
Table of Contents

2013 BMW Body & Paint Training Center Information

Subject	Page
2013 CCRC Training Requirements by Job Code	2
SB101 - Body Shop Manager	2
SB202 - Body Shop Estimator	2
SB203 - Body Shop Painter	2
SB204 - Collision Repair Technician	2
SB207 - Body Shop Combination	3
BMW Body & Paint Training Program Guidelines	4
Pre-work Material	4
Attendance and Punctuality	4
Weather/Disaster/State of Emergency	4
Late Students	5
“No Show” Defined	5
Policy	5
Proper Notification	5
Dress Code	6
Travel Arrangements	6
BMW Body & Paint Training Center/Hotel Information	7
Western - Ontario, CA - BMW Training Center	8
Directions	8
Hotel Information	8
Western - Oxnard, CA - BMW Body & Paint Training Center - West (Oxnard, CA VDC)	10
Directions	10
Hotel Information	11
Central - Schaumburg, IL - Central Region Trainging Center	12
Directions	12
Hotel Information	12
Central - Wixom, MI - Car-O-Liner Training Center	14
Directions	14
Hotel Information	14
Southern - Greenville, SC - BMW Performance Center	15
Directions	15
Hotel Information	15
Eastern - Woodcliff Lake, NJ - BMW Eastern Region Training Center	16
Directions	16
Hotel Information	16

2013 CCRC Training Requirements by Job Code

Refer to Appendix B for training course descriptions.

SB101 - Body Shop Manager

- *OL5022 - Technical Systems Light for Parts Advisors
- SB021 - Maximizing Collision Center Performance
- *SB021B - Collision Center Financial Performance Management
- SB022 - Collision Center Sales and Marketing
- SB024 - Collision Center Human Resource Management

SB202 - Body Shop Estimator

- OL031 - BMW Foundations in Customer Service
- *OL5001 - Parts & Things
- *OL5022 - Technical Systems Light for Parts Advisors
- SB017 - Collision Advisor Training
- SB023 - Collision Advisor Sales Negotiation
- *SB025 - BMW Online Resources for Collision Repair
- VO153 - BMW History and Heritage
- VO325 - Glass Repair and Replacement

SB203 - Body Shop Painter

- SB001A - Vendor Paint Training (*non-ColorSystem users only*)
- SB001B - ColorSystem Basic Training (*ColorSystem users only*)
- SB001C - ColorSystem Advanced Training (*ColorSystem users only*)

SB204 - Collision Repair Technician

- *OL1205 - E84 Complete Vehicle VOD (*minimum of 2 techs per center*)
- *OL1212 - F01/F02 LCI Complete Vehicle VOD (*minimum of 2 techs per center*)
- *OL1213 - BMW Service - ActiveHybrid 7 Generation 2.0
(*minimum of 2 techs per center*)
- *OL1214 - BMW Service - Active Hybrid 3 (*minimum of 2 techs per center*)

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- *OL5001 - Parts and Things
 - SB004B - E93 Body Adjustments – Retractable Hard Top
 - SB004D - F01 & F02 Body Adjustments
 - SB004E - F10, F07 & E89 Body Adjustments
 - SB004F - F12, F13, F25 & F30 Body Adjustments
 - *SB008A - Aluminum Outer Panel Repair Techniques
(minimum of 2 but at least 50% of collision techs per center)
 - SB011/or OL5502* - GRAV Repair - On-line course OL5502 will replace SB011 in 2013
(minimum of 2 but at least 50% of collision techs per center)
 - SB014 - Body Repair Level II
 - SB012 - Body Repair Level III Bonding and Riveting Techniques
(minimum of 2 but at least 50% of collision techs per center)
 - SB018 - Glass Repair and Replacement *(minimum of 1 tech per center)*
 - VO420 - BMW Bonding and Riveting Techniques
 - VO720 - Identifying E93 Convertible Water Leaks *(minimum of 1 tech per center)*
 - VO901 - E89 Complete Vehicle *(minimum of 2 techs per center)*
 - WB920A - Basic Principles of Hybrid Technology *(minimum of 2 techs per center)*
 - WB920B - BMW ActiveHybrid X6 *(minimum of 2 techs per center)*
 - WB920C - BMW ActiveHybrid 7 *(minimum of 2 techs per center)*

SB207 - Body Shop Combination

Needs to meet requirements of both painters and collision repair technicians.

