2013

VOLVO TRUCKS ACADEMY

Courses for Service Technicians and Drivers
Today’s Volvo trucks and engines are more dependable and fuel-efficient than ever. At the same time, advanced technologies create an ongoing learning curve for personnel who maintain and operate the latest vehicles.

Your technicians need to stay current on the latest service and repair procedures. And, your drivers need to understand how their skills affect the performance and efficiency of the trucks they drive. With a trained team, you can be confident they’re doing all they can to build your bottom line. That’s the value of training through Volvo Trucks Academy.

Our comprehensive course offering provides the knowledge required to keep your Volvo trucks on the road, productive and profitable. In fact, there’s no better way to maximize the return on investment for every Volvo truck you operate.

Volvo Trucks Academy eLearning programs deliver an exceptional level of training and convenience through courses available at any time, through any computer. Hands-on, instructor-led courses are offered at six training facilities across North America.

With advanced instruction on the latest Volvo engines, emissions controls, fuel saving innovations and driving tips, the benefits of Volvo Trucks Academy training will show up on your balance sheet.

When your technicians are trained for precision service – and your drivers know how to drive for better fuel efficiency, productivity and safety – you’ll get maximum yield from your fleet. You’ll reduce internal service costs while improving shop workflow. Vehicle performance and uptime will increase, as will customer satisfaction. And, your staff will be better prepared to determine whether to keep service in-house or send it to your authorized Volvo Trucks dealer.

PROFESSIONAL TRAINING FACILITIES THROUGHOUT NORTH AMERICA

Volvo training at all of our classroom locations assures a focused learning experience that’s comprehensive, comfortable and free of distractions.

Training Center Locations

Atlanta, GA
200 Tradeport Boulevard
Suite 212
Atlanta, GA 30354

Chicago, IL
3900 Rock Creek Blvd
Joliet, IL 60431

Dallas, TX
1360 Post & Paddock Road
Grand Prairie, TX 75050

Salt Lake City, UT
550 East 300 South
Kaysville, UT 84037

Toronto, ON
6155 Belgrave Road, Unit 2
Mississauga, ON, L5R 4E6

Quebec, QC
2775 rue de L’Etchemin
Saint Romuald, QC G6W 7X5
TECHNICIAN TRAINING

Online Technician Training

The Volvo Trucks Academy online training curriculum is the most convenient way to keep your shop current on service and repair. Your technicians can easily access online training from any computer 24/7 to complete courses on their own schedule.

AVAILABLE ONLINE COURSES

General Repairs and Preventative Maintenance

- Volvo Preventive Maintenance / 30 minutes
- Lubrication Training 1 - Fundamentals of Lubrication / 60 minutes
- Lubrication Training 2 - Heavy-Duty Diesel Engine Lubrication / 60 minutes
- Lubrication Training 3 - Heavy-Duty Truck Gear Lubrication / 60 minutes
- Lubrication Training 4 - Heavy-Duty Truck Grease Lubrication / 60 minutes
- Lubrication Training 5 - Heavy-Duty Coolants / Anti-Freeze / 60 minutes

Systems, Operations, Basic Diagnostics and Repair

- Volvo Operating 2007 and Newer Vehicles / 60 minutes
- Introduction to Electrical Systems / 60 minutes
- Introduction to Volvo Electronics / 60 minutes
- Volvo Air Brake Fundamentals / 30 minutes
- Volvo Basic Heavy-Duty Truck HVAC Principles / 45 minutes
- Diesel Engine Basics / 45 minutes
- Impact for Fleets / 30 minutes
- Heavy-Duty Truck Transmission Basics / 40 minutes

Service Diagnostic Systems and Major Repair

- An Overview of Premium Tech Tool / 30 minutes
- Premium Tech Tool and Guided Diagnostics / 90 minutes
- Premium Tech Tool 2.0 for Volvo Trucks / 30 minutes
- Volvo Trucks HD-OBD Basics / 90 minutes
- Volvo SCR Familiarization / 90 minutes
- Bendix ABS 6 Advanced with ESP Stability System / 60 minutes
- Volvo V20 Engine Measuring Tools / 60 minutes
- Catalyzed DPF / 180 minutes
- Volvo Exhaust Aftertreatment System (EATS) Overview / 30 minutes
- 2013 Communication Network Update for Volvo Trucks / 12 minutes

