## Sears Auto Centers

There are more than 850 Sears Auto Centers Nationwide including Hawaii, Alaska and Puerto Rico.

## Automotive Aftermarket Service Opportunities

### **Automotive Aftermarket**

- Encompasses all products and services including replacement parts, accessories, lubricants, appearance products, tires, collision repairs, service repairs as well as the tools and equipment necessary to make the repair.
- An \$280 billion-a-year\* industry that strives to provide outstanding products and services to consumers

# Automotive Industry Customer Expectations

Today's customers demand professional, timely and courteous service performed accurately and completed on time. All service facilities must demonstrate a commitment to providing such standards.

Change is a constant in the automotive industry

- To succeed in meeting customer service standards, we as a industry need to understand change and respond accordingly.
- Survival will depend on how the aftermarket accepts and responds to these changes.
- The pace of change in our industry is incredible, driven by technology we thought impossible ten or fifteen years ago.
- Design, construction, electronics, mechanical innovations, and environmental concepts drive the future of the automotive service and repair industry.

# Today's Technical Challenges

**Skill levels:** Technicians must possess the skills and training to service past, present and future-generation vehicles.

**Evolving automotive technology:** New technology along with <u>tools and equipment</u> required to service such applications challenge the entire automotive aftermarket.

**Skills taken for granted** (brakes & chassis systems) are now part of modern electronic diagnostics.

Alignment and brake service have evolved and require increased skill sets to service such systems

Electronic parking brakes / ABS / traction control systems

Steering sensors, ESC / ESS / speed sensors / accelerometers

### Hybrids

Braking systems, electronic steering and stability controls

Vehicle electronics and diagnostics

# Today's Challenges Tools and Equipment

#### Tire and Wheel Service

- TPMS evolving changes and their impact on tools and equipment to service such vehicles
- Government regulations TPMS

### **Alignment and Suspension Service**

- Electronic Stability Controls NHTSA requirement for all vehicle manufacturers to equip passenger cars and light trucks under 10K lbs with ESC by 2012
- Electronic Steering

### **Brake Systems**

- ABS / ESS / Traction Controls (gas / diesel)
- Hybrids

# Equipment and Tool Requirements

### Strive for consistency

- Industry must provide the training, equipment and tools that fulfill the requirement for type of services performed in shops nationwide.
- Evolving technology drives changes.
  - Change drives up costs for individual shops and consumers.
- Difficulties within aftermarket keeping pace with changes and associated costs for tools and equipment required to perform even essential services
- Individual shops or organizations can have the most skilled technicians in any field but without the proper equipment and tools will not be successful.
- Recent changes in TPMS and Electronic Stability Controls will drive even more change within this industry.