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The Program

PURPOSE

With a mission to provide the best customer service satisfaction in the industry, in 1984 DaimlerChrysler established the College Automotive Program (CAP), an automotive technician training/internship program offered at several colleges across the country. (See the location map on page 8-9 for current CAP colleges.)

COMMITMENT

DaimlerChrysler believes in the wisdom of seriously committing to train today's youth to become excellent automotive technicians. Through CAP, DaimlerChrysler is able to supply dealers with specially selected, entry level technicians who have received training on Daimler-Chrysler vehicles, using DaimlerChrysler authorized tools and procedures. These technicians will play a key role in achieving the goals of the Five Star Program in the 21st century.



A firm commitment to CAP will help ensure that DaimlerChrysler and its dealers achieve the goals of the Five Star Program — to provide superior service, to “fix it right the first time” and to make customer satisfaction the top priority.

DAIMLERCHRYSLER INVESTMENT

DaimlerChrysler typically invests approximately \$500,000 in vehicles, engines, transmissions, axles, transfer cases, diagnostic and special tools, instructor guides and student reference materials per CAP college.



“The CAP Program has successfully trained technicians for 20 years ...”

CAP CURRICULUM

The CAP curriculum at the colleges is based on the college automotive technology curriculum, modified to include DaimlerChrysler-specific technology. (See pages 8-51 – 8-57 for CAP curriculum descriptions and samples.) Successful completion of the college CAP curriculum earns students credit hours in the DaimlerChrysler Technical Training Skill Core Curriculum program.

CAP graduates will have a higher level of training than many experienced technicians. This is because they are in college receiving instruction as well as gaining hands-on experience at a sponsoring dealership.

INDUSTRY BEST GRADUATE RETENTION RATE

The College Automotive Program has successfully trained technicians for 20 years and can boast a 70% retention rate of CAP graduates still employed at DaimlerChrysler dealerships. In fact, 40% of CAP employees are at their original sponsoring dealership, even 10 years after graduation.



UNIQUE FEATURES

- ✓ **Students who complete the program receive an Associate of Applied Science degree in Automotive Technology**
By earning an Associate degree, graduates are better prepared to meet the challenges of their career and generally are able to advance more quickly upon graduation.
- ✓ **Instructors (and students) are trained on up-to-date Daimler-Chrysler vehicles, components, special tools**
All CAP instructors are trained in the DaimlerChrysler curriculum. Each CAP instructor is required to attend a minimum of 40 hours of in-center training per year. Updated classes are offered each year to keep them abreast of the newest DaimlerChrysler-specific technology.
- ✓ **Flexible employment options between student and dealer**
The CAP Student/Dealer Contract is menu-driven. This allows the student and the dealer to negotiate options best suited for each other with regard to financial assistance and employment commitments.
- ✓ **Students available for dealerships across the country**
Each participating college is required to provide some type of housing arrangements, whether on campus or off campus, for CAP students. This allows students and dealers not located in CAP college communities to participate in the Program.
- ✓ **CAP Scholarships**
Students should contact the college Financial Aid Office for information on scholarships that may be available through the DaimlerChrysler dealer network, from the corporation or the college. They may also contact a DaimlerChrysler Business Center, the National CAP Headquarters or visit www.cap.daimlerchrysler.com. Of course, other non-proprietary scholarships may also be available.
- ✓ **CAP Advisory Boards**
This governing body is composed of representatives from the college, students, DaimlerChrysler dealers, Training Centers and Business Centers and is responsible for the direction and operation of the CAP Program at the college. The Board will have input on CAP curricular content and the order in which subjects are studied. CAP Advisory Boards meet a minimum of two times per year.

"A career as an auto service technician will be a technically challenging, stimulating and rewarding life-long learning experience."

OVERVIEW

The DaimlerChrysler College Automotive Program offers great benefits to the three principal participants: the Student, the Dealer and the College. The National CAP Headquarters, Training Centers and Business Centers are committed to facilitate a successful program.