Advanced Level Diagnostics

- Failure Analysis / 120 minutes
- Volvo Link Classic / 45 minutes
- Volvo Automated Transmission for Fleets / 35 minutes
- Volvo I-Shift - How to Remove Control and Range Housing / 15 minutes

Contact academy-help@volvo.com for more information on training costs and availability.
GETTING STARTED

WITH ELEARNING

Volvo customers are welcome to register all of their technicians and drivers for online training. To get started, contact your local dealer to provide access to Volvo Trucks Academy eLearning training. Once your company is registered and obtains login credentials, your staff is ready to start online training.

Go to www.truckscustomerportal.com and access the Learning Management System (LMS). LMS is Volvo Trucks Academy’s gateway to all online course offerings available to Volvo customers. In LMS you can search eLearning topics, take courses, track course credits, earn certificates, and view your progress.
TECHNICIAN TRAINING

Instructor-Led Technician Training

Every fleet has unique training needs and timetables. That’s why we offer instructor-led training that’s custom designed to fit your requirements. These best-in-industry courses can be scheduled in one of our six training facilities or on-site at your location.

All of our courses are facilitated by Volvo trained instructors who have experience repairing Volvo trucks and in real-world experience in dealership and/or fleet service operations. They understand the demands and challenges of working in a fast-paced, bottom-line-driven service department.

Volvo training at one of our classroom locations assures a focused learning experience that’s comprehensive, comfortable and free of distractions. But if you’d rather host an exclusive training event at your location or a site of your choosing, we offer on-site training as well.

You’ll work directly with the training instructor to customize and develop the course material you’ve chosen. You’ll discuss class schedules and decide on the equipment needed to provide the proper hands-on training.

AVAILABLE INSTRUCTOR-LED COURSES

**ENGINES**
- Design and function
- Maintenance
- Tune-up procedure
- Diagnostics
- Engine overhaul
- Aftertreatment systems

**ELECTRONICS**
- Design and function
- Component location
- Module communications
- Sensor operation and location
- Parameter programming
- Troubleshooting and diagnostics
- PTT to include guided diagnostics and VCADS

**ELECTRICAL**
- Design and function
- Circuit identification
- Wire ID and nomenclature
- Reading wiring schematics
- Starting and charging circuits
- Diagnostics

**BRAKES**
- Design and function
- Air system generation
- Foundation brakes
- Brake electronics and diagnostics
- Heating, ventilating & air conditioning
- Performance testing
- Refrigerant recovery and charging
- System and electronic diagnostics

**PREVENTATIVE MAINTENANCE**
- PM schedule
- Chassis requirements and adjustments
- Lube point locations

Contact academy-help@volvo.com for more information on training costs and availability.
**Driver Training**

Volvo Trucks Academy’s driver training combines vehicle knowledge and driving techniques to help you get maximum productivity and fuel efficiency from every truck. Volvo fleet customers can choose the convenience of online eLearning courses or on-site classes led by a Volvo product expert with real-world driving experience.

**Online Driver Training Courses**

- Vehicle Basics
- Instrumentation
- Understanding the Diesel Particulate Filter (DPF)
- Driving with SCR
- Driving with VEST
- Operating Your Vehicle with Volvo I-Shift
- Driving for Fuel Efficiency: Maintenance
- Driving for Fuel Efficiency: Principles of Shifting
- Driving for Fuel Efficiency: Momentum Management
- Driving with VEC
- Effective Pre-Trip Inspection
- Idle Reduction
- Passive and Active Safety Devices

**Instructor-led Driver Training Courses**

Instructor-led training is customized to address existing truck specifications and fleet needs. The courses consist of both classroom learning and behind the wheel training for hands-on experience of vehicle features and driving techniques.

