

# Service Manager Bulletin

TITLE:

**Q2 2022 Retailer Technical Training Requirements**

<b>GROUP:</b> 00	<b>NO:</b> 041	<b>ISSUING DEPARTMENT:</b> Technical Training	<b>CAR MARKET:</b> United States and Canada	
<b>REVISIONS:</b>			<b>ISSUE DATE:</b> 2022-03-22	<b>STATUS DATE:</b> 2022-03-22
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**“Right first time in Time”**

**Q2 2022 RETAILER TECHNICAL TRAINING REQUIREMENTS:**

*Please note: The due date for training requirements is Tuesday, June 14th at 7 p.m. EST*

To comply with **Volvo Technical Training Standards** and **Volvo Car USA LLC Operating Standards** a retailer must maintain the following:

- **1 per retailer required: NP-ILT-RNGZ-22: ReEnergize Launch Event**
- **2 per retailer required: NP-VILT-LRPV-22: Long Range PHEV**
- **G0-Quality Level –**
  - 100% of technicians must complete G0-Quality Web-Based Training (WBT) courses
  - 80% of technicians must complete ALL G0-Quality Instructor Led Training (ILT) courses
- **G1-Certified Level –**
  - 70% of technicians must complete G1-Certified web-based courses
  - 50% of technicians must complete all of the following instructor-led courses: G1-ILT-ELVT-20, G1-ILT-EREP-20, G1-ILT-PROC-20
- **G1D-Certified Diagnostic Level –** 50% of technicians must complete G1-Certified web-based courses
- **G2-Master Level –**
  - 20% of technicians must complete G2-Master web-based courses
  - At least one technician per retailer required for these courses
    - **G1-ILT-BELV-21 – BEV Battery Repair**
    - **G2-ILT-PHEV-21: PHEV Battery Repair**

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- **Expert Level** – All Expert approvals are frozen as the level is currently under review. We look forward to launching a new Expert path soon.
- **Maintenance Rating** – Service Technician Apprentices (008): This rating does not count toward retailer meeting certification and does not require Instructor-led Training (ILT). To achieve this rating, all required web-based courses must be successfully completed.
  - a) A maximum of two (2) Service Technician Apprentices (008) to every five (5) Service Technicians\Working Shop Foremen is allowed.
  - b) Retailers with less than five (5) Service Technicians\Working Shop Foremen are allowed one (1) Service Technician Apprentice.

## **Reminders:**

- All requests for changes to Auto-Enrollments must be made using the Technical Training Enrollment Change Request Form. Note, you must be logged into Volvo Cars Portal (VCP) using your CDSID to have access to the form.
- For 2022, a technician’s working status is the greater of their Q4 2020 *or* current quarter certification achievement.
- To perform any warranty repairs on PHEV or BEV vehicles, a technician must have credit for, **G1-ILT-ELVT-21: Electric Vehicle Technician**. This EVT individual certification status is reflected on the Retailer Technical Training Report (RTTR).
- For details on Electric Vehicle Technician designations please refer to SMB-00-020: Electric Vehicle Technician Designations
- **Instructor-led Post Course Assessments:** Instructor-led technical training courses now have an online End-Of-Course assessment. Technicians will have two attempts and must pass the assessment with an **80%** or greater. Technicians who do not pass the assessment after two attempts must retake the course.
- **Dress Attire:** While attending Volvo technical training, the training center should be considered a professional work environment. Appropriate dress is required. This means a shirt, long pants, and shoes must be worn while attending a technical training session. Work clothes from other automotive brands are not acceptable unless co-branded with the current Volvo logo. Shirts or hats with offensive or vulgar text or images are also not permitted.

The following attire is not acceptable to ensure that safety regulations are met:

- Shorts
- Sleeveless tops
- Open-toe shoes or sandals
- Revealing attire
- Ripped or torn clothing
- Unsecured jewelry that may cause injury

**No Show Fee:** VCUSA, LLC reserves the right to charge a “no-show fee” for retailer employees who are scheduled for an Instructor-Led Training session and fail to attend the training at the prescribed location. This fee will be in the form of a \$1,000 (USD) **per day** charge to the retailer’s monthly parts statement.