Note: Unless otherwise noted, all BMW personnel holding the listed job titles need to meet the course requirements.

** New requirement for 2013*

BMW Body & Paint Training Program Guidelines

Pre-work Material

BMW Center personnel have access to the ICP website through www.dealerspeed.net. Access will enable each Center to view training requirements, employee training records, BMW course schedules, and course descriptions.

There are pre-work courses to be completed by the technician prior to attending instructor-led courses (listed on chart on prior page). This is in the form of Web Based Training/Video on Demand (VOD). These courses are available for any center personnel.

Technicians who will be taking instructor-led courses are required to complete the prerequisites and take a test at the end of the program. The test consists of multiple choice questions which must be taken in sequence until they are finished; then the technician is allowed to exit the test.

Technicians obtaining 80% and above will be given credit and their results will be reflected in ICP.

Note: Only after passing the test will the technician be able to enroll to take the instructor-led class.

For technicians obtaining less than 80%, the program will not allow technicians to submit their results and they will be asked to review the sections that they have performed poorly on. Technicians will be able to take the final test as many times as they wish but will not be allowed to exit the test once the test has been started.

Attendance and Punctuality

Classes begin at 9:00 AM - 4:30 PM at all training center locations. Please keep these start and end times in mind when planning your travel arrangements.

Technicians who arrive late or depart early from training programs risk being given an "incomplete" status for the class. When scheduling airline flights, be sure to allow adequate time for rental pick-up/drop-off or shuttle/taxi transportation to and from the training location.

Weather/Disaster/State of Emergency

Check severe weather facility closures by dialing **1(201)-307-4013**. A recorded message will inform you of your building's status.

In the event that the student's safety is in jeopardy, early dismissal is acceptable (instructor's best judgment). If early dismissal is necessary, homework or alternate makeup hours will be assigned to compensate for missed class time (where applicable).

Late Students

On the first day of class, 30 minutes after the start time is the longest time permissible for a late student. On any day thereafter, the student must be on time.

- 1st occurrence: the Technician will receive a verbal warning from the instructor.
- 2nd occurrence (within same class): the instructor will contact market team to inform the center.
- 3rd occurrence (within same class): the technician will be asked to leave the class, with no credit for the class.

Exceptions will be reviewed on an individual basis in the following situations:

- Family Emergency
- Death
- Hospitalization
- Illness
- Weather Conditions
- Flight Cancellations

If student does not meet exceptions, the BMW regional market team will be notified of the no show student by the 1st break. A member of the team will notify the retail Center.

“No Show” Defined

A “no show” is a technician who fails to notify the BMW market team that he or she will not attend his or her scheduled training course.

For more details on the No Show policy please refer to the “ILT Course No Show Policy” posted on the ICP home page.

Dress Code

Technicians must dress in a manner consistent with the work performed at the Training Center (professional environment). The work will include classroom presentations, workshop practical work and demonstrations.

The following attire is **not acceptable** in ensuring that safety requirements are met and adhered to, as we will be working with heavy machinery:

- Open-toed shoes
- Ripped and torn clothing
- Sleeveless tops
- Revealing attire
- Shorts (unless part of the Center's uniform)
- Inappropriate or offensive T-shirts
- Unsecured jewelry that can cause injury

Use common sense and good judgment when making your decision in order to avoid being sent home for more appropriate attire. Remember, it is a professional environment and you are representing yourself and your retail Center.