**Product Familiarization:**

- Pre-trip fluid and filter inspection points
- SCR system
- Engine performance curves and parameters
- Manual and I-Shift Transmission features and operation
- Driver Information display, menus, and special features
- Engine brake operation

**Fuel Efficient Driving Techniques:**

- Driving and cruising in the engine’s most efficient RPM range
- Shifting management
- Momentum management
- Idle reduction
- Tires and their importance in fuel efficiency
- Programmable engine features that help boost fuel efficiency

Contact academy-help@volvo.com for more information on training costs and availability.
By making training a priority, you’ll quickly see increases in uptime, fuel efficiency and driver performance. We’ll be glad to personally discuss your specific training requests and goals for your technicians and drivers. Simply send us an email to indicate your interest. We’ll be in touch to explore the curriculum, location, and timetable that works best for you.

For information and enrollment, please contact academy-help@volvo.com.

Volvo Trucks Academy
7900 National Service Road
Greensboro, NC 27235
Your technicians can easily access their training curriculum from any computer 24/7 and can complete courses on their own schedule. The following courses are currently available:

**2013 COMMUNICATION NETWORK UPDATE FOR VOLVO TRUCKS**

**Description**

This video introduces the new ISO communication network, how it works, and how the vehicle has changed to accommodate this new network. Volvo is adopting the ISO network in order to comply with 2013 EPA requirements regarding general diagnostic scanners for non-dealership technicians.

**Objectives**

Upon successful completion of this course, participants will be able to:

- Navigate the new interface
- Differentiate between the new and old functions within the system
- Use the new system to diagnose and test the vehicle

**CATALYZED DPF**

**Description**

This training begins with a fundamental explanation of Diesel Particulate Filters, continues on to detail the DPF system components and normal operation of the DPF; and ends with fault diagnosis and the driver interface display.

**Objectives**

Upon successful completion of this course, participants will be able to:

- Describe, troubleshoot, diagnose and service the Bendix ABS-6 Braking System accurately and efficiently
- Recognize all DPF-to-Driver messages, warning lamps, labels, switches and controls
- Translate how power is made in a diesel engine

**AN OVERVIEW OF PREMIUM TECH TOOL**

**Description**

The course will provide you with an overview of the Premium Tech Tool.

**Objectives**

Upon successful completion of this course, participants will be able to:

- Identify the primary functions of Premium Tech Tool
- Recognize service applications and resources utilized within PTT
- Operate PTT to assist you in diagnosing issues with vehicles

**DIESEL ENGINE BASICS**

**Description**

The purpose of this course is to detail the diesel engine parts and components and explain how power is made.

**Objectives**

Upon successful completion of this course, participants will be able to:

- Translate how the idea for a compression ignition/diesel internal combustion engine came about
- Describe the parts and components in a standard diesel engine
- Describe the four-stroke Otto cycle for a diesel engine
- Translate how power is made in a diesel engine
- Describe the advantages of a diesel engine

**BENDIX ABS 6 ADVANCED WITH ESP STABILITY SYSTEM**

**Description**

This program will help the service technician stay ahead of the curve. Designed to familiarize service technicians with the new Bendix ABS with ESP stability system, course content focuses on wheel speed sensors, modulators, ECU, ESP sensors, stability overview, diagnostic tools and troubleshooting.

**Objectives**

Upon successful completion of this course, participants will be able to:

- Describe, troubleshoot, diagnose and service the Bendix ABS-6 Braking System accurately and efficiently
- Describe the four-stroke Otto cycle for a diesel engine
- Translate how power is made in a diesel engine
- Describe the advantages of a diesel engine

**2013 Communication Network Update for Volvo Trucks**

**Description**

This video introduces the new ISO communication network, how it works, and how the vehicle has changed to accommodate this new network. Volvo is adopting the ISO network in order to comply with 2013 EPA requirements regarding general diagnostic scanners for non-dealership technicians.

**Objectives**

Upon successful completion of this course, participants will be able to:

- Navigate the new interface
- Differentiate between the new and old functions within the system
- Use the new system to diagnose and test the vehicle

**Catalyzed DPF**

**Description**

This training begins with a fundamental explanation of Diesel Particulate Filters, continues on to detail the DPF system components and normal operation of the DPF; and ends with fault diagnosis and the driver interface display.

