



An ISO 9001:2000 Registered Company

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Launch Gateway Mini Service Certification for Gateway/ILIS

Effective 5/1/2011, InterMotive is launching the next generation Service Certification program for mobility dealers, fleets, and agencies. The details of the program are outlined below.

What is Service Certification

Service Certification is a basic electrical and product competency test designed to educate service personnel about the various installation, operation, schematics and diagnostics available to any service facility servicing an InterMotive product. Certification will apply for a specific product. Facilities that are certified for that product will receive special benefits for repairs on that product.

Who Should be Certified

Any service facility working on InterMotive's Gateway / ILIS products should consider becoming certified. A facility will be certified if at least one employed technician from the facility is currently certified.

Certification Benefits

- Warranty labor payment rate of \$80/hr versus \$60/hr for non-certified facilities. The Gateway diagnostic form must be completed for labor reimbursement and times are based off of the Gateway Labor Time Standards sheet.
- Automatic inclusion in the following distribution lists (sent via e-mail)
 - Technical Service Bulletins
 - Owner Notification Programs
 - Quarterly Newsletter
 - Release of new product instructions and diagnostics
- Certified dealers will be able to purchase a Gateway tester at a discounted price
- A Service Certification certificate for the facility (upon the first technician certification)
- A Service Certification certificate for each technician that obtains certification

How to Become Certified

Facilities that want to become certified should go to the InterMotive website (www.intermotive.net) and click on "Service Certification" located on the homepage. Click on the product you want to be certified on and you will automatically be re-directed to a website containing the test. Since the test is multiple choice and "open book", you may not miss more than 1 basic electric question and no more than 3 total questions to pass the test.

Q and A:

1. What is Gateway / ILIS?

Gateway is a fast idle system that can also incorporate transmission controllers (DuraTrans and BrakeMax) and other special features customized for bus OEMs. ILIS is wheelchair lift interlock hardware that can be connected to Gateway

2. What do you mean by “Open Book” test?

InterMotive encourages you to have a copy of the Gateway / ILIS Installation, Operation, and Flowchart Diagnostics in front of you when you take the test. Every question, except for the basic electrical, is taken directly from the documents listed above. Therefore, the answers for every product question can be found in the documents.

3. When can I take the test?

The test will be available on 5/6/2011. Go to www.interMotive.net to access the test.

4. How long does the test take?

The test should take 30-60 min. Not having the printed materials in front of you when you start the test will make the test longer.

5. How many questions have to be answered correctly to pass?

In order to pass the test you must answer 8 of the 9 Basic Electrical questions correctly and 30 of the 33 remaining questions correctly (cumulative percentage of 90%).

6. Why is the passing score so high?

The passing score is high because of two reasons. 1) Gateway requires a level of electrical and electronic knowledge on the part of the technician in order to be properly diagnosed. Without a basic knowledge of electronics, a technician is not properly trained to be working on this product. 2) The answers of the remaining 33 questions are found in our printed materials and on our website. Since it is an open book test, there is no reason a technician shouldn't score 100% on the 33 questions. The answers may not be easy to find, but they can be found.

7. Where do I find the Installation, Operation, and Flowchart Diagnostic documents?

They can be accessed and printed from the InterMotive website – www.intermotive.net .

8. Do I have to be certified to work on Gateway?

No, but you will not be eligible for the certification benefits.

9. I have multiple technicians who work on Gateway / ILIS. Do they all need to be certified?

No. The shop is certified if one current employee is certified. We would recommend that all technicians who work on Gateway/ILIS be certified to ensure a high level of product knowledge.

10. What if I sublet repairs to a shop that is not certified?

The repairing facility must be certified to collect the higher labor rate. You should consider having your sublet facilities become certified as soon as possible.

11. What if my dealership or agency is not certified but our repairing facility is?

The repairing facility is eligible for the certification benefits.

12. How will InterMotive know if the repairing facility is certified?

Technicians taking the certification test are required to provide information about themselves and their employer that will be kept in a database.

13. Can I forward this information to my repairing/sublet facility?

Yes.

14. Is the diagnostic sheet required with a warranty claim?

Yes. That document walks a technician through the proper diagnostic procedure and will be required to be paid at the higher labor rate.

15. How long does it take to be certified after I take the test?

It could take up to 15 business days to confirm that a technician is certified.

16. How will I be notified that I passed or failed the test?

Both the technician and the repair facility will be notified by e-mail (or mail if no e-mail is available) of the technician's score on the test and the shop is immediately eligible for the certification benefits. Certification certificates will be sent to the technician and repair facility shortly thereafter.

17. What if a technician fails the test?

The technician can retake the test anytime after they have been notified that they did not pass. Keep in mind that the facility can still become certified by having another technician take and pass the test.

18. How long does the technician / dealer certification last?

The certification is an annual requirement that will expire on 12/31 of each year. A re-certification test would certify that a technician is up to date on product changes that may have occurred during the calendar year. Because InterMotive will be sending period product information, we do expect that certified facilities will read and keep up with those materials.

19. What if I am certified on Gateway / ILIS and InterMotive changes to different fast idle and lift interlock product?

Because chassis manufacturers may change their electronics in future model years, it may become necessary for InterMotive to design and sell a new fast idle / lift interlock product. If that happens, you are still certified on Gateway / ILIS for that year but you will need to become certified on the new product.

20. I sell other InterMotive products. Does this certification cover those products?

No. This certification is only for Gateway / ILIS. If this program is successful, then we plan on launching certification on other products in the future.

If you have additional questions, please contact InterMotive at 530-823-1048.