

# Service Manager Bulletin

TITLE:

**Technician Skillset Requirements for Work Performed**

|  |                   |  |  |                                   |
|--|-------------------|--|--|-----------------------------------|
| <b>GROUP:</b><br>00  | <b>NO:</b><br>438 | <b>ISSUING DEPARTMENT:</b><br>Technical Training | <b>CAR MARKET:</b><br>United States and Canada |                                   |
| <b>REVISIONS:</b><br>Updates to Volvo Car Global Technician Skill Level Definition chart |                   |  | <b>ISSUE DATE:</b><br>2021-09-01               | <b>STATUS DATE:</b><br>2022-03-15 |
| <b>Page 1 of 5</b>   |                   |  |  |                                   |

## “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

Fig 1

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<br>Incl:43338-2                                     | .S60 B6304TX     | 2     |
| <input type="checkbox"/> | <a href="#">43334-3</a> | Bleed valve bevel gear replace<br>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     |

# Service Manager Bulletin 00-438

*Fig 2*

| <b>Volvo Car Global Technician Skill Level Definition (From VSTG)</b>  | <b>VCUSA Rating Equivalent</b>    |
|--|-----------------------------------|
| <p><b>STANDARD FOR TECHNICIAN SKILLS</b><br/> <b>Job overview (skill element) related to each level</b><br/> <b>Note:</b> The following jobs are only examples.</p>  |                                   |
| <p><b>Volvo Technician Level 1</b><br/>           Basic fault tracing<br/>           Replacing basic components on vehicles, such as exhaust system, brake pads, brake rotors, rear shock absorbers, etc.<br/>           Measurement of power supply. Material handling (environment).<br/>           Air conditioning extraction and component replacement * (In conjunction with 609 EPA Certification)<br/>           Adjustment of components or systems, such as transmission linkage or throttle linkage.<br/>           Scheduled service maintenance.<br/>           DTC based fault tracing.<br/>           Pre-Delivery Service.<br/>           Download software.<br/>           Configure and program systems/functions.<br/>           Vehicle alignment.<br/>           Access to Tech Information Exchange (TIE).<br/>           Certified Pre-Owned inspection</p> | <b>Quality (G0)</b>               |
| <p><b>Volvo Technician Level 2</b><br/>           Test, repair and replace electrical circuits and components (examples: control modules, sensors).<br/>           Test and repair charging system, repair wiring and connectors.<br/>           Replacement of complex vehicle components such as: viscous coupling M/H), evaporator, thermostatic expansion valve (AC).<br/>           Replacement and repair engines and engine components.<br/>           Issue vehicle reports through Tech Information Exchange (TIE).</p>   | <b>Certified (G1)</b>             |
| <p><b>Volvo Technician Level 3</b><br/>           Measurement of signal values.<br/>           Test and diagnose Volvo networks (CAN, LIN, and Flex Ray).<br/>           Car media &amp; connected media diagnostics (Bluetooth, My Volvo App, Satellite Navigation and Wi-Fi connectivity).<br/>           Diagnostic and fault trace network systems and components across all Volvo Platforms.</p>  | <b>Certified Diagnostic (G1D)</b> |
| <p><b>Volvo Electric Vehicle Technician</b><br/>           Removing and replacing High Voltage Components (excluding internal battery repairs and Battery Disconnect Units.)<br/>           The Electric Vehicle Technical Permit-to-Work documentation and procedures must be completed by one that has a current Volvo certified EVT training certification.</p>   | <b>EVT</b>                        |
| <p><b>Volvo Advanced Electric Vehicle Technician Plugin Hybrid Vehicle (PHEV)</b><br/>           Any work the Electric Vehicle technician (EVT) can perform.<br/>           Perform live voltage work specific to PHEV. This includes all internal battery components and Battery Disconnect Units.<br/>           The Electric Vehicle Technical Permit-to-Work Live Voltage documentation and procedures must be completed by one that has a current Volvo Advanced Electric Vehicle Technician training certification.</p>  | <b>AEVT PHEV</b>                  |

# Service Manager Bulletin 00-438

|   |                    |
|---|--------------------|
| <b>Volvo Advanced Electric Vehicle Technician Battery Electric Vehicle (BEV)</b><br>Any work the Electric Vehicle technician (EVT) can perform.<br>Perform live voltage work specific to BEV. This includes all internal battery components and Battery Disconnect Units.<br>The Electric Vehicle Technical Permit-to-Work Live Voltage documentation and procedures must be completed by one that has a current Volvo Advanced Electric Vehicle Technician training certification. | <b>AEVT BEV</b>    |
| <b>Volvo Technician Level 4</b><br>Set diagnostics, based on information from customer and vehicle/system, on any component/ system/function in the car.<br>Internal/external relations (conduct and communication skills).   | <b>Master (G2)</b> |

**NOTE:** Technicians can ONLY perform repairs associated with their achieved level. Example, AEVT-PHEV technicians cannot perform battery repairs on a BEV without the AEVT-BEV designation.

All designations will be viewable from the Retailer Technical Training Report (RTTR), or within the technician's course completion summary on VCPA.

Warranty claim requirements:

- Warranty claims that do not meet the minimum training requirements as outlined in sections 1-4 will not be paid/subject to debit.
- Eligible warranty repairs are claimed via the normal claim submission.
- All claims should be supported with required documentation.
- Replaced parts are subject to inspection by TMA and or a qualified vendor.
- Complete a Service Product Report (SPR) to support any deficiencies in the repair process.
- Report any missing information or time discrepancies in VIDA Reports (VSTG).

**Note 1:** Starting January 1, 2021, a minimum rating of Certified Level and Volvo Electric Vehicle Technician designation is a prerequisite to achieve Volvo Advanced Electric Vehicle Technician.

## Service Manager Bulletin 00-438

**Fig 3**

| Operation | Description                             | New Skill Level | Previous Skill Level |
|-----------|---|-----------------|----------------------|
| 1710      | PDS 1                                   | 1               | 2                    |
| 1711      | PDS 2                                   | 1               | 2                    |
| 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                    |