

TrainingsCenter

Act with foresight today.
Secure your mobility of tomorrow.

2020 training programme





Preface



Ladies and gentlemen,

The world is becoming increasingly digital! This is something we at Continental are noticing too. We are currently undergoing one of the greatest transformations in the history of Continental in order to be even better prepared for the future.

Our new focus means we are becoming more digital, quicker and more customer-oriented. These challenges obviously have an impact on the repair shop too. Will it be enough in the future to simply be a repair shop? We don't think so! The modern repair shop needs to step up its game. Maintenance and repairs alone will no longer be enough to tap the full market potential. The customers want all-round vehicle care. You need to be familiar with and be able to assess a vehicle's status at all times and then make appropriate maintenance and repair suggestions to the customer. This calls for a sophisticated data management system that takes into account quotations, repair shop planning, purchasing, warehousing - basically, all of a repair shop's operations.

But our studies indicate that a great deal of work still needs to be done in this area. Few repair shops (<15%) have a digital strategy, as we know from insurance and manufacturer routing.

We firmly believe that repair shops need to embrace this topic more, as staying in business is dependent on their mastering new technologies such as e-mobility, autonomous driving and connectivity.

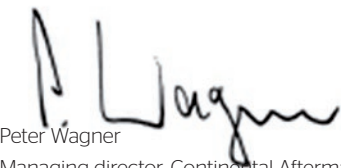
In particular, customer loyalty founded on connectivity will ensure that customers are not directed to other repair channels in the future. Here too, we at Continental Aftermarket & Services GmbH - our new company name - are here to assist you.

Our courses have adapted to these changes too! With the Braking Systems Expertise Workshop, we have added a course on information procurement, connectivity and systematic troubleshooting to our training programme. You will be brought right up to date in this area both efficiently and didactically with Web-based and classroom training.

We are also delighted to welcome our ContiTech drive belt colleagues to our morecontinental.com training website as well as our Continental tyre colleagues with the upcoming loyalty programme.

Our transformation across the board is taking shape - experience this transformation with us.

Sincerely,



Peter Wagner
Managing director, Continental Aftermarket & Services GmbH



Ladies and gentlemen,

*"If everything seems under control,
you're not going fast enough."*
Mario Andretti
(Italian-American racing driver born 1940)

To move faster, it takes commitment.
Yes, we have to consciously commit to something.

Commitment, obligation, self-control, willpower and ambition are excellent prerequisites for achieving a goal.

Our goal is to create the mobility of the future together with you. The rules that apply here are currently being rewritten. Progress will be made more quickly than we think. We therefore need dialogue between equals with you all the more.

It is no longer enough to train and to improve the behavioural patterns we have learned - we must jointly explore new avenues and develop strategies that will continue to generate added value for our customers in the future. Tomorrow's customers want to be wowed; they do not want to discuss problems. The benefit must be readily and clearly identifiable. Solutions are very much at the forefront of this. This also means that knowledge communication is changing. We want to provide you with the skills to identify solutions yourselves, rather than delivering ready-made answers.

Experience is undoubtedly not a bad thing, but there are too many variables involved these days and there is not one single answer. System expertise and making use of all the information sources are essential for professional solutions. Connectivity is substantive.

Commit now and shape the future of mobility together with us.

Champions succeed as one!

Yours,



Bert-C. Lembens
Head of Sales Services, Continental Aftermarket & Services GmbH

Welcome:



Dear training course participants, ladies and gentlemen,

“The journey is the reward” Confucius (551-479 BCE)

The world is changing and the “Greta effect” is influencing every facet of climate change. The automotive world is changing too, with its topics of electrification, autonomous driving, connectivity and people’s mobility in general.

Technology and companies too have to adapt to the challenges. Vehicles are becoming more complex and more differentiated. All the manufacturers have their own strategies and construct their products (not just cars) very differently on the basis of these.

How can people stay up to date and how do they find information at just the right time?

We firmly believe that the general basics serve as the foundations for successful repair shop business. But how should the latest expertise regarding special work, vehicles or errors be made available? Storing so much information and sharing it while also remaining entirely up to date is impossible.

Which is why we intend to explore new, scientifically comprehensible avenues. We are moving away from a canon of knowledge to ad hoc knowledge which we need in order to perform our work quickly and to high quality standards.

We want to assist you in finding information, comparing various sources and evaluating the sources. Connectivity is an important aspect here too.

This is a demanding task, which we will realise for the first time together with you in our new course “2.3 Braking Systems Expertise Workshop”.

Embrace the new teaching concept and learn about the journey, not the reward.

I look forward to an eventful future.

Kind regards,

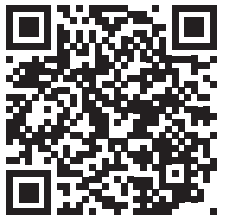

Tobias Stephan
Head of Aftermarket IAM TrainingsCenter

Contents

Preface	3
Welcome	4
Contents	5
morecontinental.com - your gateway to Continental training	7
1 Information events	
1.1 ATE Brake Tips: Additional Knowledge for Professionals	8
1.2 ATE/VDO – Electronic Systems of Today and Tomorrow	9
1.3 TPMS – Practical Information	10
2 ATE: technical training	
2.0 Brake Servicing in Practice	12
2.1 Diagnostic Analysis and Servicing of Modern Braking Systems	13
2.2 Exploiting Vehicle Check-in Potential	14
2.3 Braking Systems Expertise Workshop	15
2.4 ABS/ESP – Diagnostic Analysis and Troubleshooting	16
2.5 Driver Assistance Systems	17
2.6 ATE Classic Training	18
3 VDO: technical training	
3.1 Electrical Basics in Practice Using ATE/VDO as an Example	20
3.2 TPMS in the Repair Shop	21
3.4 Modern Common Rail Injection Systems	22
3.5 Exhaust Gas After-Treatment on Car Diesel Engines	23
3.6 Diagnostic Analysis of Comfort and Data Bus Systems	24
3.7 Digital Vehicle Service Book	25
4 Product and knowledge training	
4.0 Seeing a Warranty as an Opportunity – BASIC	26
4.1 Seeing a Warranty as an Opportunity – EXPERT	27
4.2 Hybrid Vehicles – An Opportunity for the Repair Shop (Electrical Engineering Training)	28
4.3 Qualification to Work on High-Voltage Systems (HV Knowledge)	29
4.4 Knowledge of Air Conditioning Systems in Accordance with Regulation (EC) No 307/2008	30
4.5 Repair and Diagnostic Analysis of Automotive Air Conditioning Systems	31
4.7 Airbag Training for the Limited Certificate of Competence	32
4.8 Emissions Testing Qualification Course	33
5 Sales training	
5.1 Business Management for Car Repair Shops I	34
5.2 Business Management for Car Repair Shops II	35
5.3 Employee Management and Development at Car Repair Shops	36
5.4 Train the Trainer	37
6 Continental Aftermarket training	
6.1 Technical Training I – Theory	38
6.2 Technical Training I – Practice	39
6.3 Mechanics’ Club	40
6.4 Technical Training for Professional Tyre Marketers	41
IAM TrainingsCenter terms and conditions	42
Contact details and contact person TrainingsCenter	43
Continental Aftermarket training team	44-45
Contact details and contact person Workshop Concepts	47
Directions to Helfmann-Park 1, 65760 Eschborn	48
Parking: Helfmann-Park 1, 65760 Eschborn	49
Arriving on the S-Bahn rail service	50

Continental IAM TrainingsCenter

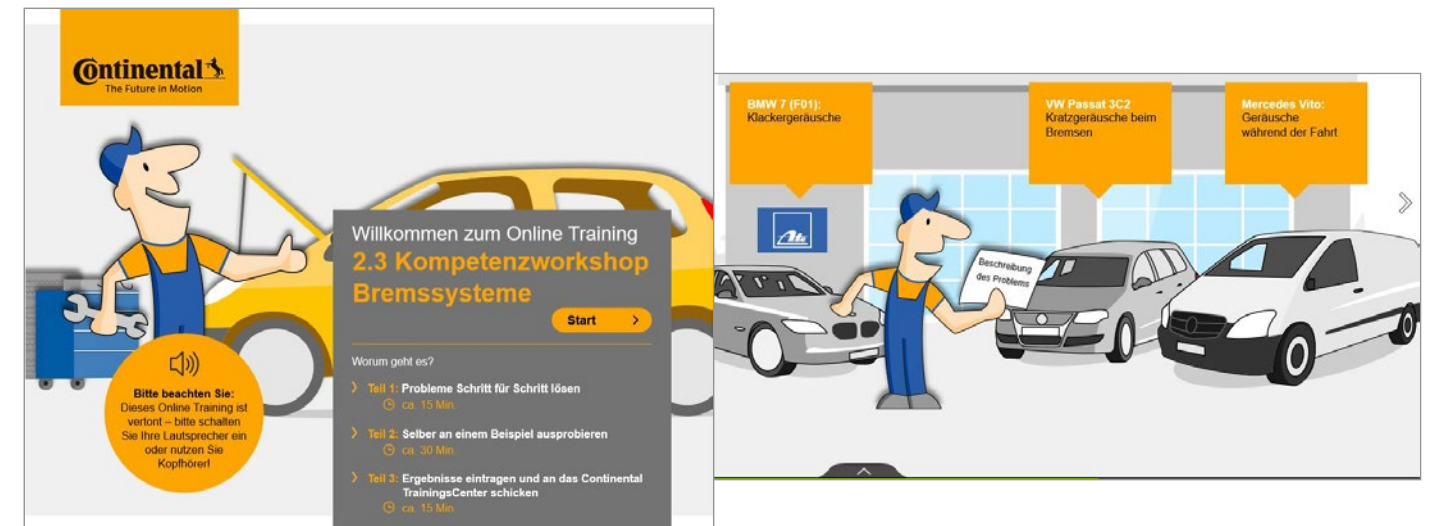
morecontinental.com



New course highlight for 2020:

2.3 Braking Systems Expertise Workshop

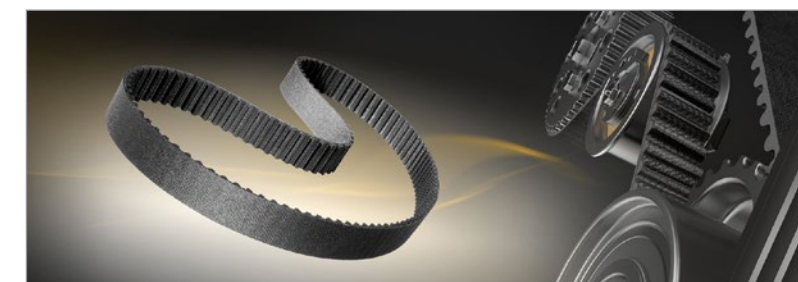
Blended learning, complementary online and classroom teaching with own contributions with the focus on the challenges of diagnostics. You can also discuss your own brake-related topics with the experts..



New – book ContiTech courses at morecontinental.com now!

New in 2020!

Together with our experts in Hanover, we are offering theory and practice courses on the topic of drive belts.



Additionally, make the most of the opportunity to sign up for the annual **Mechanics' Club**.

Purchase advertising materials centrally from morecontinental.com

The **Continental advertising material shops** on a single page – the Continental advertising material shop and the **ATE PrintShop** can now be accessed directly at morecontinental.com.





1.1 ATE Brake Tips: Additional Knowledge for Professionals

Approx. 2 hrs, preferably evenings	Automotive profession	Min. 10, max. 50	EUR 30.00 per participant

Compact tips on brakes, brake developments and the future of the brake.

Training goals:

- Professional servicing of modern braking systems
- Making efficient use of the ATE brake tool
- Successfully marketing product properties

Training details:

- Tips on repairing and servicing EPBs – various versions
- Composite brake discs (e.g. MB)
- New brake materials (special attributes)
- The latest brake pad markings
- Professional (and profitable) brake tools

Target group:

Owners and employees of ATE BrakeCenters and independent and affiliated repair shops



1.2 ATE/VDO – Electronic Systems of Today and Tomorrow

2 hrs, preferably evenings	Automotive profession	Min. 10, max. 50	EUR 30.00 per participant

Innovative information on autonomous driving, electromobility and the connected car.

Training goals:

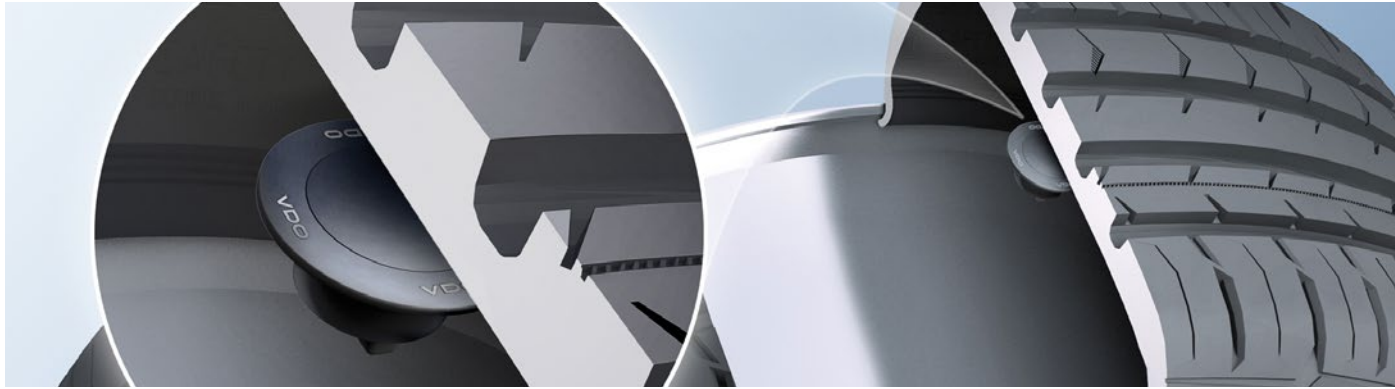
- Developments in the connected car
- Mobility concepts (e.g. autonomous driving)
- Electric drives and concepts
- The repair shop of today and tomorrow

Training details:

- Understanding developments in the connected car
- An overview of current mobility concepts
- Electromobility requirements in the repair shop
- Profitable business line expansion

Target group:

Owners and employees of ATE BrakeCenters and independent and affiliated repair shops



1.3 TPMS – Practical Information

			
Approx. 2 hrs, preferably evenings	Automotive profession	Min. 10, max. 50	EUR 30.00 per participant

Practical information on programming and training TPMS technology.

Training goals:

- Raising awareness of tyre pressure monitoring
- Understanding the legal situation
- Arguments in favour of tyre pressure monitoring
- Understanding the techniques and parts
- A look at the shape of things to come

Training details:

- Why monitor tyre pressure? The legal situation
- TPMS technology
- Aftermarket sensors and concepts
- TPMS testing equipment and tools
- Programming sensors and training vehicles

Target group:

Owners and employees of car dealerships, tyre dealerships, ATE BrakeCenters, independent and affiliated repair shops



ATE BrakeCenters Professional brake servicing

ATE BrakeCenters are independent car repair shops which are partnered with a strong and well-known brand. As master mechanic outfits, they can offer professional car brake services without having to forfeit their independence. Specialising in brakes makes it possible to acquire new customers and guarantee optimum repair shop capacity utilisation in the long term.

Brake servicing is a steady source of revenue

Around a third of all servicing and repair work relates to the braking system. Brake servicing is therefore one of the top sources of revenue for independent repair shops. After all, brakes are subject to wear – and this is something that won't change in the future. What's more, an increasing number of car drivers are seeking out favourably priced repair options in the free market once their manufacturer's warranty has expired.

The secret to the success of ATE BrakeCenters: quality at fair prices

Lasting customer confidence and long-term customer satisfaction – both of these can be achieved on the basis of high quality at fair prices. This means that, on the one hand, car repair shops need to continually invest in employee qualifications and in cutting-edge testing equipment and tools. On the other hand, it is essential that high-quality branded spare parts be used which comply at least with OE quality standards.

The customer can identify a brake specialist at a glance based on their professional overall look.



System benefits for ATE BrakeCenters at a glance:

- › Higher returns
- › Better repair shop capacity utilisation
- › Specialisation in a future-proof business line
- › Partnered with a globally recognised and strong brand
- › A professional appearance for existing and potential customers
- › New service and customer potential

Fee-based

service hotline: +49 (0) 1805 - 22 12 42

(€0.14/min. from a German landline, max. €0.42/min. on a German mobile phone)

Availability:

Mon. to Fri., 9 a.m. to 12 p.m., 1 p.m. to 5 p.m.

By email:

ate.hotline@continental-corporation.com

Partnership with a future

Brake servicing is one of the top sources of revenue for independent repair shops. It is therefore important that a repair shop wins customers over with the quality they offer and then retains them. As an ATE BrakeCenter, you benefit not only from high-quality products, fair prices and extensive services, but also from all the expertise within Continental. Because together we can achieve more. More than 1,600 independent repair shops are already successfully exploiting market opportunities as ATE BrakeCenters.



2.0 Brake Servicing in Practice

1 day	"Brake basics" WBT	Min. 8, max. 12	EUR 200.00 per participant

Basic and broad expertise relating to braking systems with a high degree of practical application to boost customer satisfaction.