- **Qualified, dedicated students are sought**
The CAP student should possess integrity, maturity, the desire to succeed and to produce quality work. A strong work ethic is also a desirable attribute.
- **Recruitment**
Potential CAP candidates are recruited by the colleges through local high schools and organizations such as AYES (Automotive Youth Educational Systems), at job fairs, career days and troubleshooting competitions or contests, such as those sponsored by SkillsUSA. Some dealership employees and transitioning military veterans may make excellent CAP candidates. Other potential students may be recruited through the CAP website at www.cap.daimlerchrysler.com.
- **Articulation agreements**
Many CAP colleges have articulation agreements with local secondary feeder schools. Secondary school students may receive training experience in certain courses that could be eligible for college credit. Because articulation agreements reduce redundancies of training, it is recommended that CAP colleges establish them whenever possible.
- **Applicants required to take college entrance exam**
Interested applicants can take the ACT (American College Testing) Assessment or the SAT (Scholastic Aptitude Test) at their local high school or other designated location under staff supervision. (Visit act.org or collegeboard.com for more information.) Candidates may also be required to pass a mechanical aptitude test. These exams test reading and math skills, mechanical comprehension, logic and reasoning skills. Some colleges may also require completion of a CAP Candidate Application.

- **Qualified students and sponsoring dealers matched**

After taking the appropriate college entrance exam, students are notified by the college and typically put in contact with a number

of interested dealers, unless of course the student is already employed at the dealership. After the student interviews with these dealers and is selected for sponsorship by one of them, a CAP Student/Dealer Contract is signed by the student, dealer and college representative and the student becomes an official CAP student.



- **CAP Student/Dealer Contract**

The CAP Student/Dealer Contract serves as the basic outline for the study/work arrangements agreed to by the student and the dealer. Because the contract is menu-driven, it allows the student and the dealer to negotiate options best suited for each other with regard to:

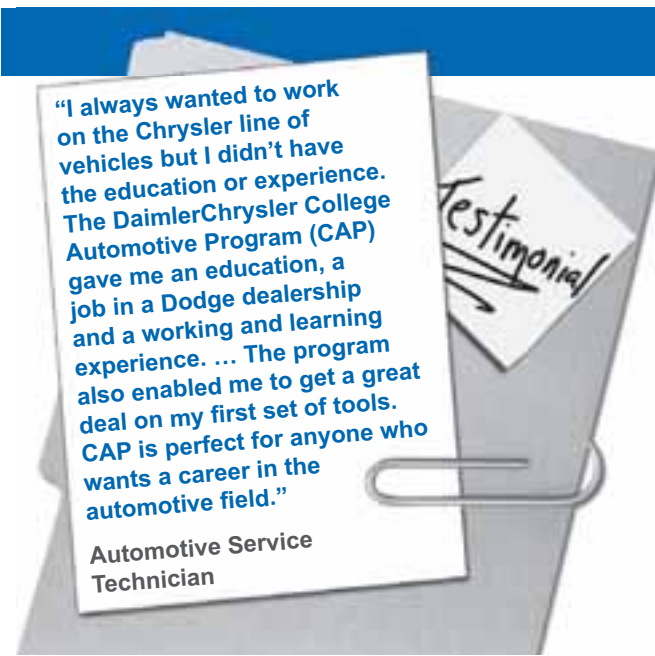
- Costs — tuition, other customary fees, books and supplies, DaimlerChrysler self-study courses, hand tools, other
- Employment obligations — part-time and full-time
- Beginning wage
- A Student Bonus Incentive Fund
- Contract expiration date

(See page 8-27 for a CAP Student/Dealer Contract.)

- **Study and internship structure**

During the two years of the Program, the student alternates between two training locations — the college and the dealership. The student is at college part-time and interning at the dealership part-time. The internship allows the student an opportunity to earn while learning.

- One term or semester of college training, where classroom and shop instruction cover specific areas of automotive diagnosis and repair as well as required academic subjects. The emphasis is on knowledge and skill development.



