


VOLVO CAR SERVICE AND PARTS BUSINESS				
<h1>Service Manager Bulletin</h1>				
TITLE: <b>Technician Skillset Requirements for Work Performed</b>				
GROUP: 00	NO: 438	ISSUING DEPARTMENT: Technical Training	CAR MARKET: United States and Canada	
REFERENCE BULLETINS:			ISSUE DATE: 2019-10-14	STATUS DATE: 2019-11-08
Service Personnel: Read and initial	SERVICE MANAGER	SERVICE WRITER	WARRANTY ADMINISTRATOR	
Page 1 of 4				

**“Right first time in Time”**

It takes a number of actions to fix the car right the first time in time. One of the most important is a technician with the right training skillset working on the car.

Volvo Standard Times (VST) are linked to repair method and specific skillset requirements as indicated by the VST in VIDA (*see Fig 1*)

**It is mandatory that technician skillset requirements are met or exceeded when diagnosing or repairing.**

Unqualified technicians performing repairs leads to higher costs and dissatisfied customers. Repairs performed by technicians that do not have the correct level of training according to the skillset requirements can be denied.

*Fig 2* - is a cross-reference table that aligns the Central Skillset with North America ratings.

*Fig 3* - Technician skillset requirements displayed in VIDA for certain operations has been revised.

As a reminder, the technician performing the repair must meet the skillset requirements for the repair method as shown in VIDA, including diagnostic operations.

See Service Manager Bulletin 00-428 for claim text requirements, specifically the technician personal ID (PID)

# Service Manager Bulletin 00-438



Available Operations for 433 adapter trans., angle gear and overdrive | [view image](#)

<input type="checkbox"/>	Operation No.	Description	Variant Desc	Skill
<input type="checkbox"/>	<a href="#">43330-2</a>	Bevel gear, remove-install/replacement	.S60 B6304TX 13-	3MH
<input type="checkbox"/>	<a href="#">43332-2</a>	Pinion seal bevel gear replace	.S60 13-	3MH
<input type="checkbox"/>	<a href="#">43333-2</a>	Transfer Case Seal RH replace Incl:43338-2	.S60 B6304TX	2
<input type="checkbox"/>	<a href="#">43334-3</a>	Bleed valve bevel gear replace Describing english text missing, VCCS informed.	.S60 12-	2
<input type="checkbox"/>	<a href="#">43335-2</a>	Transfer Case Seal LH replace	.S60 B6304TX	3MH
<input type="checkbox"/>	<a href="#">43338-2</a>	Oil bevel gear check/adjust	.S60 B6304TX	2

Add to List

New Work List ▾

View List

**Fig 1**



# Service Manager Bulletin 00-438

<p align="center"><b>Volvo Car Global Technician Skill Level Definition (From VSTG)</b></p>	<p align="center"><b>VCUSA Rating Equivalent</b></p>
<p><b>STANDARD FOR TECHNICIAN SKILLS</b>  <b>Job overview (skill element) related to each level</b>  <b>Note:</b> The following jobs are only examples.</p>	
<p><b>Volvo Technician Level 1</b>            Basic fault tracing            Replacing basic components on vehicles, such as exhaust system, brake pads, rear shock absorbers, etc.            Measurement of power supply            Material handling (“environment”)</p>	<p align="center"><b>Quality</b></p>
<p><b>Volvo Technician Level 2</b>            Adjustment of components or systems, such as transmission linkage or throttle linkage.            Scheduled service maintenance. DTC based fault tracing. Download software.            Test, repair and replace electrical circuits and components (examples: control modules, sensors.)            Configure and program systems/functions            Test and repair charging system, repair wiring and connectors            2-Wheel alignment</p>	<p align="center"><b>Certified</b></p>
<p><b>Volvo Technician Level 3 (Specialized)</b>            Three different job areas: Mechanical/Hydraulic (M/H), Electronic (E) and Air Conditioning (AC).            The technician can choose to specialize in one, two or all three job areas.            Inspection of components, systems and functions (M/H, E, AC).            Symptom based fault tracing (M/H, E, AC).            Non DTC based fault tracing.            Replacement of complex vehicle components such as: brake discs front, viscous coupling (M/H), evaporator, thermostatic expansion valve (AC).            Replacement and repair of larger units, such as engine, transmission, etc. (M/H).            4-wheel alignment (M/H).            Measurement of signal values (E).            Test and fill the AC-system according to legal requirements and Volvo norms (AC).</p>	<p align="center"><b>Master</b></p>
<p><b>Volvo Technician Level 3E + (3EB)</b>            NICA (Hybrid Specialist) is the only person in the workshop who may assess whether a hybrid vehicle’s high voltage system requires de-energizing or not.            Only the NICA (Hybrid Specialist) may de-energize/re-energize the high voltage system.            Work with internal components in the high voltage battery.</p>	<p align="center"><b>Hybrid Specialist (See Footnote 1)</b></p>
<p><b>Volvo Technician Level 4</b>            Necessary = level 3 M/H + E, and when the market also requires AC.            Set diagnostics, based on information from customer and vehicle/system, on any component/ system/function in the car.            Internal/external relations (conduct and communication skills).</p>	<p align="center"><b>Expert</b></p>

**Fig 2**

**Note 1:** Starting January 1, 2020, a minimum rating of Certified Level is a prerequisite to achieve Hybrid Level.



Operation	Description	New Skill Level	Previous Skill Level
17301	Original Service	1	2
17302	Wear and Tear Inspection	1	2
17432	Air Cleaner Passenger Compartment	1	2
17481	Cleaning Inside of Windshield	1	2
17603	10K Service	1	2
17607	20K Service	1	2
17612	30K Service	1	2
36004	Software control module downloading	1	2
51116	Brake discs front x2 replace	1	2
36635	Remote control ignition key replacement	1	2
51117	Brake pads/discs front x2 replace	1	2
23734	Injector 1x replace	2	3
51217	Brake discs/brake pads rear 2 wheels	1	2
36002	Software control module downloading	1	2
51216	Brake discs rear x2 replace	1	2
88408	Seat belt front x1 replace	1	2
51020	Brake disc 2 wheels check	1	2
51147	Brake discs front x2 replace	1	2
85212	Heater pad seat cushion replace	1	2
36001	Diagnostic trouble codes read / reset /	1	2
85220	Upholstery front seat cushion x1	1	2
36050	Calibrating/Identifying with VIDA	1	2
25506	Turbocharger (TC) x1 remove - install /	2	3
88405	Seat belt rear center 3-POINT replace	1	2
23712	Fuel distribution pipe	2	3

**Fig 3**