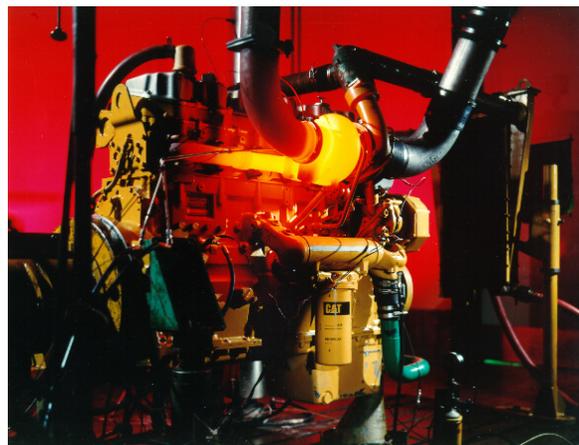


# ***2016 TEPS Dealer Training***

# **Riggs**



**Hosted by Riggs CAT 9125 I-30  
Little Rock, AR 72209**



# 2016 Training Schedule

- **Overhaul Protection-OPT programs and inspection processes.**
  - **Date – As requested**
- **Parts / Cores**
  - **Date – As requested**
    - **Call to schedule a seat!**
- **Warranty**
  - **Date – As requested**
    - **Call to schedule a seat!**
- **EPA 07 Truck Engine**
  - **May 10-12, 2016**
  - **June 7-9, 2016**
  - **August 9-11, 2016**
  - **September 6-8, 2016**

(Training dates are subject to change so please check first)

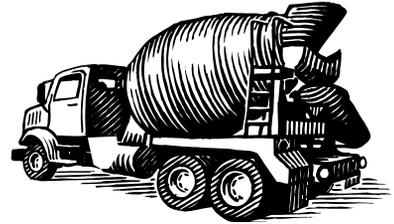
**MD/HD Engine Courses are available as requested for 2016.**

**CAT ET Courses available as requested.**



## Additional Training Blocks Available

- Training As Requested
  - 4 hour blocks
  - \$125.00 per student
- Using SIS Parts Book
- Using TMI Web
- Using the TRG's
- Searching SIS for information
- Replacing ECM's
- ECM Downloading / Flashing
- How to obtain a Factory Password
- CAT Regen Systems (CRS)
- CAT DPF System/Sensors
- Cleaning the ARD Head
- Basic Failure Analysis
- Technical WEBEX Training (TechTips)
- Parts Store Counterman Training
- Service Writer Training



### Training Materials Supplied

**Additional training must be requested at least 30 days ahead of time in order to schedule instructors, training aids and coordinate classroom space.**

# Riggs

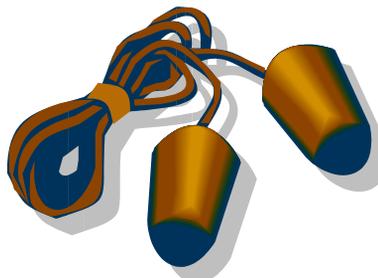
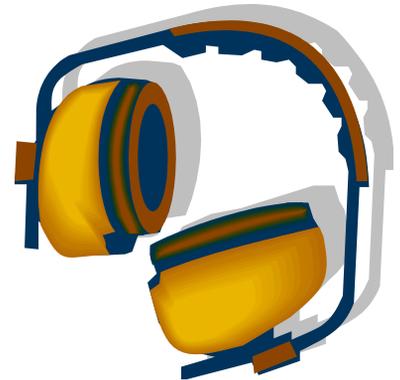


## ▪ Truck Engine Training Department ▪

### **Riggs CAT contacts:**

- Doug Anders - TEPS Program Manager  
Office (501) 570-3388  
Mobile (501) 517-1744  
[andersd@jariggs.com](mailto:andersd@jariggs.com) fax(501) 570-3265
- Kenneth Driggers – Technical Communicator  
Office (501) 570-3571  
Mobile (501) 454-1196  
[kennethd@jariggs.com](mailto:kennethd@jariggs.com) fax (501) 570-3254
- Michael Smarr - Training Instructor  
Office (501) 570-3451  
Mobile (479) 567-0369  
[smarrm@jariggs.com](mailto:smarrm@jariggs.com) fax (501) 570-3189
- Mike Duran - E-learning(DPC)/Coordinator  
Office (501) 570-3127  
[duranm@jariggs.com](mailto:duranm@jariggs.com) fax (501) 570-3312

- **CATERPILLAR CWS: A Caterpillar username and password is required for each student for most classes.**
- **Safety Items –**
  - **Safety glasses are required in all shop areas and on the yard.**
  - **No open toed or canvas shoes are allowed.**
  - **Work uniform and safety toe footwear required due to shop environment.**
- **Class Completion –**
  - **If the instructor requires a final exam, a minimum score of 75% must be achieved get credit for that class.**
  - **If needed, a retest may be scheduled after contacting the TEPS coordinator.**