- Followed by an internship at the dealership, generally equal to the length of one college term or semester. Here the student applies the knowledge and skills just learned at college, gaining on-the-job experience. The student works under the guidance of a technician mentor in those areas most recently studied. The emphasis is on building service accuracy and skill development.
- The study/internship cycle continues for two years until the Program is completed and the student receives an Associate of Applied Science degree in Automotive Technology (or similar study). Depending upon the studies covered, CAP graduates are eligible to receive specific DaimlerChrysler Technical Training Skill Core Curriculum credit hours upon graduation.

- **Tuition, books and supplies**

The cost to the student will vary depending on the terms of the signed CAP Student/Dealer Contract and the college chosen by the student.

- **Financial aid and scholarships**

As registered full-time students, CAP students are entitled to any and all financial aid and/or scholarships available through their college of choice. Students should contact the Financial Aid office for more information, including information on scholarships that may be available through the DaimlerChrysler dealer network or from the corporation. If they still have questions, they may contact the DaimlerChrysler Business Center nearest them (see page 8-15 for a directory) or the National CAP Headquarters, School of Technical Training, DaimlerChrysler Corporation, 2367 Walton Blvd., CIMS 428-00-00, Auburn Hills, MI 48326.

- **Hand tools necessary for CAP**

A list of hand tools needed during each stage of the Program is provided to the students by the college. Reputable tool companies from whom to purchase the tools at reasonable costs will also be provided by the college. The CAP recommended tool set is available from Snap-on Tools. The cost to the student will vary depending on the terms of the signed CAP Student/Dealer Contract.

- **Student transportation and housing**

Every student is responsible for his/her own transportation and housing. If students are in need of temporary housing while in CAP, the college they attend may have on-campus housing or can direct them to housing that is both convenient and affordable.

- **Guidance counseling**

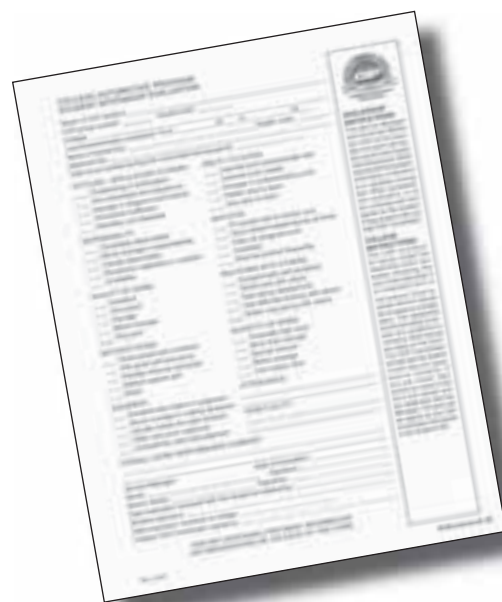
A specific Guidance Counselor is assigned to handle all CAP students at each college. In this way, the counselor is familiar with the CAP students' special needs and is able to answer any questions.

- **Student wages at the dealership**

The student's beginning wage is specified in the CAP Student/Dealer Contract and may vary from one dealership to another across the country. Provisions for wage increases are also explained in the contract as well as performance evaluation requirements.

- **Performance evaluations and wage increases**

The student is to be evaluated at the end of each internship period at the dealership. The evaluation is performed by the dealership Service Manager in cooperation with the student's technician mentor and possibly the college CAP Coordinator. A



“Each partner has a unique role in the Program — a role vital to ensuring the success of CAP.”

DaimlerChrysler Business Center representative may also participate. The results of each evaluation are used to determine the student's strengths and those areas in which the student could improve. These results are also used by the dealership to determine appropriate wage increases.

- **Student Bonus Incentive Fund**

CAP students may receive a cash bonus (beyond their hourly wage and any raises) through a Student Bonus Incentive Fund. This incentive fund, which may be set up by the sponsoring dealer, pays students an additional bonus for completion of the Program in accordance with the CAP Student/Dealer Contract. Some dealerships pay the bonus incentive based on hours worked and the student's grade point average.