Training goals:

- Testing efficiency on the dynamometer
- Performing brake checks in accordance with the legal requirements
- Performing professional brake servicing
- Identifying and performing repairs of wearing parts

Training details:

- Testing the legal requirements on the dynamometer
- Professionally changing brake fluids
- Identifying and performing maintenance and repair work
- EPB and performing service resets

Target group:

Job entrants, trainees in their third year or above, career changers, retrainees at repair shops or in tyre sales

Tip:

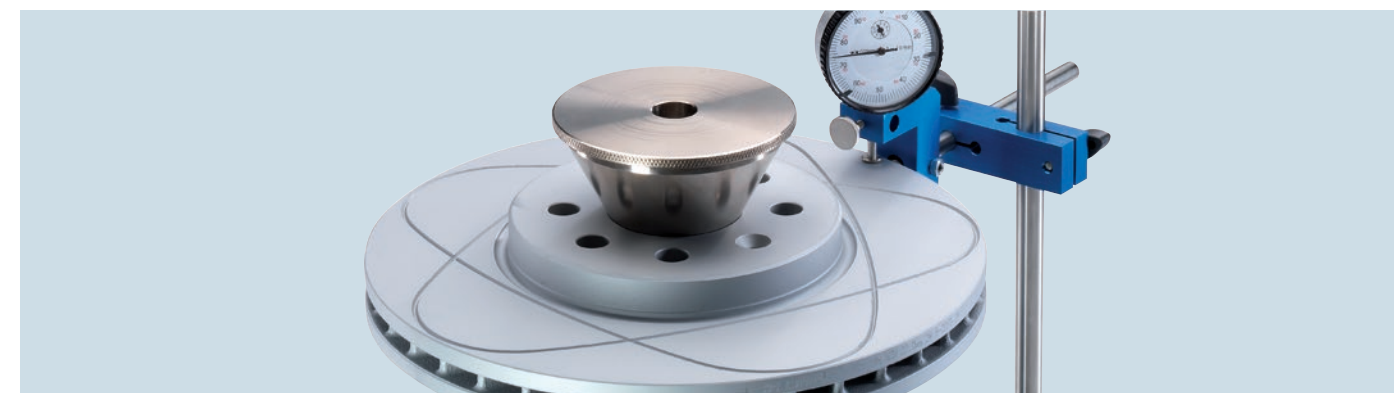
Test your knowledge with the **"Brake basics" WBT** at morecontinental.com



Free of charge



50% Discount



2.1 Diagnostic Analysis and Servicing of Modern Braking Systems

2 days	ATE self-assessment check	Min. 8, max. 12	EUR 400.00 per participant

The "brake course" with comprehensive theory and practical exercises on hydraulic and electric braking systems for efficient brakes in everyday use.

Training goals:

- General inspection latest: statutory brake testing
- Reliable practical brake diagnostic analysis
- Electronic brake diagnostic analysis
- Preparing repair recommendations and performing repairs

Training details:

- Testing the legal requirements on the test bench and identifying errors
- Performing brake diagnostic analysis on vehicles
- Successfully troubleshooting for electrical faults
- Successfully checking around the brakes
- Successfully troubleshooting for hydraulic faults
- EPB diagnostic analysis

Target group:

Employees of car dealerships, independent and affiliated repair shops

Tip:

Test your knowledge with the **ATE self-assessment check** at morecontinental.com



Free of charge



50% Discount



2.2 Exploiting Vehicle Check-in Potential

1 day	ATE self-assessment check	Min. 6, max. 8	EUR 200.00 per participant

The vehicle check-in process is where you have direct contact with the customer. Make the most of the opportunities and generate additional business with expert servicing advice.

Training goals:

- Developing your repair shop's check-in services
- Servicing according to manufacturers' guidelines
- Customer management relating to the vehicle check-in
- Generating additional sales

Training details:

- Check-in using prepared vehicles
- Successfully finding service plans and recalls
- Handling of check-in information
- Calculating and selling additional services
- Manufacturers' websites
- New repair shop guidelines and tests

Target group:

Owners, service staff and forepersons, repair shop managers

Prerequisites:

Sound basic electrical knowledge, 2.1 Diagnostic Analysis and Servicing of Modern Braking Systems

Tip:

Test your knowledge with the **ATE self-assessment check** at morecontinental.com



Free of charge



50% Discount



New
course for
2020

2.3 Braking Systems Expertise Workshop

1 day	See below	Min. 8, max. 12	EUR 300.00 per participant

The journey is the reward! Brake diagnostics in dialogue with experts; approaches to, sources of and verification of diagnostic processes for the efficiency of tomorrow.

Training goals and details:

- Identifying information on the manufacturers' online platforms
- Using free Internet sources for troubleshooting
- Differentiating between effective and economical troubleshooting
- Open dialogue and networking for the future
- Troubleshooting based on case studies
- Using and verifying information sources

Target group:

Experienced owners, forepersons and diagnostics specialists of car dealerships, VDO Electronics partners, ATE BrakeCenters, independent and affiliated repair shops

Registration procedure:

- morecontinental.com: register for an advertised date
- Participant is sent a booking confirmation with a link to the online "Braking Systems Expertise Workshop" course
- Completing the online course is a prerequisite for participation in the classroom-based "2.3 Braking Systems Expertise Workshop" course
- Upon completing the Web-based training, the results are submitted to the Continental TrainingsCenter
- Participation in the classroom-based "2.3 Braking Systems Expertise Workshop" course following verification of the plausibility of the online results by the Continental TrainingsCenter

Procedure:



1. Participation in the course **2.1 Diagnostic Analysis and Servicing of Modern Braking Systems** and



2. **Braking Systems Expertise Workshop** Web-based training (WBT)



3. Participation in the classroom-based course **2.3 Braking Systems Expertise Workshop** following successful completion of the Web-based training



Free of charge



50% Discount



2.4 ABS/ESP – Diagnostic Analysis and Troubleshooting



2 days



Course 3.1



Min. 8, max. 12



EUR 400.00 per participant

Learn to perform logical and effective troubleshooting on ABS/ESP systems for economical repairs.

Training goals:

- How ATE's ABS/ESP systems work and understanding the competitors
- Professional system readings and troubleshooting
- Performing effective troubleshooting correctly
- Interpreting and remedying errors
- CAN bus system basics

Training details:

- ABS/ESP system set-ups
- Practical exercises performed on ABS/ESP models
- Use of diagnostic analysis equipment and oscilloscopes
- Encoding ABS/ESP control units
- Performing logical troubleshooting

Target group:

Owners and employees of ATE BrakeCenters, independent and affiliated repair shops

Tip:

Test your knowledge with the **VDO self-assessment check** at morecontinental.com



Free of charge



50% Discount



2.5 Driver Assistance Systems



1 day



ATE self-assessment check



Min. 8, max. 12



EUR 200.00 per participant

67% of all new vehicles in 2016 were already equipped with a driver assistance system – do you know enough about them?

Training goals:

- Set-up and function of various driver assistance systems
- Recognising malfunctions and their impact
- Diagnostic analysis and understanding installation instructions
- Calibrating camera and radar systems

Training details:

- Set-up and function of driver assistance systems
- Diagnostic analysis of driver assistance systems
- Installing and training driver assistance system components
- Recognising the impact of incorrectly installed parts
- Calibrating camera and radar systems

Target group:

Forepersons and employees of car dealerships, independent and affiliated repair shops with at least three years of professional experience

Tip:

Test your knowledge with the **ATE self-assessment check** at morecontinental.com



Free of charge



50% Discount



2.6 ATE Classic Training

2 days	ATE self-assessment check	Min. 8, max. 12	EUR 400.00 per participant

Everything you need to know about classic car braking systems in order to perform repairs and conversions more efficiently.

Training goals:

- Understanding the construction, function and mode of operation of classic car braking systems
- Maintenance of classic car braking systems
- Servicing of classic car braking systems
- Repair, conversion and optimisation of classic car braking systems

Training details:

- Understanding the set-up of classic car braking systems
- Performing maintenance appropriate to the vehicle's age
- Optimum servicing and repair of braking systems
- Conversion and optimisation of classic car braking systems

Target group:

Owners and employees of car dealerships, ATE BrakeCenters, independent and affiliated repair shops, lovers of classic cars with technical training

Tip:

Test your knowledge with the **ATE self-assessment check** at morecontinental.com



Free of charge



50% Discount



VDO Electronics Strong in the market

The independent repair shop market is highly competitive. Having the right partner at your side will provide you with the perfect parameters for successful, future-oriented business – thanks to our services and products of OEM quality.

As a global supplier and part of Continental's Automotive Group, we aspire to making tomorrow's automotive mobility safer, more convenient and more sustainable too. We safeguard the present and the future of our partners with sophisticated solutions in genuine VDO quality. Our extensive sales network and our comprehensive and pioneering product portfolio make us perfectly prepared for this task.

Our diagnostic analysis services

We offer a comprehensive and pioneering portfolio of services, ranging from intuitive service tools to full diagnostic analysis for special applications (e.g. tyre pressure monitoring systems). All the product solutions for vehicle diagnostic analysis are developed for use across all brands and are cutting-edge at all times thanks to a software update service.