# TEPS Training Program

- COURSE TITLE – Parts and Cores for CAT Engines
- COURSE CODE – TBD
- FEES - \$180.00 per person
- - Maximum 12 students
- COURSE DESCRIPTION – 1 eight hour day
  - An introduction to Caterpillar's parts and cores process.
  - Develop navigation skills to quickly locate information.
- SKILLS DEVELOPED –
  - How to navigate truck.cat.com
  - How to use CAT TMI.
  - How to pack and return cores.
  - Order parts through Express Ordering
  - How to use the Caterpillar Reman Cross Reference
  - Find Parts using SIS
  - Tracking Cores
  - How to locate and use Remanufactured Product Information such as Core criteria, technical supplements and CMIS II
- PREREQUISITES/WHO SHOULD ATTEND –
  - TEPS dealer parts personnel, the experienced technician and parts person.
  - Students should be familiar with the Windows Operating System.
  - .....



Lunch and Training Materials Provided

# CAT Warranty

- Course Title - The CAT Warranty Process
- Course Number – TBD
- FEES - \$180.00 per person
- - Maximum 12 students
- COURSE DESCRIPTION – 1 eight hour day
  - An introduction to Caterpillar's warranty process.

## Skills Developed:

- How to navigate the truck.cat.com website.
- Use the Caterpillar TEPS Warranty Guide.
- Locate and use Warranty Statements
- Locate and use SIS Electronic Parts Book
- Learn how to use the TRG (Time Requirement Guide)
- Complete Warranty Claims on line
- Find Warranty Updates
- Warranty repair Practices
- Warranty Parts Return
- Dealer Index

Lunch and Training Materials Provided

# TEPS Training Program

- COURSE TITLE – CAT ET for electronically controlled engines
- COURSE CODE – SV152
- FEES – \$285.00 per person
- - Maximum 12 students
- COURSE DESCRIPTION – 2 eight hour days
  - An introduction to Caterpillar’s Electronic Technician service tool. Includes tool/computer requirements, up-to-date enhancements and use of CAT ET.
  - This course covers the use of ET software only and is not intended to be a complete electronic engine diagnostics course.
- SKILLS DEVELOPED –
  - Installing the communications adapter
  - Using CAT ET
  - Monitoring engine status
  - How to read and clear diagnostic codes
  - Datalog set up, save and attaching to e-mail
  - Running diagnostic tests and calibrations
  - How to view, save and change ECM configurations
  - How to view and print trip summaries, histograms and custom reports
- PREREQUISITES/WHO SHOULD ATTEND –
  - This course is designed for the beginner and the experienced technician. Anyone involved in monitoring, repairing or diagnosing Caterpillar Electronic Diesel Engines should benefit from this class.
  - Students should be familiar with the Windows Operating System.
  - Students are strongly encouraged to bring their own PC with a **current** licensed copy of CAT ET (2014B or later).



Lunch and Training Materials Provided

# TEPS Training Program

- COURSE TITLE – Medium Duty Electronic Truck Engines
- COURSE CODE – SV410
  - Maximum 8 students
- FEES - \$300.00 per person
- COURSE DESCRIPTION – 2 eight hour days
  - This course will cover systems operation, troubleshooting techniques and repair of Caterpillar C7 and C9 ACERT Electronic Engine Systems.
  - Electronic component identification and familiarization, their functions and troubleshooting procedures.
  - Systems covered include Hydraulic Electronic Unit Injection (HEUI), lubrication and cooling.
- SKILLS DEVELOPED –
  - Calibrating system sensors
  - Programming customer parameters
  - How to obtain factory/customer passwords
  - How to obtain and upload flash files into the engine ECM
  - Practical troubleshooting procedures
- PREREQUISITES/WHO SHOULD ATTEND –
  - This course is designed for the technicians familiar with electronic control systems and components.
  - Technicians should also have experience with Caterpillar engines and fuel systems.



Lunch and Training Materials Provided

# TEPS Training Program

- COURSE TITLE – Heavy Duty Electronic Truck Engines
- COURSE CODE – SV411
  - Maximum 8 students
- FEES - \$300.00 per person
- COURSE DESCRIPTION – 2 eight hour days
  - This course will cover systems operation, troubleshooting techniques and repair of Caterpillar C11, and C13 and C15 ACERT Electronic Engine Systems.
  - Electronic component identification and familiarization, their functions and troubleshooting procedures.
  - Systems covered include Hydraulic Electronic Unit Injection (HEUI), lubrication and cooling.
- SKILLS DEVELOPED –
  - Calibrating system sensors
  - Programming customer parameters
  - How to obtain factory/customer passwords
  - How to obtain and upload flash files into the engine ECM
  - Practical troubleshooting procedures
- PREREQUISITES/WHO SHOULD ATTEND –
  - This course is designed for the technicians familiar with electronic control systems and components.
  - Technicians should also have experience with Caterpillar engines and fuel systems.