Travel Arrangements

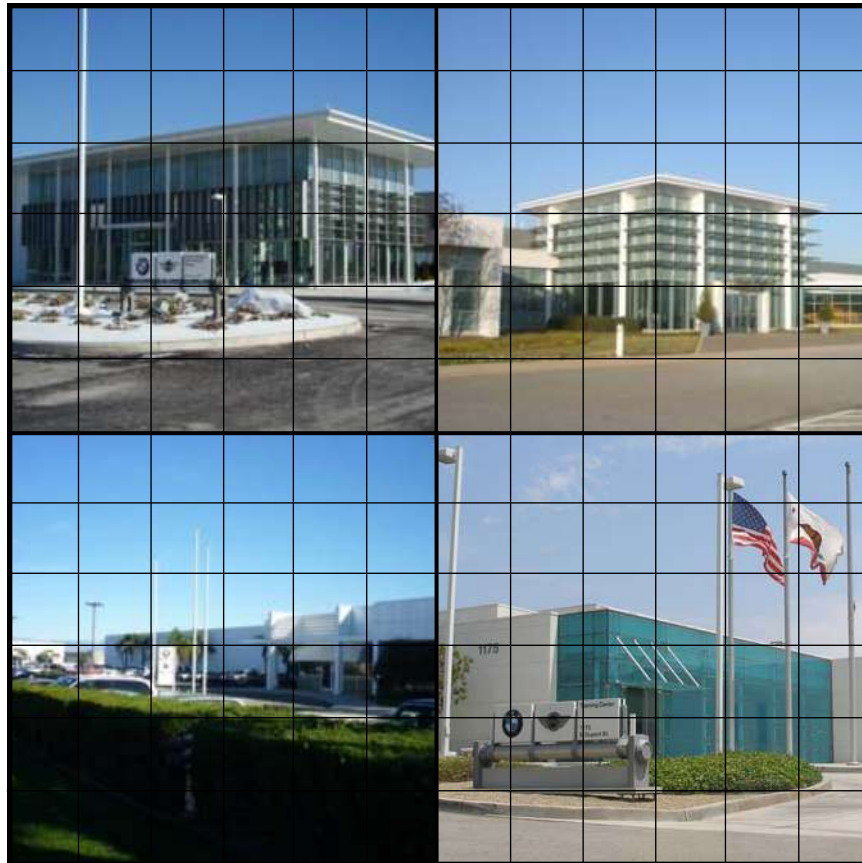
To take advantage of the BMW corporate rate, participants must inform the hotel when making reservations that they are attending BMW training. The BMW Corporate Rate is available 3 weeks prior to the start of each program. Please make your reservations early.

For training programs held at Regional Training Centers, we have included a list of preferred hotels that provide a BMW Corporate Rate. Hotel reservations and cancellations are the participant's responsibility.

Please do not purchase "non-refundable" airline tickets. Unfortunately, classes may be canceled due to technician rescheduling, weather or a lack of enrollments 10 days before the start of each class.

BMW Body & Paint Training Center/Hotel Information

Body & Paint Training is conducted at 4 training locations plus a satellite training center located in Wixom, Michigan. It is important to **note the location and the time** in ICP, to prevent students showing up at the wrong location and/or wrong time.



Western - Ontario, CA - BMW Training Center

BMW NA Western Region Training Center

1175 S. Dupont Avenue

Ontario, CA 91761

Tel. 909-975-4301

Fax. 909-975-4360

Class Time: 9:00am-4:30pm

Directions

Follow the airport exit signs to go east on Airport Drive. Turn right onto Airport Drive and head east. Past Haven the road curves south; at Santa Ana, turn left. Follow Santa Ana to Dupont and turn right. The training center will be ahead on your left.

Hotel Information

The following hotels are in the general proximity of this BMW Training Center. While every effort is made to ensure that hotels are high quality, clean and reasonably priced, no guarantee is expressed or implied as to the availability of rooms, the price of rooms or the quality of accommodations.

Reservations should be made no later than 3 weeks prior to the hotel stay to receive the special BMW Corporate Rate (where available). **BMW NA is not responsible for making the hotel arrangements or payment guarantee. Hotel incidentals, including cancellation fees where assessed, are the responsibility of the student.**

Most hotels listed also offer complimentary shuttle service to the training facilities and some offer free airport pick-up and drop-off. **Please confirm that these services are available when making reservations or make the necessary transport arrangements.**

Note: Specify BMW training rate when making reservations.