Our diesel repair services

Demand for diesel replacement parts such as diesel injectors has risen steadily in recent years due to increased sales of diesel vehicles. With our special tools and tailored training, we enable you to quickly perform diagnostic analysis of diesel injection systems and to benefit from this trend.

We set new servicing standards with our diesel repair service partners: repair shops benefit from the fast and affordable availability of common rail diesel components, thereby increasing their service expertise and generally boosting customer satisfaction.

Partnership with a future

As a VDO Electronics partner, you are a decisive step ahead of your competitors, because VDO is well known in the market for its modern, high-quality solutions in a vast array of areas such as diagnostic analysis, electronics and diesel repairs.

As a VDO Electronics partner, you are provided with everything you need for successful specialisation: high-quality branded spare parts in OE quality at market prices, together with the appropriate tools and equipment. We also offer you our first-hand expertise in the form of technical information and training on topics such as diagnostic analysis, intelligent voltage management/batteries, high-voltage technology, diesel repairs, sensor technology and engine actuators.

Our electronics services

In addition to special and diverse solutions for automobile manufacturers, we offer a wide array of solutions for the retail and servicing markets. Our comprehensive range of genuine VDO spare parts which are available at short notice (for example, for sensor technology, TPMS, engine actuators and fuel systems) are a perfect fit and easy to install.

They are based on the OEM's many years of experience.



Fee-based

service hotline: +49 (0) 1805 - 22 12 42

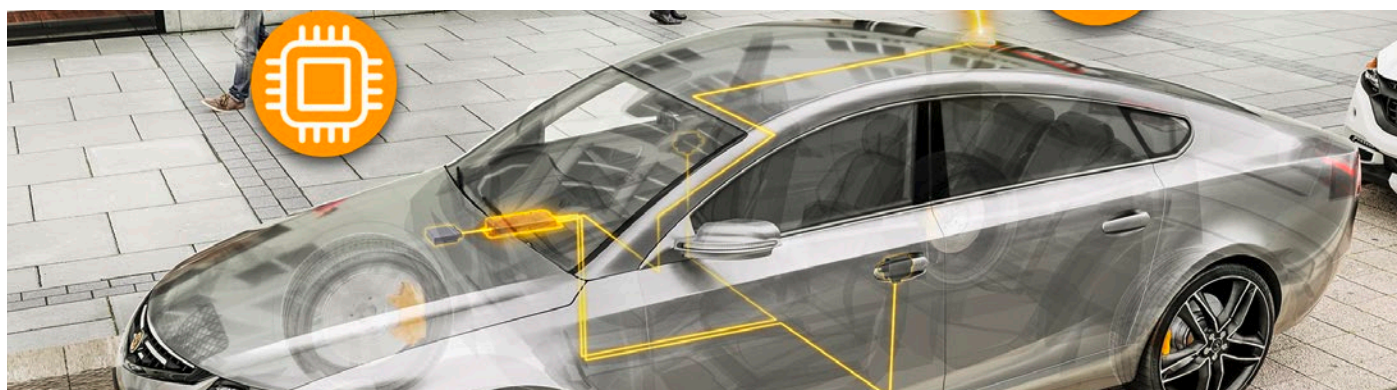
(€0.14/min. from a German landline, max. €0.42/min. on a German mobile phone)

Availability:

Mon. to Fri., 9 a.m. to 12 p.m., 1 p.m. to 5 p.m.

By email:

ate.hotline@continental-corporation.com



3.1 Electrical Basics in Practice Using ATE/VDO as an Example

2 days	VDO self-assessment check	Min. 8, max. 12	EUR 400.00 per participant

The basics: acquire a broad understanding of all electrical systems within a car using practical examples.

Training goals:

- Brushing up electrical engineering skills
- Using measuring technology correctly
- Set-up and diagnostic analysis of sensors and actuators
- Battery technology and its consequences in practice

Training details:

- Maintaining electrical engineering basics
- Reading circuit diagrams and expanding measuring technology knowledge
- Practical measuring exercises using ATE and VDO sensors and actuators
- Using diagnostic equipment
- Interpreting readings and error codes
- Specific traits of battery management systems

Target group:

Owners and employees of ATE BrakeCenters, independent and affiliated repair shops

Tip:

Test your knowledge with the **VDO self-assessment check** at morecontinental.com



Free of charge



Free of charge



3.2 TPMS in the Repair Shop

1 day	VDO self-assessment check	Min. 8, max. 12	EUR 200.00 per participant

The entire gamut of TPMS system practices in the repair shop.

Training goals:

- Technical TPMS information
- Learning how to read various manufacturers' sensors
- Programming and training various manufacturers' sensors
- Working with various TPMS testers

Training details:

- Identifying TPMS
- Installing sensors and using service kits
- Initialising and, if necessary, resetting TPMS
- Diagnostic analysis and programming of TPMS
- Tyre fitting hints
- Training various TPMS sensors on the vehicle
- Using various TPMS testers

Target group:

Owners and employees of car dealerships, tyre dealerships, ATE BrakeCenters, independent and affiliated repair shops

Tip:

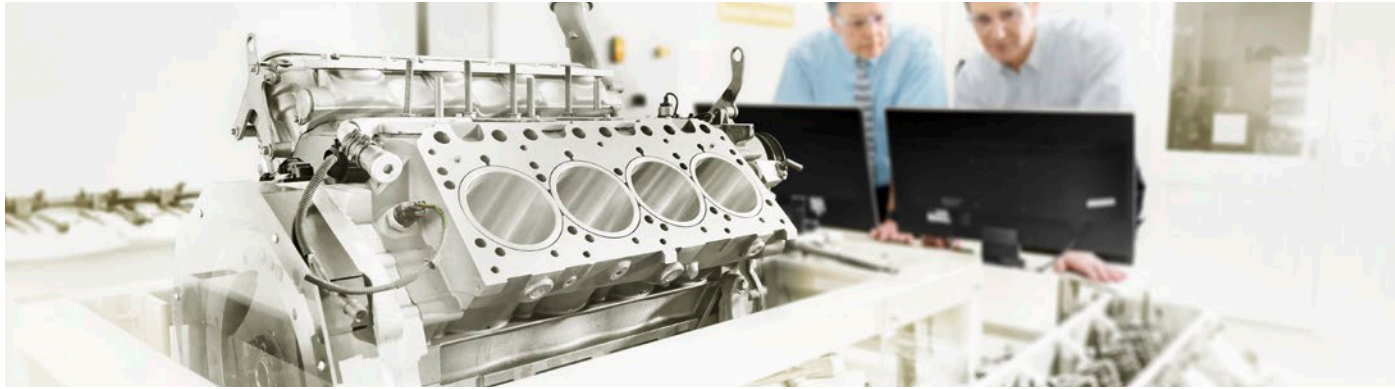
Test your knowledge with the **VDO self-assessment check** at morecontinental.com



Free of charge



50% Discount



3.4 Modern Common Rail Injection Systems


2 days


Sound basic electrical knowledge


Min. 8, max. 12


EUR 400.00 per participant

Diagnostic analysis and repair knowledge for 15 million diesel passenger vehicles within a single course.

Training goals:

- Understanding VDO, Bosch, DENSO and Delphi diesel injection systems
- Performing diagnostic analysis of diesel injection systems
- Repairing diesel injection systems
- Diesel component servicing options

Training details:

- Set-up and function of VDO, Bosch, DENSO and Delphi common rail injection systems
- Practical diagnostic analysis of diesel injection systems
- Encoding diesel injection nozzles

Target group:

Owners and employees of car dealerships, VDO Electronics partners, ATE BrakeCenters, independent and affiliated repair shops

Tip:

Test your knowledge with the **VDO self-assessment check** at morecontinental.com



Free of charge



50% Discount



3.5 Exhaust Gas After-Treatment on Car Diesel Engines


1 day


Course 3.4


Min. 8, max. 12


EUR 200.00 per participant

Euro 6x emissions standard: modern diagnostic analysis, servicing and maintenance of SCR and other exhaust gas cleaning systems.

Training goals:

- Understanding exhaust gas cleaning systems
- Diagnostic analysis and servicing of DPF systems
- Customer advice regarding replacing and servicing exhaust gas cleaning systems

Training details:

- The function of high- and low-pressure EGR systems
- Set-up and function of particulate filters
- Functions of HC, DPF and AdBlue systems
- Servicing and regeneration of DPF systems
- Troubleshooting and customer advice regarding DPF systems

Target group:

Forepersons and employees of car dealerships, VDO Electronics partners, independent and affiliated repair shops with at least three years of professional experience

Prerequisites:

3.4 Modern Common Rail Injection Systems course



Free of charge



50% Discount



3.6 Diagnostic Analysis of Comfort and Data Bus Systems



1 day

Sound basic electrical knowledge

Min. 8, max. 12

EUR 200.00 per participant

Familiarising yourself with modern diagnostic equipment and bus systems, diagnosing problems in a structured manner and understanding their correlations in theory and practice.

