

# TidewaterPower EquipmentCompany



July 24, 2014

## **\*IMPORTANT HONDA DEALER NOTICE\***

Each year all engine and equipment manufactures add more service training requirements to the retail dealer's long list of compliance regulations. It seems there is just not enough time in the year to have one or more of your service technicians off in some distant location for training. Honda understands this issue and in February of 2012 launched the TACS (Training and Certification System) – a cutting edge training website that was recently acknowledged with the prestigious MarCom Marketing and Communication award for outstanding creative achievement. This revolutionary video training concept allows the service technician to complete the required training at his or her convenience - with no travel required! All that is needed is some spare time, a computer and access to the internet. That's it - the TACS website can be accessed at any time, day or night.

Currently there are two levels of training to be completed – *Apprentice Certified (level 1)* and *Technician Certified (level 2)* with continuous new levels being added annually. At the date of this notice all current Honda dealers should have at least one technician working towards or is currently certified at level 1, as a completion date for level 2 is now being issued.

Your immediate attention is required due to the time sensitive nature of these compliance requirements. Any Honda account found to be negligent of the TACS required level of certification – within the specified dates – will be placed on hold until the proper level of training certification is met.

The Honda TACS website can be accessed through the Tidewater **Dealer Portal** at [www.tpeco.com](http://www.tpeco.com).

Should you realize your account is still lacking the Apprentice Certification Level of achievement; a grace period has been given to allow your technician/s ample time to complete. Please confirm and verify that your dealership has at least one technician who is Apprentice and Technician Certified by the dates listed below:

**Apprentice (Level 1 Certification) Complete by – 12/31/2014**  
**Technician (Level 2 Certification) Complete by – 03/31/2015**

Please contact me directly if you encounter difficulties accessing the TACS website, forgotten passwords or have any questions related to the training.

Sincerely,

Thorne Saunders, TACS/DDiN Administrator  
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