Ayres Suites 4370 Mills Circle Ontario, CA 91764 Tel. 909-481-0703 <i>(Shuttle service and complimentary breakfast)</i> Doubletree Inn 222 N. Vineyard Ontario, CA 91764 Tel. 909-937-0900 <i>(Shuttle service)</i> Best Western 3400 Shelby Street Ontario, CA 91764 Tel. 909-466-9600 <i>(Shuttle available)</i>	Residence Inn 2025 Convention Center Way Ontario, CA 91764 Tel. 909-937-6788 <i>(Shuttle service and complimentary breakfast)</i> Ontario Airport Marriott 2200 E. Holt Boulevard Ontario, CA Tel. 909-975-5000 <i>(Shuttle service)</i> Hyatt Place 4760 East Mills Circle Ontario, CA 91764 Tel. 909-980-2200 <i>(Shuttle available)</i>
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Western - Oxnard, CA - BMW Body & Paint Training Center - West (Oxnard, CA VDC)

BMW NA Body & Paint Training Center-West (Oxnard, CA VDC)

5650 Arcturus Avenue

Oxnard, CA 93033

Tel. 805-271-2491

Fax. 805-271-8286

Class Time: 9:00am-4:30pm

Directions

From Southern California areas and Los Angeles International Airport:

Traveling I -405 (Northbound) SAN DIEGO FWY. Bear right onto Ramp to US 101 West-Ventura FWY.

Travel on US 101 (WEST) toward Oxnard. Exit on Las Posas Road. Turn left onto Las Posas Road (Heading South). Turn right onto Hueneme Road. Turn left on Arcturus Avenue. Training Center is first driveway to the left: 5650 Arcturus Avenue. BMW Body and Paint Training Center -West (Oxnard, CA VDC) is located on the grounds of BMW's Vehicle Distribution Center.

Park vehicle in BMW parking lot. Proceed to guard shack (on the right side of the parking lot) and sign-in. Let the guard on-duty know you are here for Body and Paint Training. They will direct you to the training center entrance.

From Northern California areas:

Traveling East on US 101-Ventura FWY. Exit at (HWY 1) Pacific Coast Hwy to Oxnard. Stay on HWY1/Oxnard Boulevard. Oxnard Boulevard will turn into Saviers Road after crossing Wooley Road. Travel on Saviers Road. Turn left on Hueneme Road. Turn right on Arcturus Avenue. Training Center is first driveway to the left. BMW Body and Paint Training Center - West (Oxnard, CA VDC) is located on the grounds of BMW's Vehicle Distribution Center.

Park vehicle in BMW parking lot. Proceed to guard shack (on the right side of the parking lot) and sign-in. Let the guard on-duty know you are here for Body and Paint Training. They will direct you to the training center entrance.

WARNING!!!

If no parking spaces are available in the BMW parking lot, there is limited parking available on Arcturus Avenue. Parking is restricted on Arcturus Avenue in certain areas, and is policed regularly. Please pay close attention to posted signs identifying parking restricted areas.

Most hotels listed offer complimentary shuttle service to the training facilities and free airport pick-up and drop-off. **Please confirm that these services are available when making reservations or make the necessary transport arrangements.**

Hotel Information

The following hotels are in the general proximity of this BMW Training Center. While every effort is made to ensure that hotels are high quality, clean and reasonably priced, no guarantee is expressed or implied as to the availability of rooms, the price of rooms or the quality of accommodations.

Reservations should be made no later than 3 weeks prior to the hotel stay to receive the special BMW Corporate Rate (where available). **BMW NA is not responsible for making the hotel arrangements or payment guarantee. Hotel incidentals, including cancellation fees where assessed, are the responsibility of the student.**

Most hotels listed also offer complimentary shuttle service to the training facilities and some offer free airport pick-up and drop-off. **Please confirm that these services are available when making reservations or make the necessary transport arrangements.**

Note: Specify BMW training rate when making reservations.

Mandalay (Embassy Suites) 2101 Mandalay Beach Road Oxnard, CA 93035 Tel. 805-984-2500 <i>(Complimentary breakfast)</i> Holiday Inn Express 350 Hueneme Road Port Hueneme, CA 93041 Tel. 805-986-5353 <i>(Shuttle service and complimentary breakfast)</i> Channel Islands Harbor Hampton Inn 3231 Peninsula Road Channel Islands Harbor Oxnard, CA 93035 Tel. 805-985-1100 <i>(Complimentary breakfast)</i>	Courtyard by Marriott 600 E. Esplanade Drive Oxnard, CA 93036 Tel. 805-988-3600 <i>(Shuttle service and complimentary breakfast)</i> Residence Inn by Marriott 2101 W. Vineyard Avenue Oxnard, CA 93036 Tel. 805-278-2200 <i>(Complimentary breakfast)</i>
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Central - Schaumburg, IL - Central Region Training Center

BMW NA Central Region Training Center
498 East Commerce Drive
Schaumburg, IL 60173
Tel. 847-310-2700
Fax. 847-310-2732
Class Time: 9:00am-4:30pm

Directions

Directions from Chicago:

Take Route 90 West towards Rockford. Exit at Roselle Road. Take a left at the first light. Take a left at the third light onto Commerce Drive. BMW is on the left at the end of the road.