Training goals:

- Familiarisation with data bus systems
- Diagnostic analysis of data bus systems
- Diagnostic analysis of comfort electronics
- Understanding bus system correlations
- Acquiring practical data bus experience

Training details:

- Learning structured diagnostic analysis
- Electrical diagnostic analysis on models and vehicles
- Reading and interpreting lists of readings
- Interpreting an error code and remedying the cause
- Handling modern diagnostic equipment
- The potential offered by various types of diagnostic equipment

Target group:

Owners and employees of car dealerships, VDO Electronics partners, independent and affiliated repair shops

Tip:

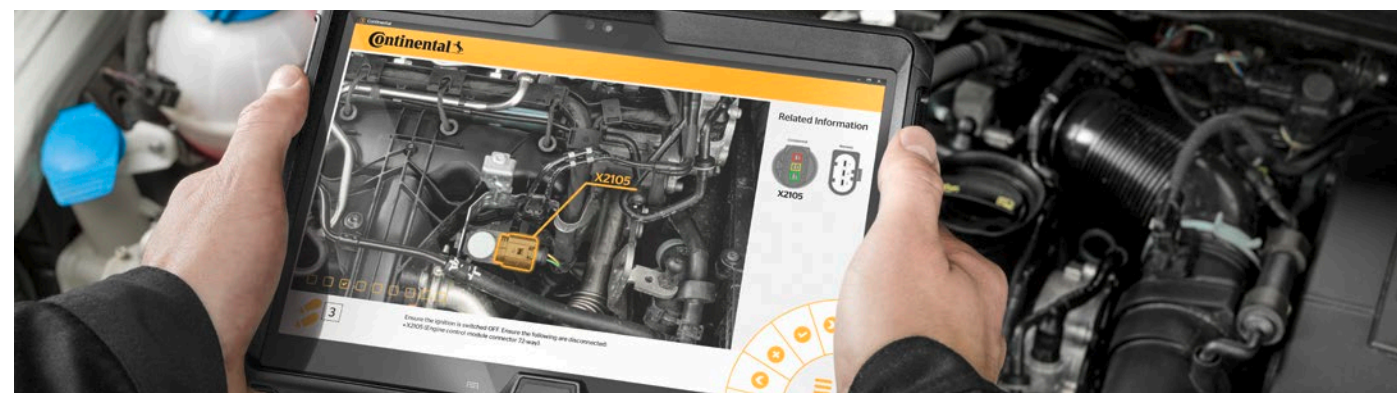
Test your knowledge with the **VDO self-assessment check** at morecontinental.com



Free of charge



50% Discount



3.7 Digital Vehicle Service Book



1 day

Sound basic electrical knowledge

Min. 8, max. 12

EUR 200.00 per participant

Handling the registration of online additions to the manufacturers for a professional and effective service infrastructure.

Training goals:

- Access to the manufacturers' online platforms
- Learning how to maintain digital vehicle service books
- Finding service promotions and recalls
- Identifying the right servicing plan
- Finding the repair shop handbook and current problems

Training details:

- Registering your company/branch with the manufacturers' online platforms
- Activating the option of/subscribing to vehicle service book maintenance
- How service promotions and recalls are displayed
- Retrieving a servicing plan
- Retrieving the repair shop handbook and current problems

Target group:

Car dealership owners, vehicle check-in staff and employees, employees of VDO Electronics partners, ATE BrakeCenters, independent and affiliated repair shops



Free of charge



50% Discount



4.0 Seeing a Warranty as an Opportunity – BASIC

10 a.m.-approx. 4.30 p.m.	Warranty agent	Min. 8, max. 12	EUR 200.00 per participant

Beginners' course for people with no technical background to understand possible warranty causes, with integrated practical exercises.

Training goals:

- Understanding the braking system
- Identifying correlations between the individual modules
- Causes of brake squeal and brake judder

Training details:

- Possible braking system errors
- Knowledge of how to check the components
- Practical measuring exercises
- Identifying possible error sources

Target group:

ATE sales partners' warranty staff



Free of charge
for general
representatives



4.1 Seeing a Warranty as an Opportunity – EXPERT

9 a.m.-approx. 4.30 p.m.	Warranty agent	Min. 6, max. 10	EUR 200.00 per participant

More in-depth information and exercises for the processing of warranty cases in theory and practice for people with some technical knowledge.

Training goals:

- Being able to assess ATE parts
- Getting to grips with the warranty handling process
- Seeing a warranty as an opportunity

Training details:

- Recognising warranties, guarantees and goodwill situations
- Assessing ATE products
- Radio-controlled meter and inspection record
- Practical exercises for the entire process
- The limits of a warranty
- The warranty as a customer loyalty tool

Target group:

ATE sales partners' warranty staff



Free of charge
for general
representatives



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4.2 Hybrid Vehicles – An Opportunity for the Repair Shop

2.5 hrs, preferably evenings	Automotive profession	Min. 10, max. 50	EUR 65.00 per participant

Level 1 EuP-HV certification and targeted, compact information concerning hybrid and electric vehicles at the repair shop.

Training goals:

- Certification: EuP-HV electrical engineering training in high-voltage systems
- Understanding the hazard potential of HV technology
- VDE 0105-100, VDE 1000-10 and DGUV 200-005 regulations
- Understanding the high-voltage vehicles market
- Understanding high-voltage technology
- Understanding "Activating HV systems"
- HV system workflows in the repair shop

Training details:

- Various hybrid drives and their manufacturers
- Motivation for high-voltage vehicles
- Legal instruction in accordance with VDE 0105-100, VDE 1000-10 and DGUV 200-005
- Hazard potential and responsibility in the repair shop
- Effects of high-voltage vehicles on repair shops
- First aid, protective measures and areas of activity of a trained EuP

Target group:

Employees who could come into contact with high-voltage vehicles.

Fee:
EUR 65.00 per participant
(incl. high-voltage roof signs)

TAK
In collaboration with the
Academy of German Auto-
motive Trade (TAK) GmbH



4.3 Qualification to Work on High-Voltage Systems

2 days	Course 3.1	Min. 8, max. 12	EUR 400.00 per participant

Level 2 certification as an expert in working on intrinsically safe high-voltage systems. Extensive theory and practical applications in accordance with VDE and DGUV standards.

Training goals:

- Certification as an expert in working on intrinsically safe high-voltage systems
- Working independently on hybrid and high-voltage systems in automobiles
- Recognising the hazard potential of HV technology
- VDE 0105-100, VDE 1000-10 and DGUV 200-005 legal regulations

Training details:

- Managers' and experts' responsibilities
- Electrical hazards and first aid
- Measures to protect against electric shocks and arc faults
- Electrical engineering work in accordance with VDE 0105-100, VDE 1000-10 and DGUV 200-005
- HV concepts and automotive engineering
- Practical implementation in the repair shop
- Basic electrical engineering knowledge

The course ends with a test

Prerequisites:

Automobile mechanic, electrician or mechatronics engineer who qualified post-1973. Individuals with appropriate additional training as an automobile service technician or foreperson.

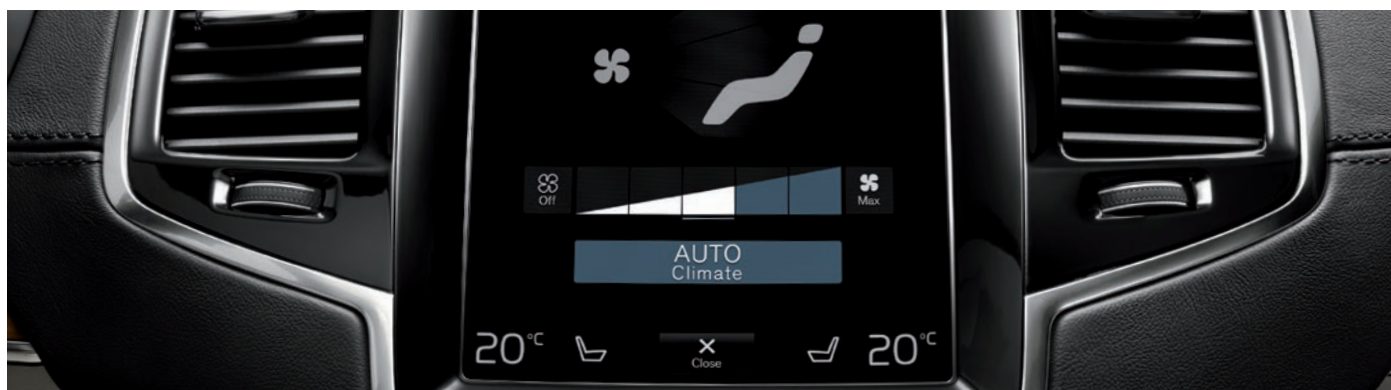
Target group:

Bodywork and vehicle construction mechanic or mechanic for bodywork servicing technology who qualified post-2002.