- **The CAP Coordinator**

Each CAP college must provide a CAP Coordinator. This person is the central figure in the administration of the Program. The college CAP Coordinator is the information link between all CAP partners — the students, dealers, college, Business Center, Training Center and National CAP Headquarters.

- **The CAP Advisory Board**

Each college must establish a CAP Advisory Board which oversees the college's CAP Program. This board shall be composed of representatives from the students, dealers, college, Training Center and Business Center and shall meet a minimum of two times a year.

- **Problem resolution for CAP students**

If a student experiences problems during CAP participation, those problems are best worked out among the people directly involved. If, for any reason, this is not possible, the college CAP Coordinator is always available to assist.

CAP PARTNERS

CAP is a coordinated effort among —

- CAP Students
- DaimlerChrysler Dealers

- CAP Colleges
- DaimlerChrysler Business Centers
- DaimlerChrysler Training Centers
- DaimlerChrysler School of Technical Training (National CAP Headquarters)

Each partner has a unique role in the Program — a role vital to ensuring the success of CAP.

RESPONSIBILITIES

(Also outlined in the CAP Partners and Responsibilities summary on pages 8-7, 8-8.)

- **The Student**

1. Satisfy CAP college entrance requirements.
2. Provide personal transportation and housing.
3. Obtain and maintain sponsorship from a DaimlerChrysler dealer.
4. Negotiate and abide by the terms of the CAP Student/Dealer Contract.
5. Pay for all or a portion of college tuition, books, supplies, tools and DaimlerChrysler self-study courses depending upon the CAP Student/Dealer Contract terms.
6. Possess required hand tools.
7. Complete all course work with a cumulative 2.0 grade point average (GPA) or higher.
8. Provide the sponsoring dealer and other DaimlerChrysler CAP partners with study transcripts.
9. Adhere to employment policies of the sponsoring dealership.
10. Consider becoming a member of a CAP Advisory Board.
11. Consider ASE certification.
12. Graduate with an Associate of Applied Science degree in Automotive Technology (or similar study).

- **The Dealer**

1. Abide by the terms of the CAP Student/Dealer Contract.
2. Match (as much as possible) student internship work to the most recent student college training.
3. Provide a journeyman-level technician mentor for each internship period the student is at the dealership.
4. Conduct performance evaluations after each internship period.
5. Work with the college to determine student needs and progress.
6. Serve on a CAP Advisory Board.
7. Assist with student recruitment.