Hotel Information

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Most hotels listed also offer complimentary shuttle service to the training facilities and some offer free airport pick-up and drop-off. **Please confirm that these services are available when making reservations or make the necessary transport arrangements.**

Note: Specify BMW training rate when making reservations.

Wingate Inn Schaumburg 50 E. Remington Road Schaumburg, IL 60173 Tel. 847-882-5000 <i>(Shuttle service and complimentary breakfast)</i> Hyatt Suites Schaumburg 1251 E. American Lane Schaumburg, IL 60173 Tel. 847-706-9007 <i>(Shuttle service and complimentary breakfast)</i> Country Inn and Suites 1401 North Roselle Road Schaumburg, IL 60195 Tel. 847-839-1010 <i>(Shuttle service and complimentary breakfast)</i>	Holiday Inn 1550 N. Roselle Road Schaumburg, IL 60195 Tel. 847-310-0500 <i>(Shuttle service and complimentary breakfast)</i> Homewood Suites by Hilton 815 E. American Lane Schaumburg, IL 60173 Tel. 847-605-0400 <i>(Shuttle service and complimentary breakfast)</i> Holiday Inn Rolling Meadows 3405 Algonquin Road Rolling Meadows, IL 60068 Tel. 847-259-5000 <i>(Shuttle Service)</i>
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Central - Wixom, MI - Car-O-Liner Training Center

Car-O-Liner Training Center
29900 Anthony Drive
Wixom, MI 48393
Tel. 248-624-5900
Fax: 248-624-9529
Class Time: 9:00am-4:30pm

Directions

From Detroit Airport:

After leaving airport merge onto I-94 West via ramp to Chicago. Take Exit 194 to merge onto I-275 N towards Flint. Take the exit onto I-96 W toward Lansing. Take exit 159 toward Wixom. Merge onto south Wixom Road. Turn right onto Wes Road. Turn left at Anthony Drive. Training center is ahead on the right.

Hotel Information

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Reservations should be made no later than 3 weeks prior to the hotel stay to receive the special BMW Corporate Rate (where available). **BMW NA is not responsible for making the hotel arrangements or payment guarantee. Hotel incidentals, including cancellation fees where assessed, are the responsibility of the student.**

Most hotels listed also offer complimentary shuttle service to the training facilities and some offer free airport pick-up and drop-off. **Please confirm that these services are available when making reservations or make the necessary transport arrangements.**

Note: Specify BMW training rate when making reservations.

The Holiday Inn Express 48953 Alpha Drive Wixom, MI 48393 Tel. 248-735-2781 (Complimentary breakfast) Towneplace Suite 42600 Eleven Mile Road Novi, MI 48375 Tel. 248-305-5533 (Complimentary breakfast)	Comfort Suites 28049 Wixom Road Wixom, MI 48393 Tel. 248-504-5080 (Complimentary breakfast) Double Tree Hotel 42100 Crescent Boulevard Novi, MI 48375 Tel. 248-344-8800 (Shuttle service)
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Southern - Greenville, SC - BMW Performance Center

BMW Performance Center
1155 Hwy.101 South
Greer, SC 29651
Tel. 864-968-3005
Fax. 864-968-3140
Time: 9:00am-4:30pm

Directions

Directions from Greenville International Airport:

Take I-85 North. Take exit 60 to Greer. Turn left onto Hwy. 101 South and travel approx. 2 miles; the BMW Performance Center will be on your right.

Hotel Information

The following hotels are in the general proximity of this BMW Training Center. While every effort is made to ensure that hotels are high quality, clean and reasonably priced, no guarantee is expressed or implied as to the availability of rooms, the price of rooms or the quality of accommodations.