**Objectives**

Upon successful completion of this course, participants will be able to:

- Describe the purpose of a DPF and how it functions
- Identify the components, sensors, and controls modules that make up the Catalyzed DPF
- Identify the DPF regeneration process, the inspection, maintenance and component replacement criteria
- Demonstrate how to diagnose a Catalyzed DPF using Guided Diagnostics
- Recognize all DPF-to-Driver messages, warning lamps, labels, switches and controls
- Translate how power is made in a diesel engine
FAILURE ANALYSIS

Description
Failure Analysis is the process of determining the original cause of component failure in order to prevent it from happening again. When a failed component is replaced without determining the cause, the failure will continue to occur. This online course provides students with the training necessary to properly diagnose the root cause of failures with engines, transmissions and carriers.

Objectives
Upon successful completion of this course, participants will be able to:
• Diagnose the root cause of failures using the failure analysis process
• Identify all contributing causes of failure
• Perform repairs
• Recognize any conditions that may need correction to prevent a repeat failure

INTRODUCTION TO ELECTRICAL SYSTEMS

Description
The purpose of this course is to define electricity and explain electrical circuit types, components, and systems.

Objective
Upon successful completion of this course, participants will be able to:
• Describe the electricity and electrical components, wiring and systems

INTRODUCTION TO VOLVO ELECTRONICS

Description
This course is designed to introduce you to the operation and diagnosis of the Volvo VECTOR systems and covers these topics:
• Identify the four versions of the Volvo VECTOR systems
• Describe the key components and the general operation of the Volvo VECTOR systems
• Recognize key Volvo VECTOR sensors, control modules, actuators, control switches and dashboard indicator lamps and their associated functions

Objectives
Upon successful completion of this course, participants will be able to:
• Identify the four versions of the Volvo VECTOR systems
• Describe the key components and the general operation of the Volvo VECTOR systems
• Recognize key Volvo VECTOR sensors, control modules, actuators, control switches and dashboard indicator lamps and their associated functions

LUBRICATION TRAINING 1 - FUNDAMENTALS OF LUBRICATION

Description
This course reviews the essentials of lubrication for service technicians. Major sections within the course describe friction, viscosity, viscosity grades and wear. Various interactive demonstrations and animations are used to cover important concepts. The major viscosity grade systems are reviewed, including the specifications for multi-grade engine oils. Also covered are the effects of temperature, load and speed on film thickness and the role of lubrication in reducing friction and wear.

Objective
Upon successful completion of this course, participants will be able to:
• Describe the basic fundamentals of lubrication

HEAVY-DUTY TRUCK TRANSMISSION BASICS

Description
The purpose of this course is to explain the physics behind how a transmission works, detail why a transmission is needed and what it does, define the manual transmission’s sub-components, explain the proper operation of all major parts of a transmission, and finally to detail how to shift the gears of several different heavy-duty truck transmissions.

Objectives
Upon successful completion of this course, participants will be able to:
• Understand why a transmission exists and how it functions
• Recognize how pairs of gears work together to provide a mechanical advantage
• Appreciate the inverse relationship between torque and speed
• Understand the components that make up a transmission
• Understand the power flow through a transmission
• Discover how to properly shift a transmission

IMPACT FOR FLEETS

Description
Impact is a helpful tool that allows you to search for parts, components, and service information. In this course, you’ll learn how easy it is to use the key features of Impact.

Objectives
Upon successful completion of this course, participants will be able to:
• Describe the components of the Impact Main Menu
• Search for a part using various search methods
• Locate components
• Locate service information
• Add notes for future reference
LUBRICATION TRAINING 2 - HEAVY-DUTY DIESEL ENGINE LUBRICATION

Description
This is the second program for lubrication training. This program provides basic information on the components and operation of a heavy-duty diesel engine and their lubrication needs. Also covered are potential lubrication problems, API performance specifications and testing, and lubrication challenges.