Lunch and Training Materials Provided

# TEPS Training Program

- COURSE TITLE – Electronic Truck Engine Diagnostics
- COURSE CODE – SV125
  - Maximum 8 students
- FEES - \$375.00 per person
- COURSE DESCRIPTION – 2 eight hour days
  - This is an in-depth study of the control logic as applied to current Caterpillar electronic truck engines using ACERT technology.
  - Topics covered include “The Customer Interview”, proper troubleshooting techniques and programming parameters.
  - Recent updates and information will be shared and discussed.
- SKILLS DEVELOPED –
  - How to conduct a successful customer interview.
  - Proper use of diagnostic tooling including CAT ET.
  - How to properly program customer operating parameters.
- PREREQUISITES/WHO SHOULD ATTEND –
  - This course is designed for the technicians familiar with electronic control systems and components.
  - The technician should have successfully completed the Caterpillar Heavy Duty Electronic Truck Engine class and be responsible for diagnosing low power and poor response complaints.
  - The student should have a good understanding of overall truck performance and operation.
  - Familiarity with the Windows operating system on a laptop or desktop PC.



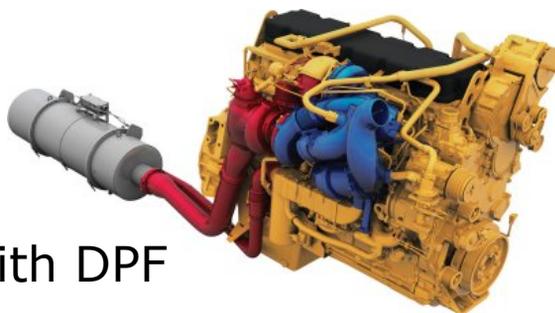
Lunch and Training Materials Provided

# TEPS Training Program

- COURSE TITLE – 2007 ACERT Technology for medium and heavy duty Caterpillar truck engines.
- COURSE CODE – SV459
  - Maximum 8 students
- FEES - \$375.00 per person
- COURSE DESCRIPTION – 3 eight hour days
  - This course will cover the basics of 2007 ACERT Emission systems for medium and heavy duty Caterpillar on highway truck engines.
- SKILLS DEVELOPED –
  - An understanding of the latest developments in the 2007/2009 Caterpillar ACERT technology.
  - While electronic engine control system will be covered, this course is not intended to be a full electronic engine diagnostic class.
- PREREQUISITES/WHO SHOULD ATTEND –
  - This course is designed for experienced technicians familiar with electronic control systems and components.
  - The student should have attended a Caterpillar Electronic Truck Engine class within the previous 2 years.



Lunch and Training Materials Provided

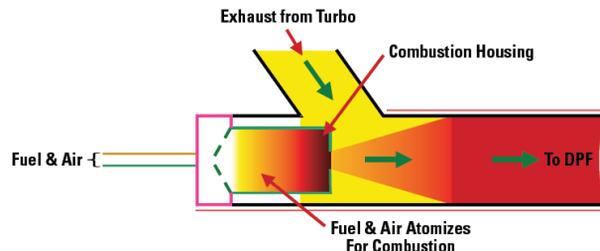


C15 with DPF

# TEPS Training Program

- COURSE TITLE – EPA 07 Technology for medium and heavy duty Caterpillar truck engines.

## Cat® Regeneration System



- COURSE CODE – SV501
  - Maximum 12 students
- FEES - \$400.00 per student
- COURSE DESCRIPTION – 3 eight hour days
  - This course will cover the 2007 ACERT Emission systems for medium and heavy duty Caterpillar on highway truck engines.
- SKILLS DEVELOPED –
  - An understanding of the latest developments in the 2007/2009 Caterpillar ACERT technology.
  - An understanding of how the emissions controls system work
  - How to setup, run, and interpret a regeneration Datalog.
  - How to attach a Datalog to an e-mail.
- PREREQUISITES/WHO SHOULD ATTEND –
  - This course is designed for experienced technicians familiar with electronic control systems and components.
  - The student should have attended a Caterpillar Electronic Truck Engine class within the previous 2 years.

Lunch and Training Materials Provided

- Class Prerequisites are available through <https://dlms.logicbay.com>
- Course #20230 – 2010 updated EPA07 Assessment Tier4 Interim courses - #33979, #33980, #33984, #33983, #33963



**HEST Lamp**  
(High Exhaust System Temperature)



**DPF Lamp**  
(Diesel Particulate Filter)



**Check Engine Lamp**



**Stop Engine Lamp**