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motive Trade (TAK) GmbH



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4.4 Knowledge of Air Conditioning Systems in Accordance with Regulation (EC) No 307/2008



Basic certificate for air conditioning technology in accordance with European and national legislation.

Training goals:

- Explanation of European and national legislation (Regulation [EC] No 2037/2000, Regulation [EU] No 517/2014, Regulation [EC] No 307/2008 and Directive 2006/40/EC)
- Impact of greenhouse gases on global warming
- Measures to reduce greenhouse gases (Kyoto Protocol)
- Attributes and effects of refrigerants (R134a, R1234yf)
- Handling refrigerant bottles and air conditioning equipment correctly

Training details:

- European and national legislation
- Safety requirements and information
- Learning about and understanding the refrigerant circuit
- Using recovery equipment

Target group:

Owners and employees of car dealerships, VDO Electronics partners, ATE BrakeCenters, independent and affiliated repair shops



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4.5 Repair and Diagnostic Analysis of Automotive Air Conditioning Systems



Immersive course on the quick diagnostic analysis and economical repair of air conditioning systems.

Training goals:

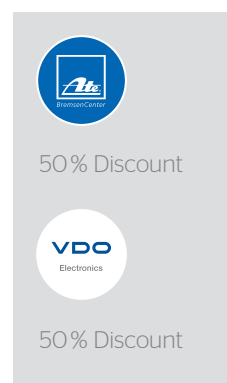
- Servicing air conditioning systems economically based on expertise
- Diagnosing errors more efficiently
- Pinpointing leakages using forming gas (hydrogen)
- How to deal with contaminated refrigerants
- Arguments with which to make air conditioning servicing more efficient

Training details:

- Set-up and function of air conditioning systems and automatic systems
- Electric/electronic troubleshooting and error diagnosis
- Siphoning off and disposing of contaminated refrigerant (R1234yf)
- Independently determining the right filling volumes
- Refrigerant circuit rinsing basics

Target group :

Owners and employees of car dealerships, VDO Electronics partners, ATE BrakeCenters, independent and affiliated repair shops





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4.7 Airbag Training for the Limited Certificate of Competence

1 day	VDO self-assessment check	Min. 8, max. 12	EUR 200.00 per participant

Certificate of competence for the safe handling of hazardous pyrotechnic systems in motor vehicles.



Training goals:

- Explanation of the regulations to be observed when repairing pyrotechnic systems
- General information on pyrotechnics in vehicles
- Set-up and function of the airbag components
- Diagnostic analysis options for pyrotechnic systems

Training details:

- How the various components work
- Recognising hazard potential when performing servicing and inspection work
- The necessary expertise in the area of pyrotechnic systems and making reliable diagnostic analyses on the vehicle
- Storage, transportation and disposal of pyrotechnic objects
- Learning about inspection options in practice

Target group:

Owners and employees of car dealerships, VDO Electronics partners, ATE BrakeCenters, independent and affiliated repair shops. In general, people who work with pyrotechnic restraint systems (storage, transportation, packaging, installation, etc.)

Tip:

Test your knowledge with the **VDO self-assessment check** at morecontinental.com



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4.8 Emissions Testing Qualification Course

2 days	Automotive training	Min. 8, max. 14	EUR 400.00 per participant

Certification in testing the emissions of petrol and diesel passenger vehicles with and without OBD for beginners and to brush up skills.



Training goals:

- Certification in testing the emissions of petrol passenger vehicles with and without OBD
- Certification in testing the emissions of diesel passenger vehicles with and without OBD
- Initial training for beginners
- Follow-up training for individuals already qualified to perform and responsible for performing emissions tests

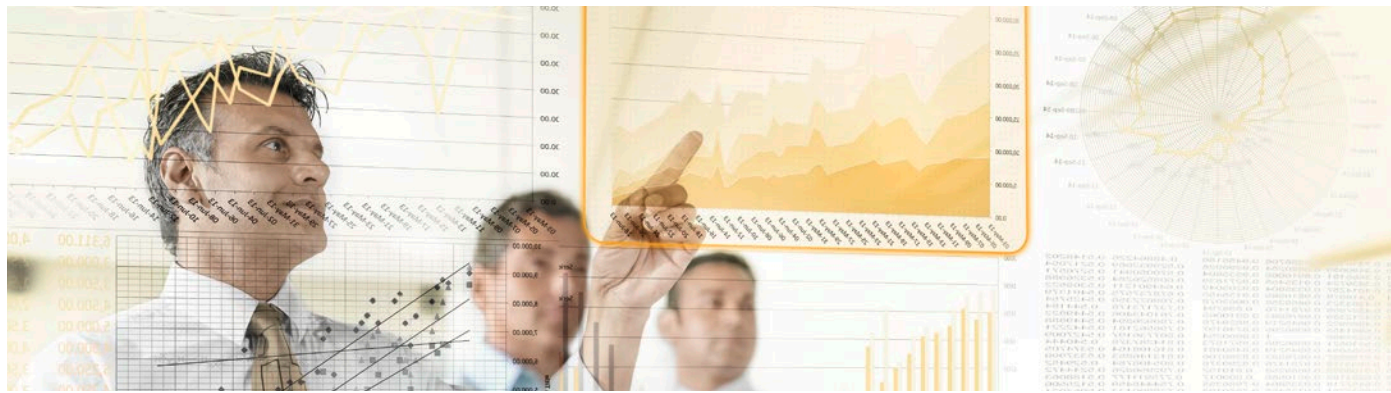
Training details:

- Legal basis and changes/amendments
- Vehicle technology
- Performing the emissions test
- Final test to obtain emissions testing certification
- Approach and diagnostic analysis if the emissions test is not passed

Target group:

Car mechanic, car electrician or motor vehicle technician trainees or individuals with a qualification in motor vehicle technology, mechanical engineering, electrical engineering or automotive engineering. Also, employees with further training as a motor vehicle service technician or foreperson.

Owners and employees of car dealerships, VDO Electronics partners, ATE BrakeCenters, independent and affiliated repair shops



5.1 Business Management for Car Repair Shops I



2 days



Car dealership managers



Min. 10, max. 15



EUR 600.00 per participant

Getting to grips with the terms, correlations and metrics of relevance to car repair shops.

Training goals:

- Recognising the relevant business management terms and correlations from the business person's point of view
- Building up, reading and interpreting your own business management set-up based on the industry requirements
- Managing, controlling and comparing your own business using industry business management metrics
- The ability to calculate the hourly invoicing rate needed by your business and getting customers to accept it

Training details:

“Embracing being in the black”

From turnover to profit: the right business management set-up specifically for an independent repair shop

“On an equal footing with your tax consultant”

What a business management set-up needs to say: the tax consultant's profile of requirements

“Managing the business with business metrics”

The key business management metrics for independent repair shops, comparison figures for the industry, bases of calculation

“What's the right hourly invoicing rate for my repair shop?”

Calculating the hourly invoicing rate needed by your business and the rate actually achieved, implementing the hourly invoicing rate in business practice

Target group:

Owners, managing directors and management members of independent repair shops/car dealerships



5.2 Business Management for Car Repair Shops II



2 days



5.1 and car dealership managers



Min. 6, max. 10



EUR 600.00 per participant

Calculating, comparing and interpreting business metrics on the basis of your own company data and developing optimisation measures.

Training goals:

- The participants will develop the key business metrics using their own business assessment data and balance sheets
- Drawing industry comparisons and interpreting them, and developing appropriate optimisation measures

Training details:

- The participant's business assessment and balance sheet are analysed regarding the correct and ideal set-up, and are modified accordingly
- Development of an appropriate set of guidelines for the tax consultant
- Calculating and analysing cost structures, productivity, business capacity utilisation, profit margins, liquidity and financing
- Developing possible optimisation measures accordingly
- Practical individual analysis and interpretation of the participant's key figures using their own operating business data
- Knowledge exchange, one-on-one assistance in the case of limited participant numbers

Target group:

Owners, managing directors and management members of independent repair shops/car dealerships

Trainer:
Michael Zülch



5.3 Employee Management and Development at Car Repair Shops

2 days	Car dealership managers	Min. 10, max. 15	EUR 400.00 per participant

Creating a team for the business. Acquiring more advanced skills in the areas of finding, motivating and managing employees, with the focus on car repair shops.

Training goals:

- Optimally identifying, promoting and using the potential of car repair shop employees: "A team for the business"
- Highlighting and discussing current employee recruitment options
- Identifying and promoting employee motivation based on concrete practical examples
- Highlighting examples of and the possibilities regarding successful employee management at car repair shops

Training details:

- Conducting employment performance reviews: approaches and practical exercises using video analysis
- Developing concrete employee motivation: from remuneration to performance recognition
- Developing management tools specifically for the boss
- Exchange of knowledge regarding employee management problems and successes
- Group-based development of concrete implementation options for your own business

Target group:

Owners, managing directors and management members of independent repair shops/car dealerships, head mechanics

Trainer:
B. Braun



5.4 Train the Trainer

Varies	Varies	Varies	Varies

Courses tailored in terms of both time and content for the continuing professional development of vocational school teachers, technical trainers and other multipliers.