Objectives
Upon successful completion of this course, participants will be able to:
• Identify the key mechanical components of heavy duty diesel engines
• Describe the fundamental principles of heavy duty diesel engines
• Discuss the role that each of the respective components plays in the engine

LUBRICATION TRAINING 3 - HEAVY-DUTY TRUCK GEAR LUBRICATION

Description
This is the third course for lubrication training. This program provides basic information on gearbox types and operation, gearbox lubrication, gearbox maintenance, and gear lubricants.

Objectives
Upon successful completion of this course, participants will be able to:
• Identify the gearbox types and operation
• Recognize transmission basics
• Describe gearbox lubrication, gearbox maintenance and gear lubrication challenges

LUBRICATION TRAINING 4 - HEAVY-DUTY TRUCK GREASE LUBRICATION

Description
This course defines grease, reviews different applications of great lubrication, covers grease performance specifications and details proper grease lubrication procedures.

Objectives
Upon successful completion of this course, participants will be able to:
• Recognize and understand what grease is and the typical truck parts that require grease
• Identify the testing done to determine grease performance specifications, and the proper methods use to apply grease

LUBRICATION TRAINING 5 - HEAVY-DUTY COOLANTS / ANTI-FREEZE

Description
This course provides a basic understanding of engine cooling system parts and operation, coolant properties and potential problems, conventional and extended life coolant/anti-freeze performance specifications and coolant/anti-freeze challenges.

Objectives
Upon successful completion of this course, participants will be able to:
• Describe engine cooling system parts and operation
• List the coolant/anti-freeze protection characteristics
• List the coolant/anti-freeze performance specifications
• Recognize the coolant/anti-freeze challenges

PREMIUM TECH TOOL 2.0 FOR VOLVO TRUCKS

Description
The goal of this course is to introduce you to the new version of Premium Tech Tool (PTT).

Objectives
Upon successful completion of this course, participants will be able to:
• Navigate the new interface
• Differentiate between the new and old functions within the system
• Use the new system to diagnose and test a product

PREMIUM TECH TOOL AND GUIDED DIAGNOSTICS

Description
This course provides the information required to get started using the Premium Tech Tool and Guided Diagnostics service and diagnostic applications for Volvo vehicles. This course utilizes audio and multimedia demonstrations as well as interactive exercises and activities to deliver and reinforce key learning content.

Objectives
Upon successful completion of this course, participants will be able to:
• Identify the Premium Tech Tool workflow and processes
• Identify the Fault/Symptom diagnostic process utilizing Guided Diagnostics
VOLVO AIR BRAKE FUNDAMENTALS

Description
This course provides an overview of the components and systems related to the operation of an air-equipped chassis and air brake systems for new technicians.

Objectives
Upon successful completion of this course, participants will be able to:
• Label the components of an air generation
• Differentiate among the components of primary and secondary air system circuits
• Designate the components of a dual air circuit
• Identify the characteristics of a tractor protection manifold
• Identify the features of a spring brake control

VOLVO AUTOMATED TRANSMISSION FOR FLEETS

Description
This course introduces the student to the automated transmission including the gear selectors, components, lubrication system and operation.

Objectives
Upon successful completion of this course, participants will be able to:
• Describe the features and benefits of the Volvo I-Shift
• Identify components of the Volvo I-Shift
• Describe the lubrication system for the I-Shift
• Identify the powerflow and cylinder positions for forward, reverse, and neutral gears in the transmissions with and without overdrive

VOLVO BASIC HEAVY-DUTY TRUCK HVAC PRINCIPLES

Description
This course provides an overview of heat transfer and Freon™ characteristics to assist new and experienced technicians with diagnosing heater and air conditioning systems.

Objectives
Upon successful completion of this course, participants will be able to:
• Describe the heat transfer and freon characteristics
• Identify the basic concepts in diagnosing heater and air conditioning complaints
• Troubleshoot heater and air conditioning systems

VOLVO I-SHIFT - HOW TO REMOVE CONTROL AND RANGE HOUSING

Description
This video course demonstrates the proper procedures and lists the correct information and tools required to remove the transmission range housing, transmission ECM, and transmission control housing, both manually and electronically, using VCADS.

Objectives
Upon successful completion of this course, participants will be able to:
• Identify the proper procedures, information, and tools to remove the transmission range housing, transmission ECM, and transmission control housing, both manually and electronically, using VCADS
• Recognize the outcome of following proper procedures.

