444-7169  
Manger  
Email: [AStanley@national.aaa.com](mailto:AStanley@national.aaa.com)

**Ricky Hendon** (407) 444-8155  
Sr. Anyalist  
Email: [RHendon@national.aaa.com](mailto:RHendon@national.aaa.com)

### Questions to ask in 2018.

- 1) Do we have too many damages?
- 2) Are we missing On-the-Go opportunities?
- 3) Can we improve our call per hour average?

Technical Training and Research team is here to help with potential answers.

### The Benefits of Training

Experience is great to have, but relying on that alone can be an expensive way to operate. With technologies continually changing, it is difficult to stay informed and get the message out to everyone. Our Technical Training and Research team is eager to share our findings with you. Our training courses will provide the tools to help your club be successful.

### Current Available Training Dates:

4/9 - 4/13    4/23 - 4/27    4/30 - 5/4    5/7 - 5/11  
 5/21 - 5/25    5/28 - 6/1    6/18 - 6/22    7/23 - 7/27  
 7/30 - 8/3    8/13 - 8/17    8/27 - 8/31    9/10 - 9/14

### How do I schedule a course?

In an effort to make it easy, simply contact us to discuss your training needs via email or call us.

### RPST Train-the-Trainer Week of April 9, 2018

Technical Training and Research will be conducting a Roadside Problem Solving (RPST) Train-the-Trainer Course at the National Office. This course is a great way for your club to have a trained staff member onsite to expand the skills of your service provider network

### Latest AAA Service Advisories



**Towing Eyebolt Safety**  
AAA Service Advisory (SA-17)



**Hyundai Ioniq Jump-Start**  
AAA Service Advisory (SA-18)



**Park/Neutral Overrides**  
AAA Service Advisory (SA-19)

Service Advisories can always be found at [WWW.AAACAMPUS.AAA.BIZ](http://WWW.AAACAMPUS.AAA.BIZ)

### TECHNICAL TRAINING AND RESEARCH NEWSLETTER – 1<sup>ST</sup> QUARTER 2018

Please let us know if there is any way we can help you be more successful. We are interested to hear about any common scenarios or vehicle concerns encountered on the roadside. Submit your ideas at: [rpst@national.aaa.com](mailto:rpst@national.aaa.com)