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For employees that will not be able to attend a training session, please use this form: [Technical Training Enrollment Change Request](#) to cancel the enrollment at least **10 business days** in advance of the start of the training in order to avoid this fee.

If you have a general inquiry regarding instructor-led technical enrollments, please e-mail: [TECHS@volvocars.com](mailto:TECHS@volvocars.com)

**G0 - Fast Track to Quality Certification:** This revised program provides an experienced technician, new to the Volvo brand, the opportunity to test and demonstrate their prior experience and receive equivalency for G0-Quality level, instructor-led training (ILT) courses.

To obtain G0-Quality level instructor-led equivalency, the technician will need to complete the following:

- 1) Pass either the Volvo Certified Test (or a minimum of 4 ASE's A1-A8)
- 2) Complete all G0-Quality level web-based training modules
- 3) Provide previous training history for review and consideration
- 4) Pass the 1-day, G0-ILT-ASMT-20: G0 Practical Assessment (steps 1-3 must be completed before the assessment is scheduled)

We will prioritize based on meeting requirements and shop needs. This session is a single day test. Please complete this [Fast Track Request Form](#) to request a review of the technician's credentials.

## **AUTOMOTIVE SERVICE EXCELLENCE (ASE) TEST REQUIREMENTS:**

As of Q2 2022, there are no ASE requirements against retailer or individual standards.

## **YEARS OF VOLVO EXPERIENCE:**

<b>Quality (G0)</b>	<b>Certified (G1, G1D)</b>	<b>Master (G2)</b>	<b>Expert (G3)</b>
Not Required	1 Year	3 Years	5 Years

## **PLEASE NOTE:**

For proper accounting of technician certification performance, it is imperative that retailers assign the appropriate job code to technical service staff within 1-week of employment start.

To do this, access **Digital Personnel Master (DPM)** and enter these approved position codes:

- Service Technician Apprentice/Maintenance (008)
- Service Technician (S/T)
- Working Shop Foreman (WSF)

Certification eligibility will be voided if there is evidence of unethical behavior. This includes, but is not limited to the following examples:

- A person other than the employee required to complete the course material, completes the required course or test.
- Retailer modifies job roles or position start dates to circumvent requirements.

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**E-mail Address Verification:** It is critical that email addresses for both technicians and dealer staff administrators (DSA) are accurate in DPM.

It is the responsibility of the retailer to ensure that email addresses are accurate so that training notifications are received.

**Volvo Car Performance Academy:** The Volvo Car Performance Academy (VCPA) on Volvo Cars Portal is the portal where you will find the latest information and news for all training needs.

**Technical Training Requirements (see Appendix):** You should always reference the latest training requirements grid on the VCPA homepage. From “Volvo Cars Portal”, select “Volvo Car Performance Academy” then “Training” and finally “Training Requirements”. We have attached the current grid here to this bulletin for your reference.

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## Q2 2022 Technical Learner Journey (USA)