VOLVO LINK CLASSIC

Description
This course is designed to cover the steps necessary to properly diagnose and service a truck equipped with the Volvo Link Classic System.

Objectives
Upon successful completion of this course, participants will be able to:
• Briefly explain how the service functions, present the components that make up the system, and detail step-by-step diagnostics and service procedures

VOLVO OPERATING 2007 AND NEWER VEHICLES

Description
This course is organized into 3 modules: (1) Chassis, Cab Controls and Indicators Overview, (2) Engine Operation & Fuel Economy and (3) US’07 Exhaust Aftertreatment System.

Objectives
Upon successful completion of this course, participants will be able to:
• Locate the chassis, engine and transmission information for Volvo vehicles
• Plan your pre-trip inspection
• Identify and describe the key indicators and cab controls
• Adjust the driver’s seat, seatbelt and steering wheel in ’07 & newer Volvo vehicles
VOLVO PREVENTIVE MAINTENANCE

Description

This course is designed to cover the essential items necessary to properly maintain a Volvo truck.

Objectives

Upon successful completion of this course, participants will be able to describe:
• Preventive maintenance
• Preventive maintenance schedules
• The need and benefit of oil analysis
• VCADS and Impact through Premium Tech Tool (PTT)

VOLVO SCR FAMILIARIZATION

Description

This course provides an introduction to the new exhaust aftertreatment technology, called selective catalytic reduction, or SCR, that is used on EPA'10 Volvo Trucks. It reviews components, system operation, driver indications, maintenance considerations and diagnostics.

Objectives

Upon successful completion of this course, participants will be able to:
• Recognize the importance of the use of only approved Diesel Exhaust Fluid (DEF) for EPA’10 trucks
• Understand the operation of the Selective Catalytic Reduction (SCR) system
• Understand the necessity to avoid contaminating the DEF and SCR system
• Recognize how DPF regens have changed for EPA’10 trucks
• Have basic knowledge of the control system and datalink connections used
• Identify new driver indications, including the MIL lamp and DEF low level indicator
• Be aware of basic SCR system maintenance concerns, including the proper protection of electrical terminal and connections
• Know where to go to read and repair fault codes on US’10 trucks

VOLVO TRUCKS HD-OBD BASICS

Description

This Heavy-Duty On-Board Diagnosis (HD-OBD) course is designed to cover what HD-OBD is, and why it is necessary for heavy-duty vehicles.

Objectives

Upon successful completion of this course, participants will be able to:
• Describe HD-OBD
• Describe the MIL
• Identify DTCs including what they are and what causes them to set
• Identify a complete drive cycle
• Identify Functional Monitors
• Identify Comprehensive Monitors
• Identify Threshold Monitors
• Describe PTT functionality as it relates to HD-OBD
• Identify standardized terminology

VOLVO V20 ENGINE MEASURING TOOLS

Description

Volvo V20 Engine Measuring Tools - Prerequisite - online training has been designed to familiarize you with the use of a micrometer and dial indicator. The proper use of measuring devices helps the technician to evaluate whether a part is worn beyond specifications or whether it is installed properly. Measuring ensures that a component has been assembled with the correct clearance and premature failure is avoided.

Objectives

Upon successful completion of this course, participants will be able to:
• Take measurements correctly—including setting up, measuring, reading results and comparing the results to specifications

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• Understand the necessity to avoid contaminating the DEF and SCR system
• Recognize how DPF regens have changed for EPA’10 trucks
• Have basic knowledge of the control system and datalink connections used
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• Be aware of basic SCR system maintenance concerns, including the proper protection of electrical terminal and connections
• Know where to go to read and repair fault codes on US’10 trucks

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Objectives

Upon successful completion of this course, participants will be able to:
• Describe HD-OBD
• Describe the MIL
• Identify DTCs including what they are and what causes them to set
• Identify a complete drive cycle
• Identify Functional Monitors
• Identify Comprehensive Monitors
• Identify Threshold Monitors
• Describe PTT functionality as it relates to HD-OBD
• Identify standardized terminology

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