Training goals:

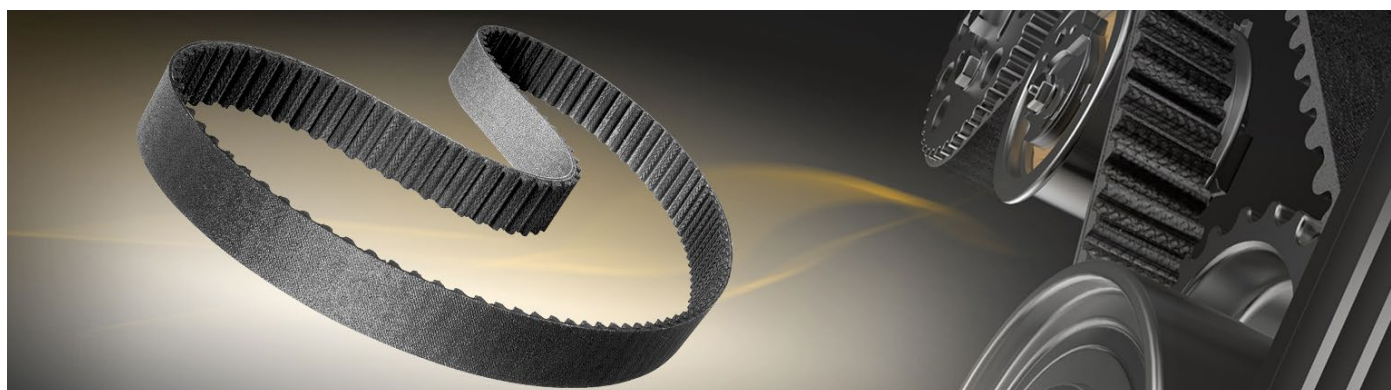
Customised in agreement with the Continental Aftermarket TrainingsCenter

Training details:

The training programme consists of multiple individual measures (modules) and is tailored to the customers' needs

Target group:

Multipliers, Industrial teachers, trainers, vocational school teachers



6.1 Technical Training I – Theory

Approx. 25 hrs, preferably evenings	Automotive profession	Min. 10, max. 50	EUR 69.00 per participant

Expertise on the topic of drive belts.

Training goals:

- The advantages of toothed belts over chains
- Using the tension tester
- Installation of and error mapping for TVDs/eTVDs
- Properties and installation of Elast V-ribbed belts

Training details:

- Practical demonstration of replacing toothed belts and V-ribbed belts
- Making use of technical information
- The right way to replace and test elastic/non-elastic V-ribbed belts
- Replacing a toothed belt, including pulleys and the water pump
- Rinsing the cooling circuit and correctly replacing the water pump

Target group:

Master car mechanics, mechanics and trainees at independent and affiliated repair shops

Trainer:
Stefan Meyer
Tel.: +49 511 938-5779
Stefan02.Meyer@
ptg.contitech.de

ContiTech



6.2 Technical Training I – Practice

1 day	Automotive profession	Min. 12, max. 18	EUR 189.00 per participant

Toothed belt replacement on various engines and expertise regarding drive belts.

Training goals:

- Installation of and error mapping for TVDs/eTVDs
- Practical toothed belt replacement on various engines
- Tips and tricks for toothed belt replacement
- Properties and installation of Elast V-ribbed belts

Training details:

Replacing a toothed belt on an Audi, Citroën, Ford, Opel, Renault or VW engine (choice)

- Toothed belt drive properties, toothed belt materials/composition
- Safety tips for toothed belts
- Toothed belt error mapping with practical presentation
- Causes of and remedying toothed belt damage
- Installation of and error mapping for overrunning alternator pulleys

Target group:

Master car mechanics, mechanics and trainees at independent and affiliated repair shops

Trainer:
Stefan Meyer
Tel.: +49 511 938-5779
Stefan02.Meyer@
ptg.contitech.de

ContiTech



6.3 Mechanics' Club

1 day	Automotive profession	Min. 10, max. 20	EUR 169.00 per participant

Training details:

- Knowledge exchange
- Market information
 - Feedback
- Training materials update
- New error indications/failure causes
 - Technical belt drive modifications/replacements
- Technical information update (new developments)
- Technical belt drive modifications/replacements
 - New belt drive developments/new technology
- Visit to a plant and a testing laboratory
- Toothed belt production
 - Toothed belt material checks

Trainer:
Stefan Meyer
Tel.: +49 511 938-5779
Stefan02.Meyer@
ptg.contitech.de

ContiTech

Target group:

Master car mechanics, mechanics and trainees at independent and affiliated repair shops with Technical Training I + II



6.4 Technical Training for Professional Tyre Marketers

To be arranged	Automotive profession	Min. 10, max. 50	To be arranged

Courses:

Fitter Training (Basic): Focusing on cars, teaching the basics in theory and practice to job entrants and newcomers

Training in the Fitting/Removal of UHP and Run-Flat Tyres: With a test (wdk certificate), training for participants with vocational training in an automotive profession or at least three years of practical tyre fitting experience

Fitter Training (Advanced): Eliminating uneven running of the vehicle (practical tips and tricks), advanced course for participants in Fitter Training (Basic) or for those with extensive practical experience of fitting tyres

Wide-Base Tyres/Chassis Technology: Learning and gaining experience (theory and practice, incl. driving exercises with wide-base tyres on the Contidrom). Subject to participation in the course Tyre Technology/Car Basics

Wheel Alignment: Chassis geometry basics, training for repair shop technicians. Practical deepening of chassis alignment knowledge and increasing expertise for the sales pitch

Dates:
Omar Fuentes Torres
+49 69 7603-4200

Continental

Target group:

Beginners and experienced repair shop employees

Continental Reifen Deutschland GmbH

Contact: Omar Fuentes Torres
Tel.: +49 69 7603-4200

Address: Continental Reifen Deutschland GmbH
Jädekamp 30, 30419 Hannover, Germany
<http://www.continental-corporation.com>

Terms and conditions



Trainings:	Start: 9 a.m., finish: 5 p.m. Arrival and departure times must take into account the stipulated training times. Times which differ to these will be communicated separately. If a participant arrives late for a course (arrival after 11 a.m.) or leaves early, this shall be classed as a no-show. The cancellation rules may be applied.
Training details:	Continental reserves the right to modify or expand the training details for topical reasons. The elements of a training session can be varied to suit the needs of the participants. The course documents are the property of the repair shop in question and should be made available to all the employees. These documents or parts thereof may not be duplicated or passed on to third parties.
Prerequisites:	Participation in all technical courses is subject to a person having vocational training in an automotive profession or at least three years of professional experience. Other requirement restrictions or dispensations can be found in the individual course descriptions.
Course attire:	Work clothes and protective gear are important in order to prevent course participants from being injured during practical exercises conducted in the training rooms. It is therefore essential that participants attend the courses in work clothes. Work clothes include safety footwear and long trousers or overalls. A participant not wearing work clothes may not take part in practical exercises and may be disbarred from the course. The cancellation rules may be applied.
Means of communication:	Means of communication such as mobile phones, tablets, etc. must be switched off during course hours. Non-compliance with this rule may result in the course participant being disbarred. The cancellation rules may be applied.
Training certificate:	The participants will receive a certificate directly from Continental Aftermarket for courses (of at least one day).
Training fees:	The training fees vary from course to course. All the stated fees are subject to statutory VAT. ATE BrakeCenters are awarded a 100% discount on ATE courses and a 50% discount on VDO courses. VDO electronics partners are awarded a 100% discount on VDO courses and a 50% discount on ATE courses. All other fees are stipulated separately!
Cancellations:	No cancellation fee up to the 14th day prior to the course start date. If a cancellation is effected for reasons attributable to the contracting party or the course participant or if no valid reason for a cancellation can be provided or if the designated participant fails to attend a course without being excused, we reserve the right to charge the full course fee plus VAT (100%) to the contracting party or the participant.
Accommodation:	Expenses for travel, overnight accommodation/breakfast and any evening meals or other expenses shall be borne by the course participant. The list of hotels is not a recommendation - it is merely a list of available hotels, some of which offer special conditions for Continental training course participants. We accept no liability for the quality of the hotels or for the quoted prices being correct. Please book a hotel room yourself according to your needs. Any cancellation costs shall be borne by you.
Minimum number of participants:	We reserve the right to cancel a course if the minimum number of participants is not met.