LEGEND: NEW courses are highlighted in BLUE ✓ = Required Course ■ = Recommended Course Blank Cell = Not a Required Course  Average Web-Based Course Length is 25 Minutes	Course Code	Course Type	Service Technician (S/T)	Working Shop Foremen (WSF)	Service Technician Apprentice STA-WI (008)	Volvo Tekniker (VTEK)
<b>NEW PRODUCT LAUNCH RETAILER REQUIREMENT</b>						
Long Range PHEV 2 per retailer required	NP-VILT-LRPV-22	VILT				
ReEnergize Launch Event 1 per retailer required	NP-ILT-RNGZ-22	ILT				
<b>QUALITY (GLOBAL LEVEL 0)</b>						
VIDA 80% of retailer technicians must complete prior to end of Q2 2022	G0-ILT-VIDA-20	ILT-1 day	✓	✓	■	■
Basic Electrical 80% of retailer technicians must complete prior to end of Q2 2022	G0-ILT-BELC-20	ILT-2 day	✓	✓	■	■
Measurements 80% of retailer technicians must complete prior to end of Q2 2022	G0-ILT-MEAS-20	ILT-1 day	✓	✓	■	■
Passive Safety 80% of retailer technicians must complete prior to end of Q2 2022	G0-ILT-PSAF-20	ILT-1 day	✓	✓	■	■
Electrical Fault Tracing 80% of retailer technicians must complete prior to end of Q2 2022	G0-ILT-EFT1-20	ILT-1 day	✓	✓	■	■
Service 80% of retailer technicians must complete prior to end of Q2 2022	G0-ILT-SERV-20	ILT-1 day	✓	✓	■	■
G0 Process 80% of retailer technicians must complete prior to end of Q2 2022	G0-ILT-PROC-20	ILT-1 day	✓	✓	■	■
G0 Practical Assessment 80% of retailer technicians must complete prior to end of Q2 2022	G0-ILT-ASMT-20	ILT-1 day	✓	✓	■	■
Volvo Onboarding (equivalency granted for G0 completion prior to Q1 2022) 80% of retailer technicians must complete prior to end of Q2 2022	G0-ILT-OBRD-22	ILT-1 day	✓	✓	■	■
Electric Vehicle Awareness (EVA) - Safety Training	G0-WBT-ELVA-21	WEB	✓	✓	✓	✓
Technical Global Learner Journey Webinar Recording	G0-WBR-TGLJ-20	WEB	✓	✓	✓	✓
Introduction to Volvo for Service Technicians	G0-WBT-IVST-20	WEB	✓	✓	✓	✓
Writing Effective Reports	G0-WBT-WEFR-20	WEB	✓	✓	✓	✓
Retailer Compliance with Volvo Service Policy and Procedures - Module 1	G0-WBT-RCP1-20	WEB	✓	✓	✓	✓
Retailer Compliance with Volvo Service Policy and Procedures - Module 2	G0-WBT-RCP2-20	WEB	✓	✓	✓	✓
12V Main Battery Overview and Best Practices Webinar Recording	G0-WBR-12VB-20	WEB	✓	✓	✓	✓
Oil Consumption Webinar Recording	G0-WBR-OILC-20	WEB	✓	✓	✓	✓
Volvo Product Architecture - Module 1	G0-WBT-VPA1-20	WEB	✓	✓	✓	✓
Volvo Product Architecture - Module 2	G0-WBT-VPA2-20	WEB	✓	✓	✓	✓
Volvo Product Architecture - Module 3	G0-WBT-VPA3-20	WEB	✓	✓	✓	✓
Volvo Product Architecture - Module 4	G0-WBT-VPA4-20	WEB	✓	✓	✓	✓
Q1 2021 Tech Tips and Tricks Webinar Recording	G0-WBR-Q1TT-21	WBR	✓	✓	✓	✓
Q3 2021 Tech Tips and Tricks Webinar Recording	G0-WBR-Q3TT-21	WBR	✓	✓	✓	✓
LEAN Process 1	G0-WBT-LNP1-20	WEB	✓	✓	✓	✓
LEAN Process 2	G0-WBT-LNP2-20	WEB	✓	✓	✓	✓
R89978 - Door Latch Repair Procedures & Best Practices Webinar Recording	1896R	WEB	✓	✓	✓	✓
Introduction to VCPA	VCC001	WEB	✓	✓	✓	✓
MY'22 Reveal	VCC5029 (NA)	WEB	✓	✓	✓	✓
Volvo Cars app & Connected Services	VCC5032 (NA)	WEB	✓	✓	✓	✓
Technician Satisfaction Survey	VCC6034	SURVEY	✓	✓		
Warranty Toolbox	2012	WEB	✓	✓	✓	✓
<b>CERTIFIED (GLOBAL LEVEL 1)</b>						
Electric Vehicle Technician NEW: 50% of retailer technicians must complete prior to end of Q2 2022	G1-ILT-ELVT-21	ILT-2 day	✓	✓		
Engine Repair NEW: 50% of retailer technicians must complete prior to end of Q2 2022	G1-ILT-EREP-20	ILT-2 day	✓	✓		
G1 Process NEW: 50% of retailer technicians must complete prior to end of Q2 2022	G1-ILT-PROC-20	ILT-1 day	✓	✓		
Technician Development	G1-ILT-TECH-20	ILT-2 day	✓	✓		
EFT Inputs, Outputs & Digital	G1-ILT-EFT2-20	ILT-2 day	✓	✓		
G1 Practical Assessment	G1-ILT-ASMT-20	ILT-1 day	✓	✓		
PHEV Awareness	G1-WBT-PHEV-20	WEB	✓	✓		
BEV Awareness	G1-WBT-BEVA-20	WEB	✓	✓		
Electrical Wiring & Repair	G1-WBT-ELWR-20	WEB	✓	✓		
VEP Engine Repair 1	G1-WBT-VEP1-20	WEB	✓	✓		
VEP Engine Repair 2	G1-WBT-VEP2-20	WEB	✓	✓		
Mild Hybrid Electric Vehicles (MHEV)	G1-WBT-MHEV-21	WEB	✓	✓		
Warranty Claim Administration: About Volvo Warranty	2023	WEB	✓	✓		