Reservations should be made no later than 3 weeks prior to the hotel stay to receive the special BMW Corporate Rate (where available). **BMW NA is not responsible for making the hotel arrangements or payment guarantee. Hotel incidentals, including cancellation fees where assessed, are the responsibility of the student.**

Most hotels listed also offer complimentary shuttle service to the training facilities and some offer free airport pick-up and drop-off. **Please confirm that these services are available when making reservations or make the necessary transport arrangements.**

Note: Specify BMW training rate when making reservations.

Mainstay Suites 2671 Dry Pocket Road Greer, SC 29650 Tel. 864-987-5566 <i>(Shuttle service and complimentary breakfast)</i> Hyatt Regency Greenville 220 North Main Street Greenville, SC 29601 Tel. 864-235-1234 Hampton Inn & Suites 108 Spartengreen Boulevard Duncan, SC 29334 Tel. 864-486-8100 <i>(Shuttle service and complimentary breakfast)</i>	Greenville Hilton & Towers 45 West Orchard Park Drive Greenville, SC 29615 Tel. 864-232-4747 <i>(Complimentary breakfast)</i> Marriott Airport One Parkway East Greenville, SC 29615 Tel. 864-297-0300 <i>(Shuttle service and complimentary breakfast)</i> Spartanburg Marriott 299 N. Church Street Spartanburg, SC 29306 Tel. 864-596-1211
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Eastern - Woodcliff Lake, NJ - BMW Eastern Region Training Center

BMW NA Eastern Region Training Center
250 Chestnut Ridge Road
Woodcliff Lake, NJ 07677
Tel. 201-571-5301
or 201-571-5281
Fax: 201-571-5489
Class Time: 9:00am-4:30pm

Directions

From Newark Liberty Airport or New Jersey Turnpike Northbound:

From Airport:

Airport Exit to Route 78 West.

From NJ Turnpike:

Exit 14 Route 78 West in Newark. Follow Rt. 78 West to Exit 52: Garden State Parkway North. Proceed North on the Parkway to Exit 171. Montvale/Woodcliff Lake/Chestnut Ridge Road. At the light turn, left onto Glen Road, proceed to traffic light. Left at light onto Chestnut Ridge Road. Turn left at 3rd driveway, the Training Center is the building to your left.

From I-87 the New York State Thruway

Take Exit 14A Garden State Parkway South/NJ. Take the 1st Exit, Schoolhouse Road. Turn left on Schoolhouse Road./Spring valley Road. and proceed .9 mile to Summit Ave. Turn right onto Summit Ave. and proceed .8 mile to Chestnut Ridge Road. Turn left onto Chestnut Ridge Road proceed 1.6 miles to BMW headquarters.

The Training Center is the 3rd driveway on your left, the building to the left is the training Center.

Hotel Information

The following hotels are in the general proximity of this BMW Training Center. While every effort is made to ensure that hotels are high quality, clean and reasonably priced, no guarantee is expressed or implied as to the availability of rooms, the price of rooms or the quality of accommodations.

Reservations should be made no later than 3 weeks prior to the hotel stay to receive the special BMW Corporate Rate (where available). **BMW NA is not responsible for making the hotel arrangements or payment guarantee. Hotel incidentals, including cancellation fees where assessed, are the responsibility of the student.**

Most hotels listed also offer complimentary shuttle service to the training facilities and some offer free airport pick-up and drop-off. **Please confirm that these services are available when making reservations or make the necessary transport arrangements.**

Note: Specify BMW training rate when making reservations.

Residence Inn by Marriott 7 Boroline Road Saddle River, NJ 07458 Tel. 201-934-4144 <i>(Shuttle service and complimentary breakfast)</i> Woodcliff Lake Hilton 200 Tice Boulevard Woodcliff Lake, NJ 07675 Tel. 201-391-3600 <i>(Shuttle service and complimentary breakfast)</i> Candlewood Suites 20 Overlook Boulevard Nanuet, NY 10954 Tel. 845-371-4445	Courtyard by Marriott Montvale 100 Chestnut Ridge Road Montvale, NJ 07645 Tel. 201-391-7700 <i>(Shuttle service and complimentary breakfast)</i> Park Ridge Marriott 300 Brae Boulevard Park Ridge, NJ 07656 Tel. 201-307-0800 Double Tree Hotel 180 Route 17 South Mahwah, NJ 07430 Tel. 201-529-5880 <i>(Shuttle Service)</i>
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