Contact details and contact persons TrainingsCenter



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Continental Aftermarket training team



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Maša Koprivnikar

Administration Workshop Concepts

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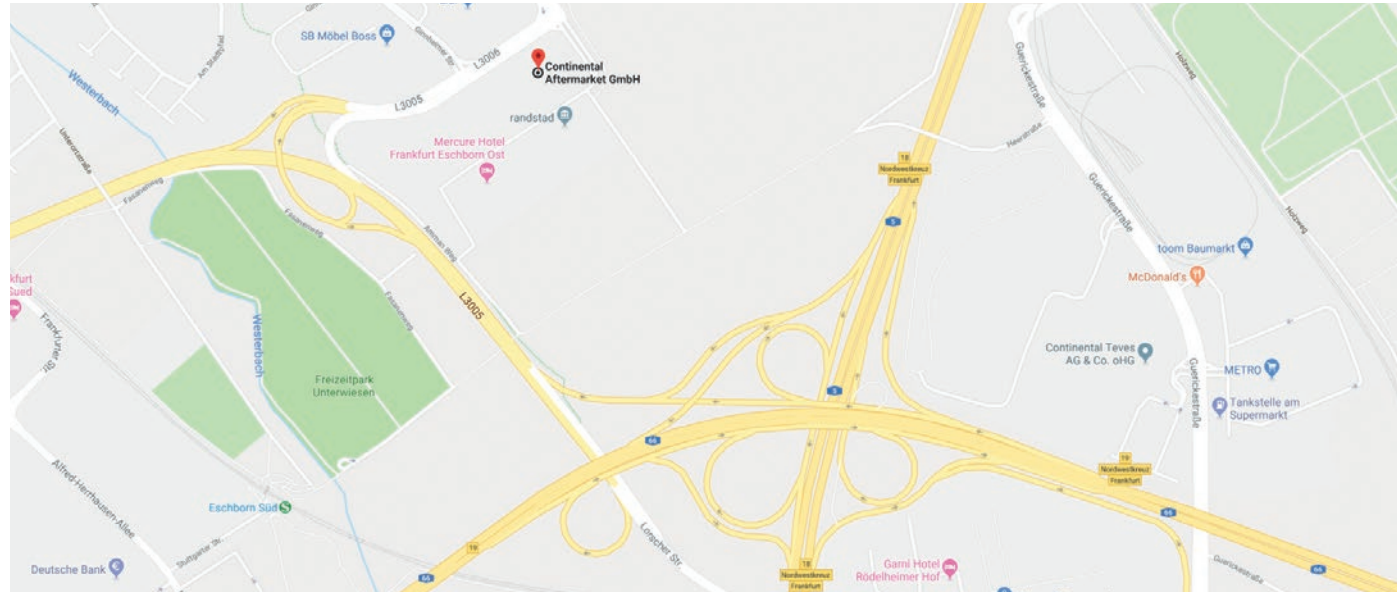
Address for visitors:

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Continental Aftermarket & Services GmbH
Workshop Concepts
Abteilung Sales Service
Postbox 90 01 20
60441 Frankfurt am Main
WorkshopConcepts@continental-corporation.com

Directions to Helfmann-Park 1, 65760 Eschborn



From the north (Kassel): Take the A5 until you reach the Nordwestkreuz junction, then follow the signs for Wiesbaden (A66). **Do not join the A66** – stay in the right-hand lane heading for Eschborn. Follow the signs for **Eschborn-Gewerbegebiet-Ost** and turn right at the second set of traffic lights.

From the south (Karlsruhe): Take the A5 until you reach the Nordwestkreuz junction, then get into the far right-hand lane and follow the signs for **Eschborn**. At the traffic lights, turn right onto Lorschei Straße. Then take the exit to **Eschborn-Gewerbegebiet-Ost** and turn right at the second set of traffic lights.

From the west (Wiesbaden): Take the A66 to the Eschborn exit (17). Turn left onto Sossenheimer Straße, then leave Sossenheimer Straße and head towards **Eschborn-Gewerbegebiet-Ost**. Follow the signs until you get to the second set of traffic lights, where you should turn right.

From the east (Hanau): Take the A66 until you reach the Nordwestkreuz junction, then follow the signs for Eschborn. Once you are on Lorschei Straße, follow the signs for **Eschborn-Gewerbegebiet-Ost** and turn right at the second set of traffic lights.

Other TrainingsCenters: You will find the addresses of other TrainingsCenters at [morecontinental.com/TrainingsCenter/TrainingCenter](https://www.morecontinental.com/TrainingsCenter/TrainingCenter)

Parking: Helfmann-Park 1, 65760 Eschborn



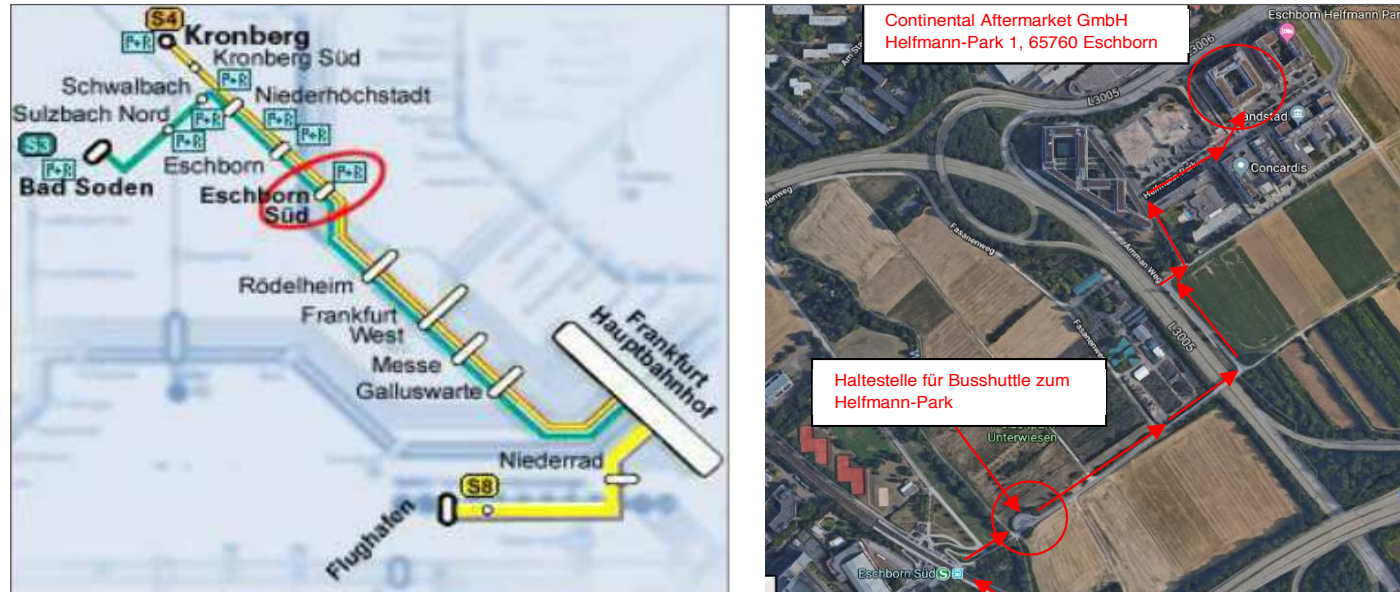
TrainingsCenter parking spaces: There is a driveway between the buildings Helfmann-Park 1 and Helfmann-Park 2 which leads to the Continental TrainingsCenter parking spaces (at the rear of the building). The parking spaces are reserved for you and are cordoned off with Continental markings. Please report to reception upon arrival.

Please note: If you are attending a course as a substitute participant, please make this known at reception in order to avoid any misunderstandings.

Your TrainingsCenter contact: Mr Omar Fuentes Torres (+49 [0]69 7603 4200)



Arriving on the S-Bahn rail service



Take the suburban line (S-Bahn) from Frankfurt central station. The suburban line services are located under the railway station. Take the stairs on the right down to platform 104 for the

S3 to Bad Soden or the
S4 to Kronberg, and alight at the **Eschborn Süd** stop.

At the station, head right, to the country lane (not under the underpass). Follow the path across the small bridge and to the turning bay.

There, you will find the bus stop for the **Helfmann-Park-Express** (Mercure Hotel bus), which goes directly to Helfmann-Park.

Please note that this bus service only operates from Monday to Friday from 6.29 a.m. to 7.49 p.m.

There is a taxi rank at the station. In this case, go left upon arrival, taking the underpass.

Please note that if coming from Frankfurt Airport, you will first have to take an S-Bahn suburban line service to Frankfurt central station. From there, you can then follow the directions given above.

Continental Aftermarket & Services GmbH
Helfmann-Park 1, 65760 Eschborn
Bus stop for shuttle service to Helfmann-Park

Legal notice

The information in this brochure contains only general descriptions/performance characteristics. In concrete cases, these may not always apply as outlined

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Please note: You may incur Internet connection costs when using this QR code.