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## CERTIFIED DIAGNOSTIC (GLOBAL LEVEL 1 DIAGNOSTIC)

Infotainment and Exterior Technology (IET)	1854	ILT-2 day	✓	✓	
Engine Management (EM)	1315	ILT-2 day	✓	✓	
LIN Diagnostics	G1D-WBT-LIND-20	WEB	✓	✓	

## MASTER (GLOBAL LEVEL 2)

PHEV Battery Repair <b>1 per retailer required</b>	G2-ILT-PHEV-21	ILT-2 day	✓	✓	
BEV Battery Repair <b>1 per retailer required</b>	G2-ILT-BELV-21	ILT-2 day	✓	✓	
Long Range PHEV - <b>coming soon</b>	G2-WBT-LRPV-22	WEB	✓	✓	
Volvo Drivetrain Introduction	G2-WBT-DTID-20	WEB	✓	✓	
Noise Vibration and Harshness Basics and Diagnostics	G2-WBT-NVBD-20	WEB	✓	✓	
Advanced Noise Vibration and Harshness Documentation and Diagnostics	G2-WBT-NVAD-20	WEB	✓	✓	
Phone Skills	G2-WBT-PHSK-20	WEB	✓	✓	

## EXPERT (GLOBAL LEVEL 3)

2021 Expert Approval	G3-ILT-EXPA-21	ILT	✓	✓	
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### Quarterly training requirements must be completed for all levels by 7pm (EST) Tuesday, June 14, 2022

- Employees hired on or after Wednesday, March 16, 2022 do NOT count toward Q2 2022 certification standard.  
In Q2 2022, a Retailer must comply with the following requirements:
  - G0-Quality level – 100% of technicians must complete web-based training, 80% of technicians must complete ALL G0 ILT courses
  - G1-Certified level - 70% of technicians must complete web-based training, 50% of technicians must complete the following instructor-led courses:  
G1-ILT-ELVT-20, G1-ILT-EREP-20, G1-ILT-PROC-20
  - G1D-Certified Diagnostic level - 50% of technicians must complete web-based training
  - G2-Master level – 20% of technicians must complete web-based training
- At least 1 technician per retailer must pass G2-ILT-BELV-21: BEV Battery Repair  
At least 1 technician per retailer must pass G2-ILT-PHEV-21: PHEV Battery Repair  
At least 2 technicians per retailer must pass NP-VILT-LRPV-22: Long Range Battery  
At least 1 technician per retailer must pass NP-ILT-RNGZ-22: ReEnergize
- Certification eligibility will be voided if there is evidence of unethical or unprofessional behavior. This includes but is not limited to the following examples; employee did not complete the course material or the conduct the test themselves, if attempts were made to modify position or position start dates to circumvent requirements or other evidence of unethical or unprofessional behavior.
- If a course is not offered, the uncompleted course will not prevent training compliance
- A maximum ratio of two (2) Service Technician Apprentices (O08) to every five (5) Service Technicians\Working Shop Foremen is allowed. Retailers with less than five (5) Service Technicians\Working Shop Foremen are allowed one (1) Service Technician Apprentice.

### Volvo Retailer Work Experience-USA:

Quality (G0)	Certified (G1, G1D)	Master (G2)	Expert (G3)
Not Required	1 Year	3 Years	5 Years