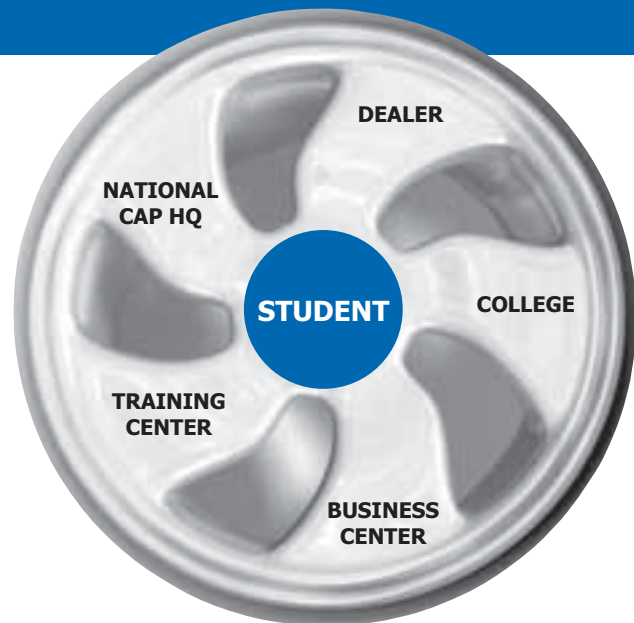


- **The College**

1. Adjust core automotive training curriculum to incorporate studies covering DaimlerChrysler specific technology.
2. Provide “release time” for instructors to attend mandatory DaimlerChrysler technical training.
3. Meet the requirements of NATEF certification; CAP to be certified within 3 years of start-up
4. Meet DaimlerChrysler CAP requirements for facilities and instruction.
5. Provide a Financial Aid Counselor.
6. Provide a Guidance Counselor.
7. Provide a CAP Coordinator.
8. Include information about the CAP Program in college literature and on the college website. Also provide a link to the CAP website from the college website.
9. Recruit, screen and select a minimum of fifteen (15) students for each freshman class.
10. Have housing available to meet the special needs of CAP students.
11. Recruit and maintain relationships with sufficient numbers of DaimlerChrysler dealers to provide a sponsor for each CAP student.
12. Facilitate student placement at dealerships and ensure satisfactory internships through on-site and/or conference visits.
13. Provide students with hand tool requirements and sources.
14. Provide students with graduation ceremony and banquet.
15. Provide all required reports to DaimlerChrysler.
16. Prepare for and respond to the Annual Review process.
17. Establish and administer a CAP Advisory Board.
18. Schedule Student Roundtable meetings with DaimlerChrysler CAP partners.
19. Be represented at the Annual CAP Conference.
20. Work to grow the CAP Program for the mutual benefit of the college and DaimlerChrysler.
21. Abide by the terms of the CAP College Acceptance Agreement and the CAP College Renewal Agreement.

- **Business Center**

1. Recruit dealers to sponsor CAP students.
2. Assist dealers with CAP implementation.
3. Assist colleges in recruiting students.
4. Assist colleges in placing students with dealers.
5. Work with dealers, the college CAP Coordinator and students to monitor progress.



6. Participate in CAP Advisory Boards.
7. Participate in the Annual Review at colleges.
8. Participate in CAP Student Roundtables.
9. Review college CAP Student Scholarship requests.
10. Interface with the School of Technical Training National CAP Manager.
11. Participate in the college probation process.
12. Participate in selection of new CAP colleges.

- **Training Center**

1. Provide college instructor training for DaimlerChrysler course certification.
2. Coordinate/Consign special diagnostic and scan tools.
3. Conduct Annual Reviews at the colleges.
4. Participate in CAP Advisory Board meetings.
5. Participate in CAP Student Roundtables.
6. Participate in annual CAP curriculum review.
7. Review college CAP Student Scholarship requests.
8. Interact with college contacts.
9. Participate in college probation process.
10. Participate in college CAP termination process.
11. Participate in selection of new CAP colleges.

- **National CAP Headquarters**

1. Oversee and facilitate the Program.
2. Support all CAP partners.
3. Provide the CAP User's Guide.
4. Provide national CAP marketing materials.
5. Maintain CAP website.
6. Facilitate vehicle and component donations.
7. Approve CAP colleges.
8. Monitor CAP colleges and students.

9. Assign S-ID numbers for online access.
10. Facilitate earned training credits.
11. Participate in annual CAP curriculum review.
12. Oversee DaimlerChrysler grant requests.
13. Provide CAP Student Scholarships.
14. Provide CAP student graduation commemorations.
15. Provide CAP School of the Year Awards.
16. Coordinate Annual CAP Conference.
17. Participate in college probation process.
18. Participate in college CAP termination process.

QUESTIONS

Questions concerning CAP and this User's Guide should be directed to:

National CAP Headquarters

School of Technical Training
DaimlerChrysler Corporation
2367 Walton Blvd.
CIMS 428-00-00
Auburn Hills, MI 48326
www.cap.daimlerchrysler.com
1-800-626-1523



The mission of the DaimlerChrysler College Automotive Program is to provide:

- The latest DaimlerChrysler technology to CAP colleges
- The best possible technical training to CAP students
- The finest trained service technicians to DaimlerChrysler dealers